

 Independent Verification & Validation Program	Quick Reference Guide for IV&V Metrics Analysis	S3003 Version: Basic Effective Date: August 22, 2013
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AUTHORITY		DATE
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Keenan Bowens (original signature on file)	Process Owner	08/21/2013

REFERENCE DOCUMENTS	
Document	Title
IVV QM	IV&V NASA Quality Manual
IVV 12	NASA IV&V Metrics

If any process in this document conflicts with any document in the NASA Online Directives Information System (NODIS), this document shall be superseded by the NODIS document. Any reference document external to NODIS shall be monitored by the Process Owner for current versioning.



**Independent
Verification &
Validation Program**

**Quick Reference Guide for
IV&V Metrics Analysis**

**S3003
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VERSION HISTORY

Version	Description of Change	Rationale for Change	Author	Effective Date
Basic	Initial Release - poses questions that, when answered, should provide insight into the metric data and ensure metric analysis is being completed.	Developed as a result of discussions between the Metrics Team and the SCO Lead. This reference sheet is designed to probe Metric Owners during the metric reporting period and help them in their metrics analysis efforts. This is a quick reference guide to be used by Metric Owners at least once per quarter. It will serve to guide their metrics analysis activities during each reporting period.	Clarence Swiger	08/22/2013

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Data Collection and Preparation

STEP 1 – COLLECT THE DATA

- Locate the latest [Metrics Table](#) on ECM
- Follow the description for the associated Metric
- Capture the data results in the appropriate cell

STEP 2 – PREPARE THE DATA

- Generate the metric's graphical representation
- Clearly show trends, indicators, and success criteria
- Insert this graphic into the appropriate QMR slide

Data Analysis and Investigation

IF DATA MEETS SUCCESS CRITERIA

- What does this mean for the IV&V Program?
 - Are we being efficient? Effective?
 - Are our customers satisfied?
 - Are we providing added value to the Agency?
- What actions can we take?
 - What/Who is helping us meet the goal?
 - Can we improve even more?
 - Is there a success story/lesson learned?
- In what direction is the data trending?
 - Are we continuously improving?
 - Are we seeing a drop-off? A plateau?
 - What might be causing the trend?
- What is the risk if we had not met the goal?
 - What would be the consequence?
 - Who/What would be affected?
- What is the projection for next reporting period?
 - Will we continue to meet the goal?
 - Is anything upcoming that may impact us?

IF DATA DOES NOT MEET SUCCESS

- What does this mean for the IV&V Program?
 - Is there inefficiency in our processes?
 - Are customers unsatisfied?
 - Is our value to the Agency being lost?
- What actions are we going to take?
 - What did our data investigation find?
 - Was there an anomaly this period?
 - Can we identify lessons learned?
- In what direction is the data trending?
 - Are we getting closer to meeting the goal?
 - Are we getting further away from the goal?
 - What might be causing the trend?
- Is there a risk associated with the data?
 - Is there a negative consequence?
 - Who/What is affected?
- What can we change for the next reporting period?
 - Can we meet the goal next time?
 - Is there a dependency that impacts us?

Per IVV 12, Metrics Owners shall report their analysis findings along with the Metrics data