Table 6. Are we more responsive to customers in the agile way of working?

Name	Description	Calculation Formula
Time to delivery first increment	Time spent from project initiation to delivery of the first increment	*Delivery date of the first increment - Project initiation date*
Time to project closure	Time spent from project initiation to project closure	*Project closure date - Project initiation date*
True Sprint Length		*Actual delivery date of the increment when greater than the previously defined sprint end date - Sprint initiation date*
Forecast Horizon	Sum of estimation points, h, from the top of the product backlog to a given point	If we know the estimated team velocity $\mu(V)$ and the standard deviation $\sigma(V)$, we can express the Forecast Horizon in sprints as $h/\mu(V) \pm \sigma(V) * h/\mu(V)$ for 68% confidence or $h/\mu(V) \pm 2\sigma(V) * h/\mu(V)$ for 95% confidence. If we know the length of the sprint l, we can express the Forecast Horizon in time units as $hl/\mu(V) \pm l\sigma(V) * h/\mu(V)$
Lead Time		*Completion date of a process - Start date of a process*
Customer Service Response Time	Measures the return of customer service requests	*Resolved customer service request date - Created customer service request date*
Cycle Time per Resource	Measures the cycle time for resources selected for development.	*Date of completion of resource readiness - Date when the resource was added to the backlog*
Flow Distribution	Measures the quantity of each type of work in the system over time	A simple measurement is counting the number of each type of work item at any given time. A more accurate measure may consider the size of each work item
Release Readiness Indicator	Predicts in which week the product release would be possible given the number of known defects up to that point, how many defects were removed on average in the last 4 weeks and how many defects were expected to be discovered	*#Defects / Defect_removal_rate - (Test_execution_rate - Test_pass_rate)*. Where *#defects* is the number of open defects for the product, *defect_removal_rate* is the average amount of defects removed in the last 4 weeks, *test_execution_rate* is the average number of test cases executed in the last 4 weak points and *test_pass_rate* is the average number of test cases passed in the last 4 weak points
Time per Function		*Task duration time / Task function quantity*
Remaining Time	Remaining time to complete the task	*Task duration time / (Task test date - Task start date)*
Time Spent (All Tasks)	Time spent during task implementation	*((Task test date - Task start date) / Task duration time) * 100*
Time Spent (Main Tasks Using Sub-task Completion)	Percentage of time spent during the implementation of main tasks by the sum of the percentage of time spent on their sub-tasks and divided by the number of their sub-tasks	*Sum(Time spent in sub-tasks) / Number of sub-tasks*
Available Time	Available time for sub-tasks or main tasks	*Time spent in sub-tasks - (Task test date - Task start date)*
Flow Time	Total time elapsed for all stages of a workflow	Measured by the average period of time it takes to complete a certain type of work item
Wait Time for Changes		Amount of waiting time to make a change
Release Readiness	Indicates how close you are to completing the delivery release	Quantity of mandatory correction tags
The Predictability Index	Measures a series of variations in the commitments delivered together with defects escaped as an indicator of technical debt. Metrics capturing these variations help predict the predictability of future releases	Combine the following variance metrics: (i) Scope variance: *Quantity of delivered story points / Quantity of committed story points*; (ii) Release velocity variance: *Current velocity / Average velocity*; (iii) Quantity of defects delivered; and (iv) Business value variance. By calculating the average of the variance metrics, a general index can be created and then the predictability of each release can be plotted as a trend