Name	Time to fix bugs in various severity categories. (Indicator).
Goals	The question is to find out, in the most statistically meaningful manner, the time to fix a bug in each of the severity categories. This time should have a downward trend during the project as we continuously improve our processes. Also, the correlation between the time to fix a bug and the bug severity should be examined. If our processes are correct, we should be fixing the more severe bugs faster although bug severity and complexity are not necessarily directly related. A basic question that still cannot be answered reliably is can we measure this time?
Scope	This is a continuous process and applied over all the categories.
How the metric is calculated	From Savannah we extract the time a bug is entered and the time it is closed for bugs that are in the fixed and closed state. The difference is the time, expressed in days, to fix a bug. This number is calculated for each severity category.
Measurement and reporting cycle	The measurement cycle should be on a per-week basis. The reporting can be included into a general report for the EMT meeting once per week.
Target value	As mentioned above in 1.15 there should be a time-dependent trend. An improvement of one-sigma in the first year and again in the second year.
Report template	
Tool	The raw numbers will be collected from Savannah. Either one of the SA3-provided interfaces can be used. Another method is to directly access the Savannah DB as provided by the Savannah team. If these methods are not deemed to be acceptable a sequence of scripts exists to extract and present the information.
Responsibilities	The JRA1 activity deputy will be primarily responsible to aggregate measurement data, prepare the reports, and analyze the data.

Above is an example from EGEEIII MJRA1.2

Below, an initial draft to propose metrics for EMI.

Metrics Id	A short acronym to identify the metric
Name	Here a short name for the metric
Explanation	A detailed explanation on how the metric is calculated
Unit	Measurement unit
Thresholds/Target Value	Target value or interval to map a value to a few level (e.g good, to improve, critical)
Tools	Tool used to calculate the metric
Availability	<table><tr><td>ARC</td><td>dCache</td><td>gLite</td><td>UNICORE</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>
Responsibilities	Who is in charge of collecting values for this metric