

**Measurement Information Specification
Action Item Status
Version 3.0**

Information Need Description	
Information Need	
Questions Addressed	Are high priority action items being resolved quickly?
Information Category	Schedule and Progress
Description	The Action Item Status measure reports the number and status of action items for technical and management activities. This measure provides information on the total number of open action items, as well as the number opened or closed during the reporting period. Analyzing trends of opened and closed items is effective in evaluating plans.

Measurable Concept	
Measurable Concept	Work Unit Progress

Entities and Attributes	
Relevant Entities	
Attributes	

Base Measure Specification	
Base Measures	<ul style="list-style-type: none"> • Number of action items reported • Number of action items resolved • Average age of action items • Average time to resolve
Measurement Methods	
Type of Method	
Scale	
Type of Scale	
Unit of Measurement	
Categorization	<ul style="list-style-type: none"> • Priority • Source • Scope • Impact
Typical Aggregation Structure	<ul style="list-style-type: none"> • Activity • Component

Typically Collected for Each	<ul style="list-style-type: none"> • Key activity • Project
Count Actuals Based on	<ul style="list-style-type: none"> • Action items identified • Action items verified • Action items resolved

Derived Measure Specification	
Derived Measure	
Measurement Function	

Indicator Specification																																	
Analysis guidance and examples	<p>This indicator shows relative progress in working through action items. Items are typically tracked by their various states or by the actions performed on them. For example, an action item can be in an open or closed state.</p> <p>An Action Item Status indicator is illustrated below. Figure 5-15 plots counts of action items completed or closed during each period. This includes items opened and closed during the current period as well as items opened during a previous period but closed during this period. In this example, the number of new items introduced each period has peaked and is now shrinking. Since closures are relatively steady, the backlog of unresolved actions is declining.</p>																																
	<table border="1"> <caption>Approximate data from Figure 5-15: Action Item Status</caption> <thead> <tr> <th>Date</th> <th>Opened</th> <th>Closed</th> <th>Unresolved</th> </tr> </thead> <tbody> <tr><td>6-Aug-14</td><td>12</td><td>15</td><td>15</td></tr> <tr><td>20-Aug-14</td><td>6</td><td>9</td><td>17</td></tr> <tr><td>3-Sep-14</td><td>25</td><td>13</td><td>22</td></tr> <tr><td>17-Sep-14</td><td>15</td><td>22</td><td>28</td></tr> <tr><td>1-Oct-14</td><td>6</td><td>16</td><td>17</td></tr> <tr><td>15-Oct-14</td><td>5</td><td>12</td><td>10</td></tr> <tr><td>15-Oct-14</td><td>4</td><td>12</td><td>4</td></tr> </tbody> </table>	Date	Opened	Closed	Unresolved	6-Aug-14	12	15	15	20-Aug-14	6	9	17	3-Sep-14	25	13	22	17-Sep-14	15	22	28	1-Oct-14	6	16	17	15-Oct-14	5	12	10	15-Oct-14	4	12	4
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Analysis Model																																	
Decision Criteria																																	
Indicator Interpretation																																	

Data Collection Procedure (for each Base Measure) <i>Complete this section for each base measure listed on the previous page.</i>	
Frequency of Data Collection	
Responsible Individual	
Phase or Activity in which Collected	
Tools Used in Data Collection	
Verification and Validation	
Repository for Collected Data	

Data Analysis Procedure (for each Indicator)	
Frequency of Data Reporting	
Responsible Individual	
Phase or Activity in which Analyzed	
Source of Data for Analysis	
Tools Used in Analysis	
Review, Report, or User	

Additional Information	
Additional Analysis Guidance	<p>Additional Analysis If there are more than two states (e.g., open, resolution selected, closed), examine the proportion of tracked items in each state to determine where to focus attention. For example, if most actions have resolution plans in place, the problem may be completing the resolution plans. If most issues lack resolution plans, focus on developing the plans.</p> <p>Lessons Learned When defining the states of tracked items, definitions must be discrete, unambiguous, and mutually exclusive so that they can easily be tallied.</p>

Implementation Considerations	
Project Application	<ul style="list-style-type: none"> Useful to any project that identifies specific action items.
Process integration	<ul style="list-style-type: none"> Requires a process for identifying, handling, and tracking action items. Data is usually available. An automated tracking system or database simplifies data collection and improves timely analysis. Otherwise, data may be collected manually from staff members, meeting minutes, or other management reports.
Usually Applied During	<ul style="list-style-type: none"> Requirements Analysis (Estimates and Actuals) Design (Estimates and Actuals) Implementation (Estimates and Actuals) Integration and Test (Estimates and Actuals) Operations and Maintenance (Estimates and Actuals)
Alternatives Include	<ul style="list-style-type: none"> Project issues

