**Pilot Operations Summary Report**

V.3.0 (30Mar2020)

1. **Introduction**

The purpose of the Pilot Operations Summary Report is to track the use of the system by the Pilot Users. This form is part of the monthly report and during the pilot stage you should deliver to the ESA Technical Officer an update of this form to show how the pilot is progressing.

The Pilot stage is one of the most difficult parts of the project to manage. When the system is being used by a number of users it’s difficult to control, and it is also complex fix issues. Pilot users might be less active than they originally promised and it may be necessary to phone them in order to check how often they are using the system. *Advice:* The pilot can go wrong quickly if not carefully tracked and managed. This can lead to delays if you are not very active in monitoring how the system is being used.

1. **Software dashboard**

Instead of tracking the KPIs (as defined in the PilUP document) for tracking the pilot progress it may be possible to use an online dashboard.



Credit [Kate07lyn](https://commons.wikimedia.org/w/index.php?title=User:Kate07lyn&action=edit&redlink=1) - Jinfonet Software

The dashboard may already exist or you can build a simple web page from existing data elements. You will need to give the URL and login to the ESA Technical Officer. You should make sure the you have obtained permissions from the Pilot Users to share data to ESA.

1. **KPI table**

As an alternative to the online dashboard.

**Pilot Summary Report**

**TEXT IN RED HAS TO BE REPLACED WITH THE RELEVANT ENTRIES]**

Option 1: The URL to view the dashboard is <https://www.esa.int> and the user name is XXXXX (replace red text).

Option 2: KPI table (replace red text)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Definition** | **Measured how?** | **Expected result** | **Jan 2021** | **Feb 2021** | **March 2021** | **April 2021** |
| KPI 1  Number logons per user per month | Website logs | 10 users logon 4 times per month =40 total | 30 | 35 |  |  |
| KPI 2  Temperature measured 4 times per day per unit and sent to server- no loss of readings | Server log | 4\*number of days in month\*10 devices | 1240 | 1120 |  |  |
| KPI 3  Time spent logged in per user per month | Website analytics software | 15minutes\*10 users =150minutes | 130minutes | 170minutes |  |  |
| KPI 4  System usability score of 70% measured in last month of pilot | Email questionnaire and follow up phone call to chase response | >70% | 55% | 75% |  |  |
| KPI 5  Two customers ask for quotations for commercial service | Number of provided quotations | 2 | 1 | 1 |  |  |
| Comments |  |  | Called ACME company to encourage testing | Customer Rick asked for quotation ☺ |  |  |