



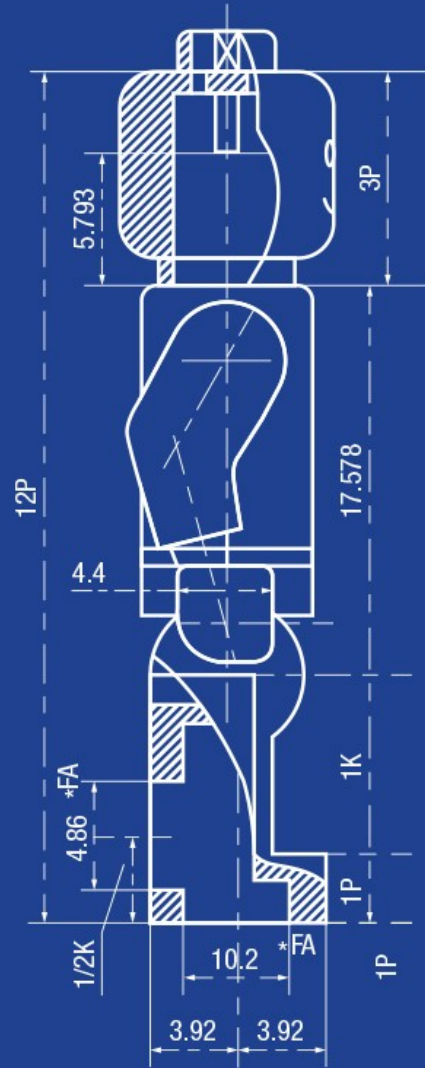
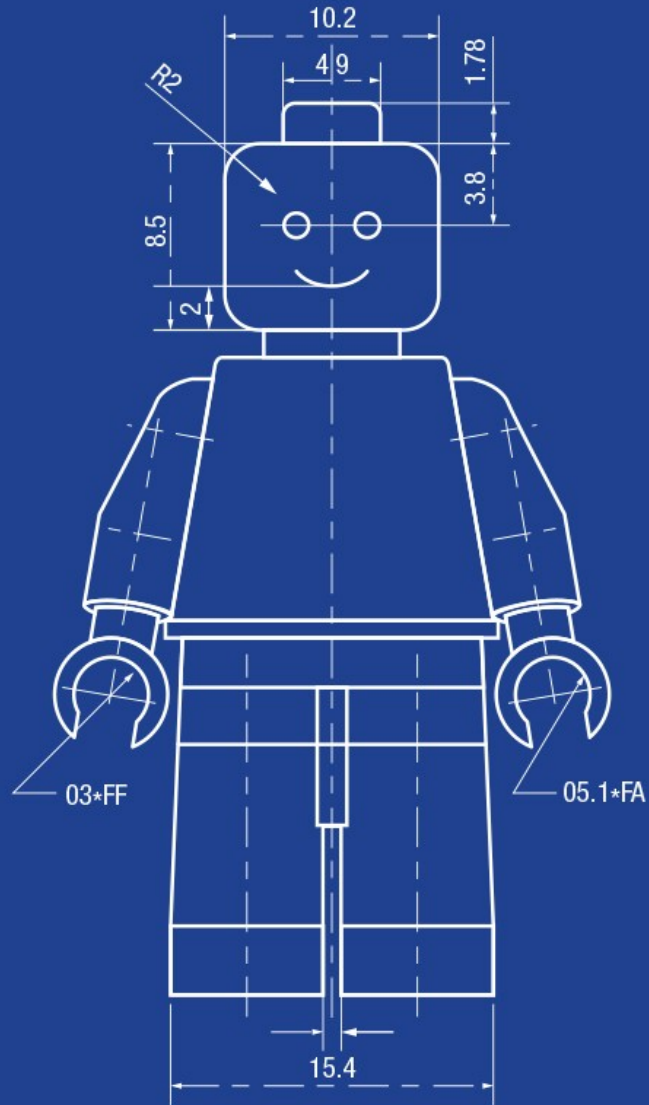
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# Application of Health Metrics in a Cross-sector Software Ecosystem

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JOHAN LINÅKER, PHD





# About Johan

What do I mean by ecosystem?

# Metaphor from Biology





# Android's ecosystem



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JobTech Taxonomy



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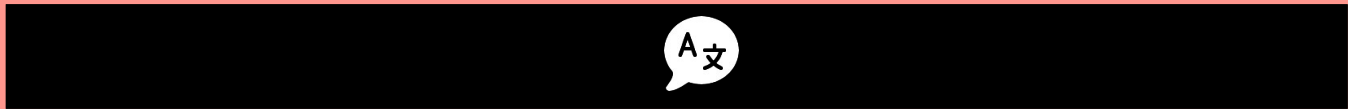
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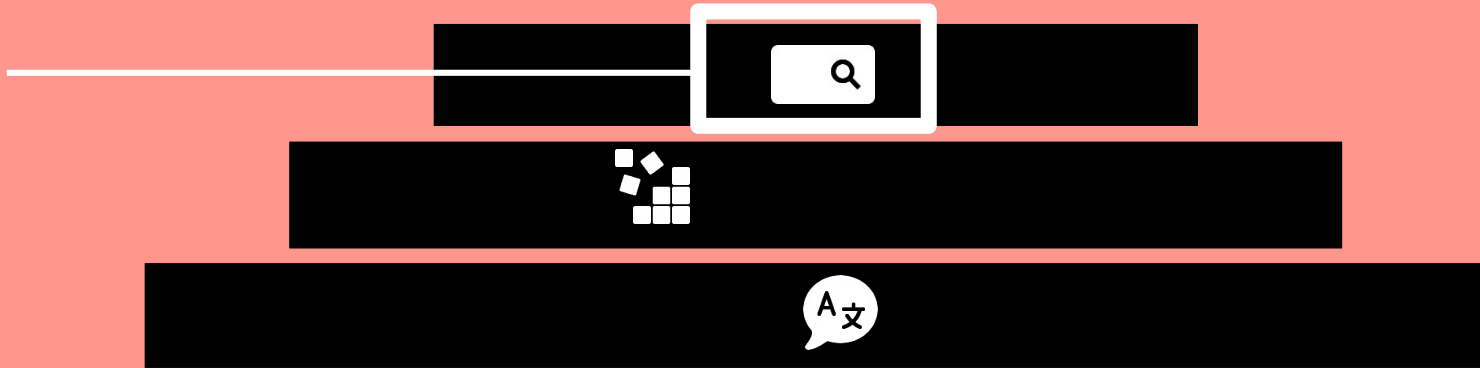
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JobTech Search





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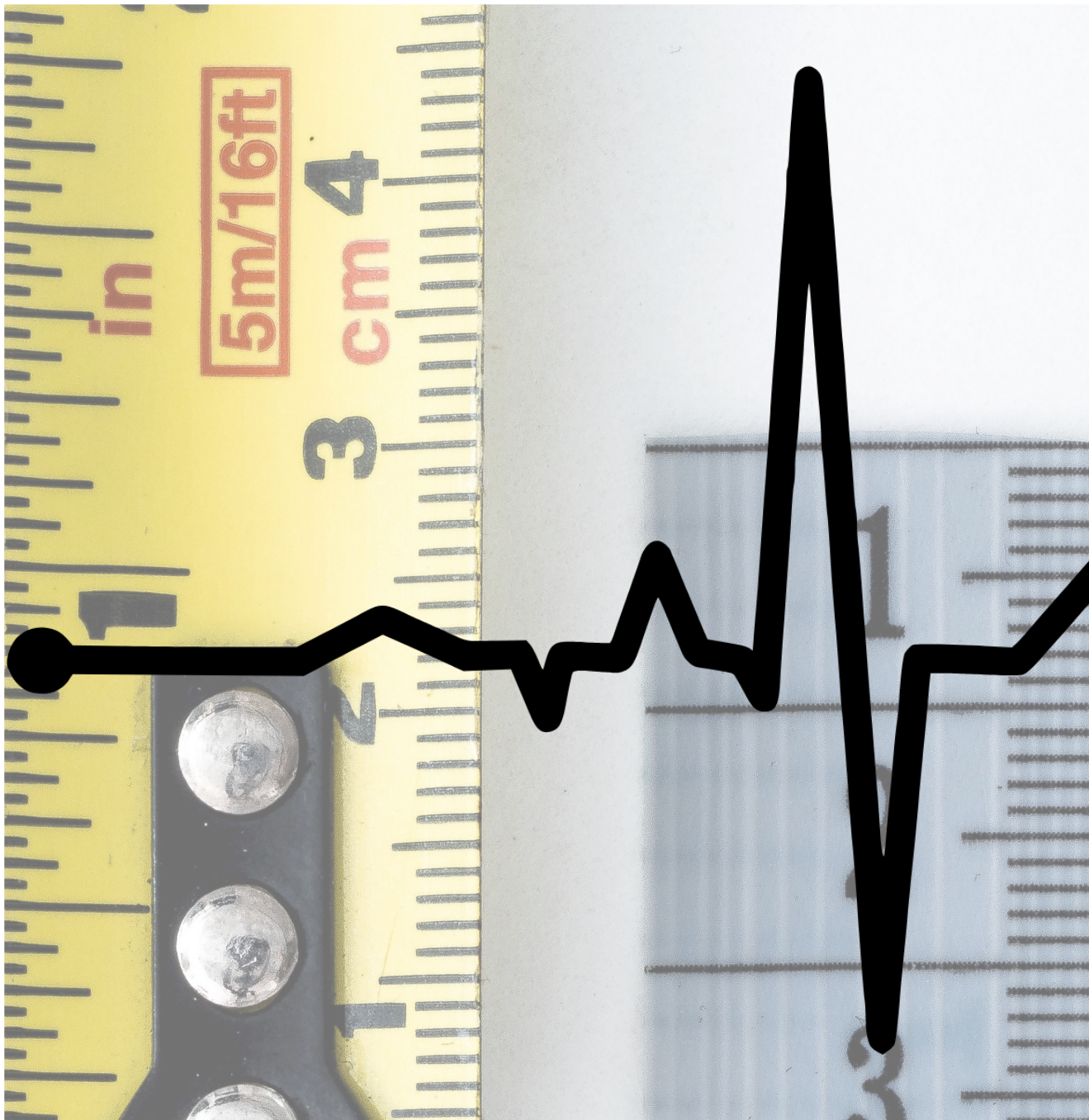
Ecosystem health



- Productivity
  - ecosystem's ability to create new functionality based on the input of materials.
- Robustness
  - ecosystem's ability to survive shocks and disruptions.
- Niche creation
  - ecosystem's ability to attract a diversity of actors focused on different niches in terms of their value creation.

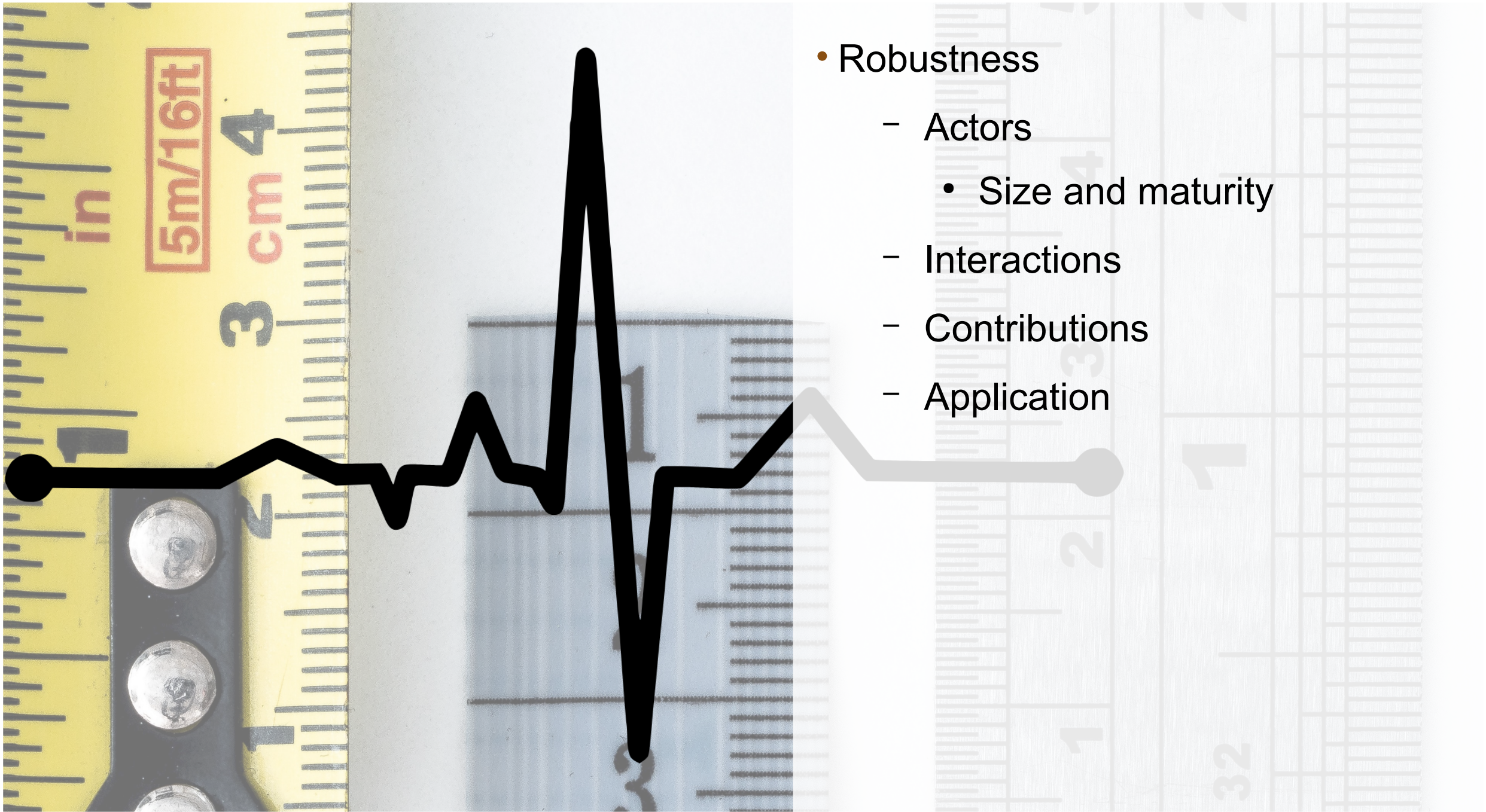


- Goal logic for health metrics
  - Decrease unemployment
  - Improve digital match-making and guidance
  - Enable actors in the JobTech space improve services
  - Create opportunities through a healthy JobTech Dev ecosystem and platform
  - Improve Productivity, Robustness, and Niche Creation aspects

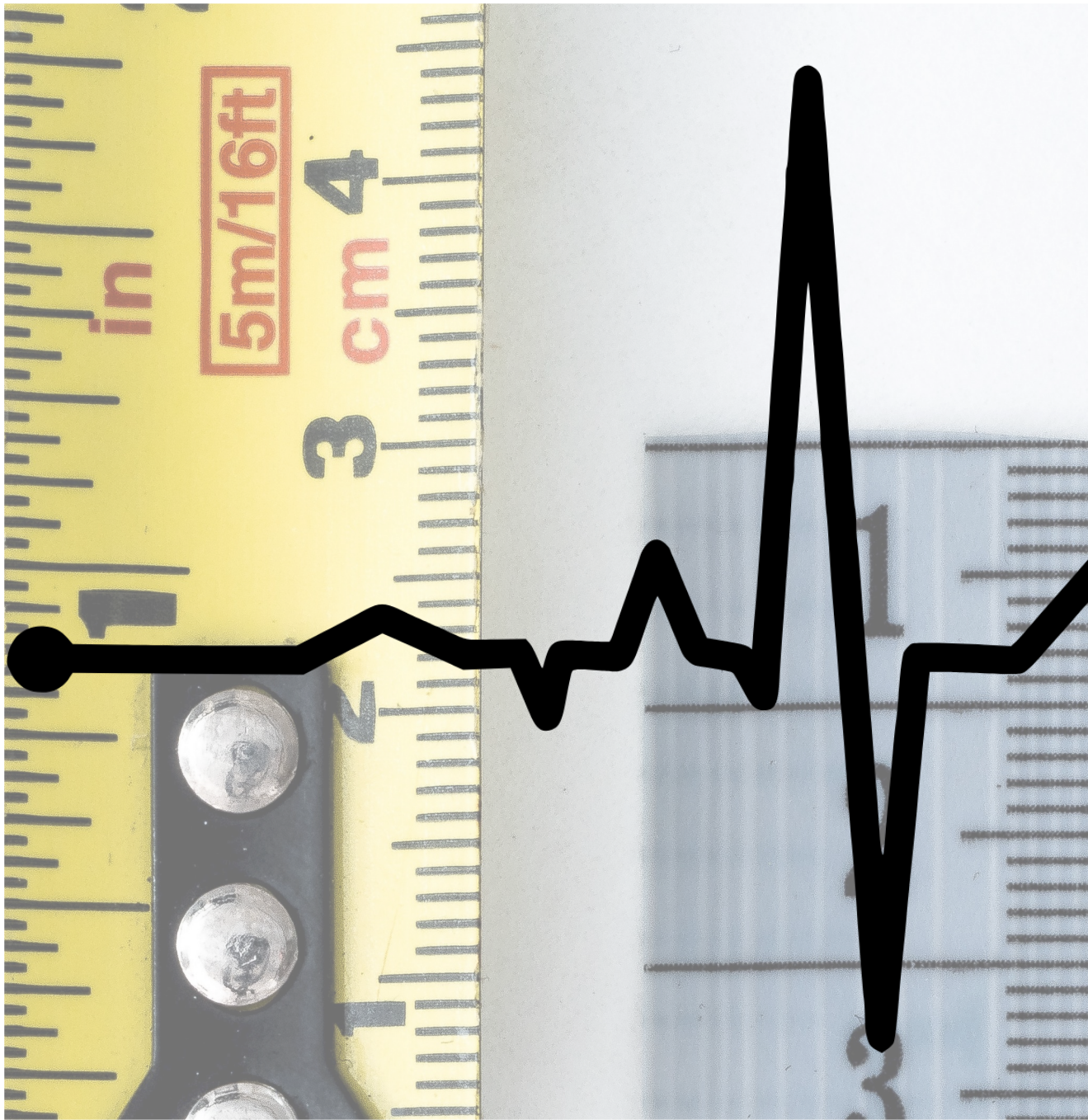


- Productivity
  - Actors
    - E.g., Visitors, API-keys
  - Interactions
    - Activity on ticket, support and communication channels
  - Contributions
    - Knowledge, data and technical
  - Application
    - New applications of data

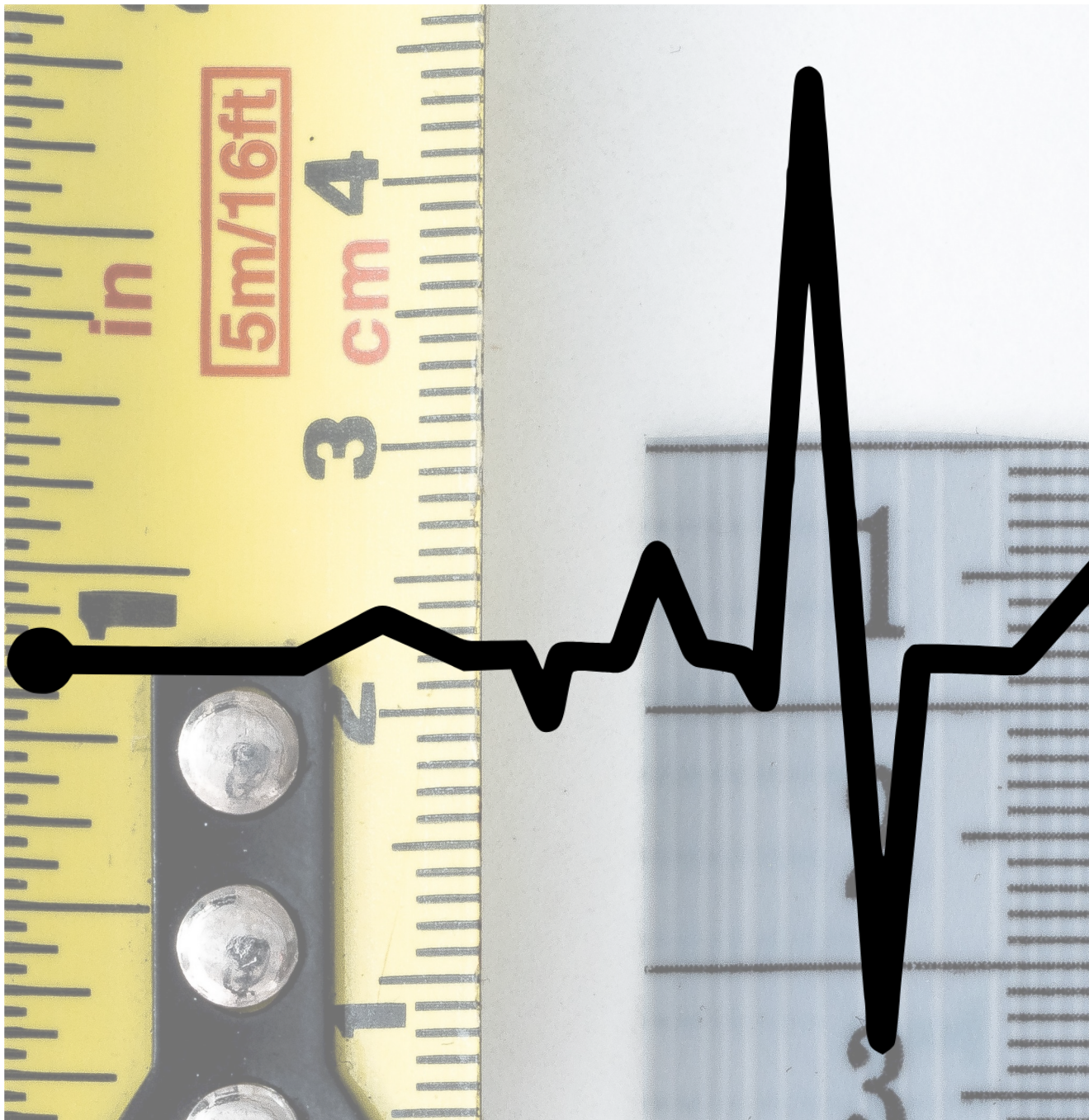




- Robustness
  - Actors
    - Size and maturity
  - Interactions
  - Contributions
  - Application



- Niche creation
  - Actors
    - Area of operations
  - Interactions
  - Contributions
  - Application

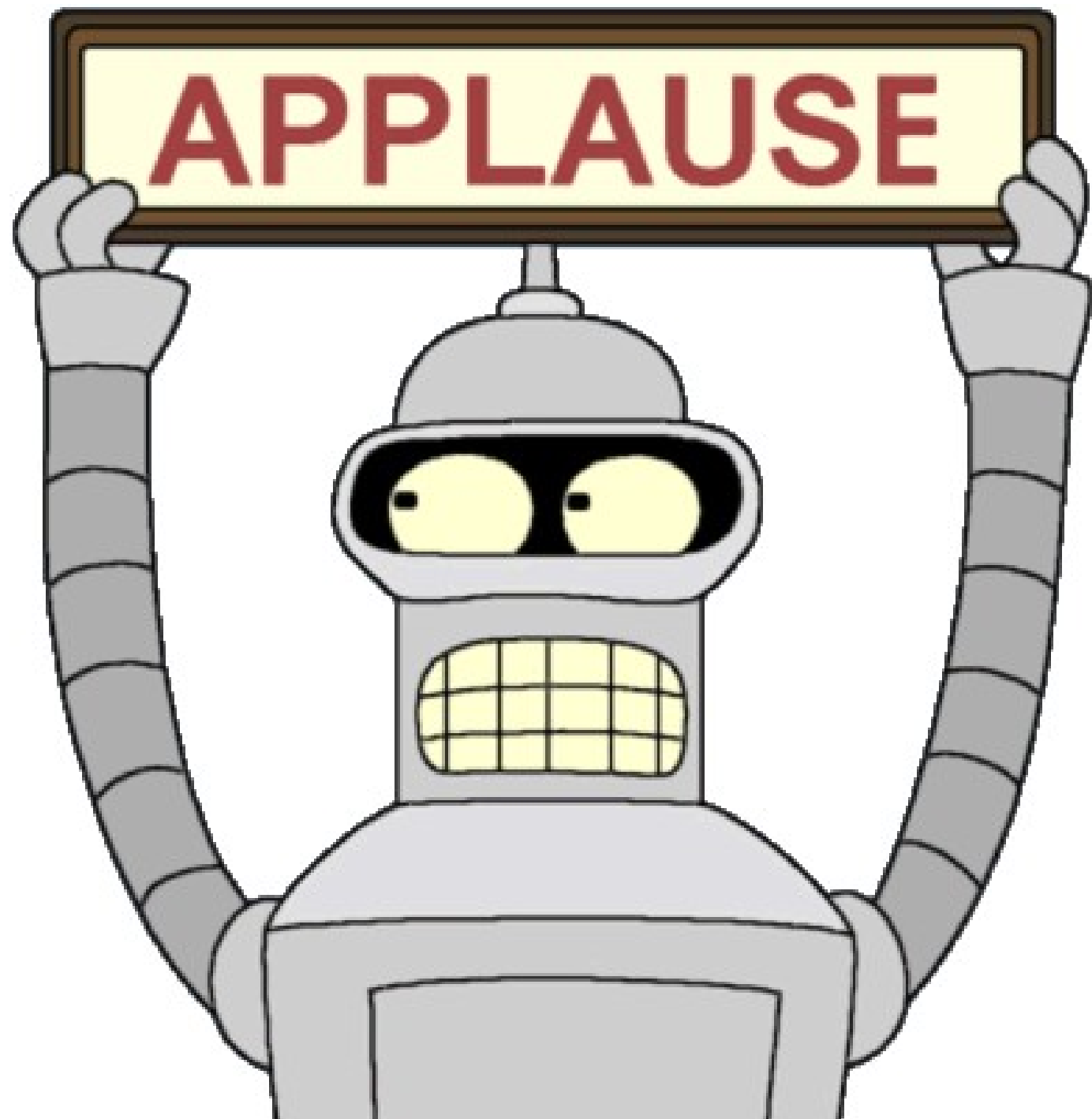


- Lessons learned

- Up front investments
- Knowledge about community
- Metric overflow
- Abstraction level
- Risk of overinterpretation



- Way forward
  - Start looking at the impact
  - Identify at stakeholders' performance objectives and elicit KPIs
  - Bridge with ecosystem health metrics
  - Follow up and revise ecosystem metrics iteratively



**APPLAUSE**



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