de.NBI

GERMAN NETWORK FOR BIOINFORMATICS INFRASTRUCTURE

Service category-specific KPIs

Database: software providing large amounts of structured data to the user. Usually the data can be uploaded, accessed, searched and/or downloaded via a web browser.

Databases
- #Visits
- #Citations
- #Unique users/visitors
- #Recurring users/visitors
- #Support tickets
- #Publications
- #Citation DOIs*
- #Downloads*
- #Hits*

Tools / applications
- #Downloads
- #Citations
- #Support tickets
- #Downloads_distinct_IPs*
- #Users*
- #Executions*

Tool / application: software that can be downloaded and executed locally on the users' hardware.

Library / API: collection of pre-implemented functions for a specific task that can be accessed via a well-defined interfaces.

Libraries / APIs
- #Downloads
- #Citations
- #Support tickets
- #Publications
- #Grant applications*

Support / consulting
- #Support tickets
- #Publications
- #Citations*

Support / consulting: service with direct user contact for topics going beyond the support for the other services.

Workflow / pipeline: software that combines multiple tools / applications. They may be used locally or remotely via the internet.

Workflows / pipelines
- #Citations
- #executions
- #Users*
- #Projects*
- #Storage usage*

Web applications
- #Citations
- #Visitors
- #Visits
- #Visits duration*
- #Pageviews
- #Actions
- #Actions per visit*
- #Support tickets*
- #Users*

Web application: software that is installed on a server and can be used by users via a web page and the internet.

Contact: de.NBI Administration Office
Mail: contact@denbi.de
DOI: 10.5281/zenodo.6597826

Last update: 2021-07-23 (v1.0)

*Optional KPI

#Citations: main KPI

Definitions of key performance indicators (KPIs)

- #Actions: number of actions performed (page views, downloads, searches, outlinks)
- #Actions per visit: average number of actions per visit.
- #Citations (Support/consulting): number of citations of the publications included in "#Publications (Support/consulting)"
- #Citations: number of citations of the publication(s) describing the service.
- #Citation DOIs: Seach for specific DOIs
- #Downloads (databases): number of downloaded datasets.
- #Downloads (tools, libraries/APIs): number of software downloads.
- #Downloads_distinct_IPs: number of software downloads from year-wise distinct IPs.
- #Executions: number of executions of the software.
- #Grant applications: number of grant applications related to the service.
- #Hits: number of hits without robots.
- #Pageviews: number of times a page has been viewed.
- #Projects: number of projects related to the service.
- #Publications (databases): number of publications as first and co-author in peer reviewed journals describing the database.
- #Publications (Support/consulting): number of publications with explicit mention of de.NBI-staff/de.NBI-service in the acknowledgements section or where de.NBI staff is included in author list and de.NBI is mentioned explicitely.
- #Recurring users (databases): number of unique users without robots.
- #Storage usage: amount of storage used by the service.
- #Support tickets: number of user requests regarding the service.
- #Unique users: number of unique users without robots.
- #Users (tools/applications & workflow/pipelines): yearly number of distinct IPs from "phoning home".
- #Users (webapplications): number of registered users.
- #Visitors: number of unique visitors
- #Visits (databases): number of visits without robots.
- #Visits (webapplications): number of visits of all visitors (default 30min session)
- #Visits duration: average duration of the visits (session time)

How to collect KPIs

- #Actions: Matomo, Google Analytics
- #Actions per visit: Matomo, Google Analytics
- #Citations (Support/consulting): Google Scholar
- #Citations: Google Scholar.
- #Citation DOIs: Google Scholar
- #Downloads (databases): MAtomo, Google Analytics
- #Downloads (tools, libraries/APIs): Bioconductor, GitHub, Google Analytics, Matomo.
- #Downloads_distinct_IPs: Bioconductor, GitHub, Google Analytics, Matomo.
- #Executions: Matomo, Google Analytics
- #Grant applications: collecting grant numbers
- #Hits: Matomo, Google Analytics
- #Pageviews: Matomo, Google Analytics
- #Projects (workflows/pipelines): service-specific
- #Publications (databases): Google Scholar
- #Publications (Support/consulting): count number of PubMed publications matching the KPI definition.
- #Recurring users: Matomo, Google analytics
- #Storage usage (workflows/pipelines): service-specific
- #Support tickets: Count the number of user requests manually or automatically via a ticket system (e.g., RT).
- #Unique users: Matomo. Google Analytics
- #Users (tools/applications, web applications): Matomo, Google Analytics
- #Visitors: Matomo, Google Analytics
- #Visits (databases): Matomo, Google Analytics
- #Visits (webapplications): Matomo, Google Analytics
- #Visits duration: Matomo, Google Analytics

de.NBI
GERMAN NETWORK FOR BIOINFORMATICS INFRASTRUCTURE

Service category-specific KPI