What We Measure & Why It Matters

The Data Behind Uplevel

Contents

Uplevel makes sense of data by telling a story.

We measure a multitude of data points that reveal indicators of work, focus, collaboration, and process. To do this, we look to the everyday tools that software developers use to get work done, like code repositories, messaging apps, and meetings.
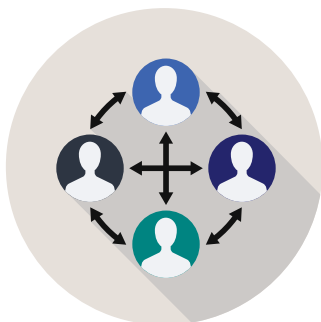
We believe:

Productivity is more than a single measurement

Each individual data point tells us something. Only by weaving it all together does data tell a story.

Data sparks effective conversations

Data is not a diagnosis. Instead, worthwhile analysis inspires discussions about "why"–and shapes next steps.

Everyone in the org deserves access to data

Our insights support developers, managers, and executives, because success relies on all of us.

This guide shines a light on what we measure and how it makes a difference.

Uplevel helps you meet your product goals without burning out your people.

Use data-driven insights to reliably meet your product goals.

Support your developers in reaching their potential while avoiding burnout.

Uplevel data sources and analysis

Org Chart

Messaging

Calendar

Jira Tickets

Code Repos

Data & Org Science

Always On

Work Velocity

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PR Cycle Time

Context Switching

Meeting Health

Allocation

Get current work done

Improve team processes

Help devs stay engaged
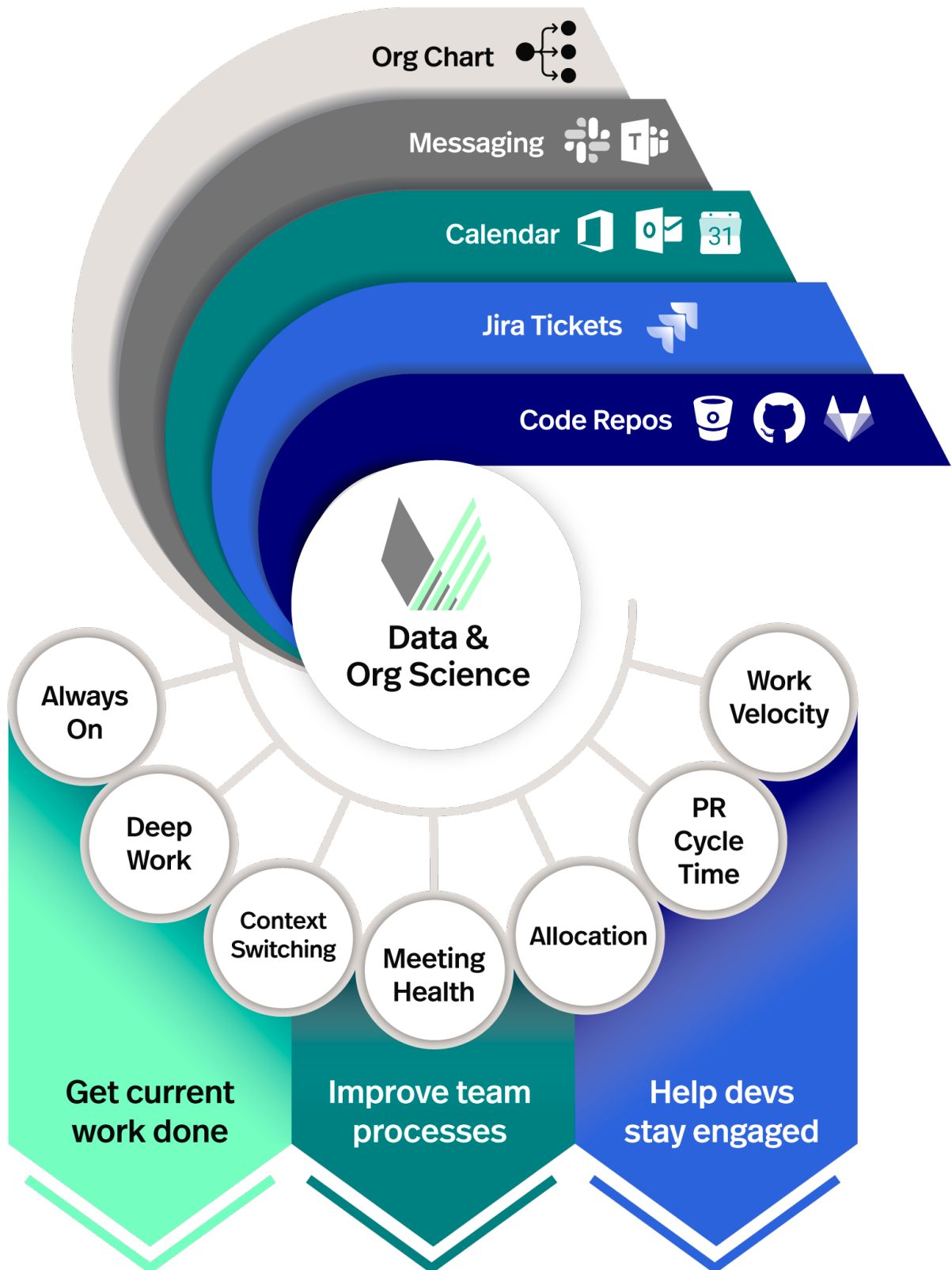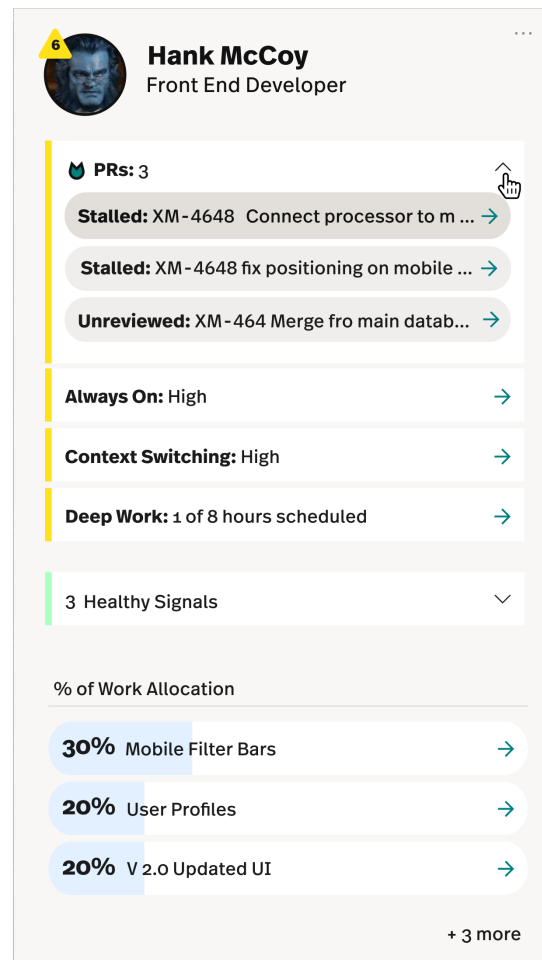
Get current work done

Team Tiles

What it measures

Team Tiles give helpful overviews of each person on a manager's team. Work allocation represents the distribution of Jira workload, while Git data shows up as a list of open PRs for each team member, color-coded with callouts that indicate work that is stalled, lacks reviews, or requires follow-up. Additional "People Health" metrics stem from calendar and Slack patterns to communicate overtime and burnout risk.

Why it matters

Receive at-a-glance updates on a team's work and well-being, then target stalled work and free up bottlenecks.

Hank McCoy
Front End Developer

PRs: 3

Stalled: XM-4648 Connect processor to m … →

Stalled: XM-4648 fix positioning on mobile … →

Unreviewed: XM-464 Merge fro main datab… →

Always On: High →

Context Switching: High →

Deep Work: 1 of 8 hours scheduled →

3 Healthy Signals ⌄

% of Work Allocation

30% Mobile Filter Bars →

20% User Profiles →

20% V 2.0 Updated UI →

+ 3 more

Deep Work

A measure of available focus time based on uninterrupted blocks of 2+ hours without meetings or incoming Slack messages.
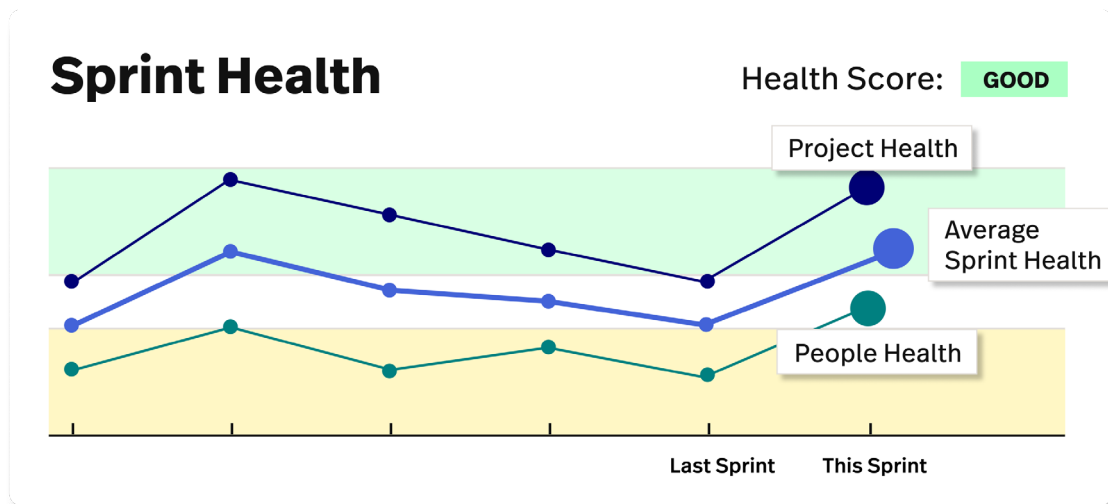
Always On

A measure of overtime activity based on Slack, code repos, and meetings beyond a person's custom 8-hour workday.

Context Switching

A relative measure of how much a person switches focus throughout the day, compared to recent weeks, based on work and communication activity.

Get current work done
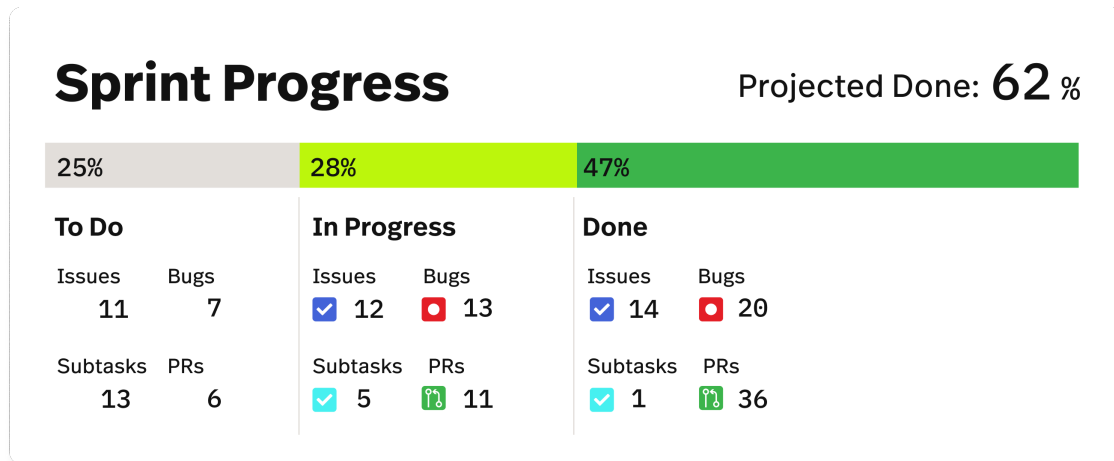

Sprint Health

What it measures

The Sprint Health overview is a powerhouse of analysis from nearly every tool your team uses throughout a sprint. Daily refreshes give managers a clear view into how a sprint is trending – Is work getting done at the expense of team well-being? Did Monday's redistribution of work lead to better Team Health by Friday? – and shows historical data for context.

Why it matters

Re-prioritize sprint tasks when plans change and load-balance work to support a healthy team.

Get current work done

Sprint Progress

Projected Done: **62** %

25%	28%	47%
To Do	**In Progress**	**Done**

To Do		In Progress		Done	
Issues	Bugs	Issues	Bugs	Issues	Bugs
11	7	☑ 12	⊡ 13	☑ 14	⊡ 20
Subtasks	PRs	Subtasks	PRs	Subtasks	PRs
13	6	☑ 5	11	☑ 1	36

Sprint Progress

What it measures

Categorizes Jira tickets assigned to this sprint – To Do, In Progress, and Done – and uses team historical data to calculate a "Projected Done" percentage that estimates how much will be completed by the sprint end date.

Why it matters

Predict plan success before it's too late to make changes.
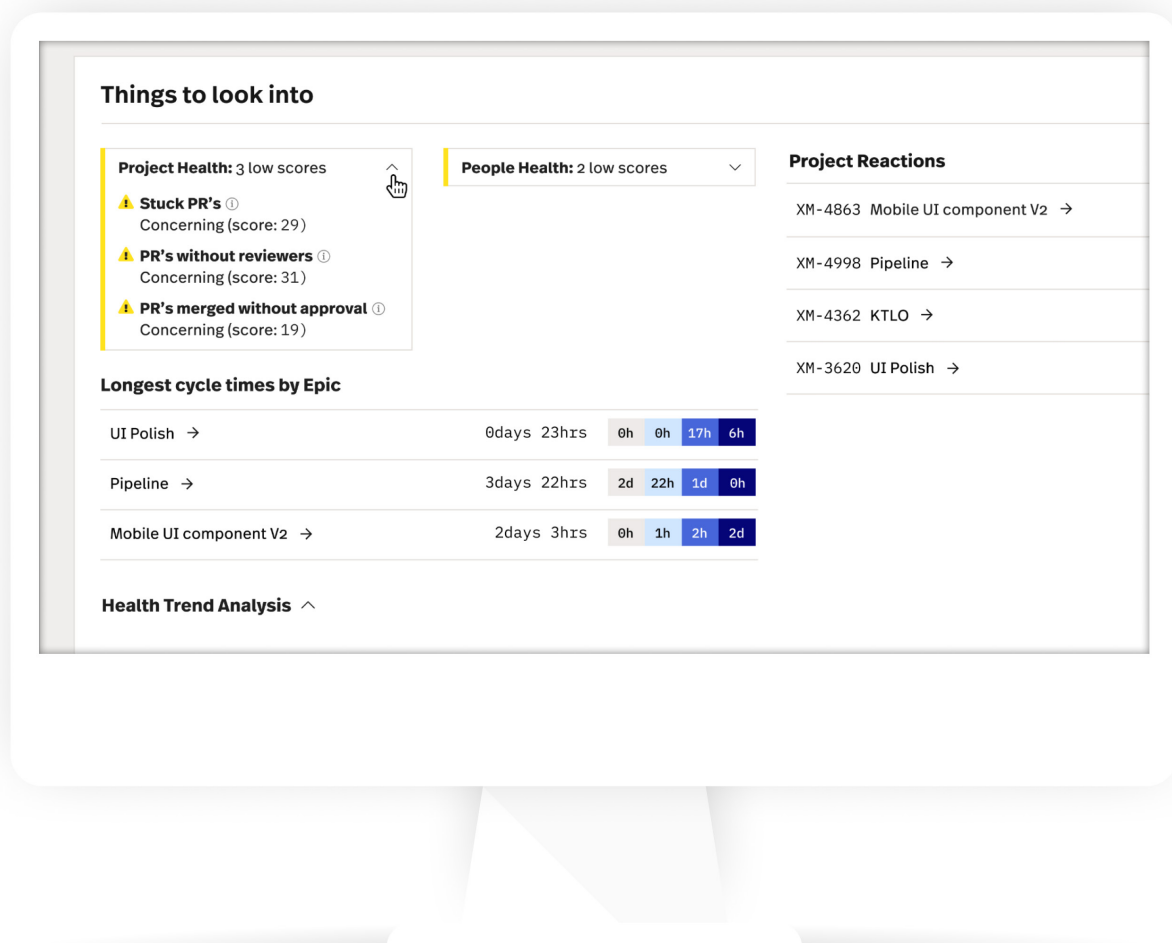
Improve team processes

Sprint Retro Insights

What it measures

Your Sprint Health Score combines Project Health and People Health for an overall measurement of success. Project Health considers sprint work reflected in Jira and Git, looking at factors like bugs, ticket carryover, tickets added mid-sprint, PRs lacking reviewers or merged without approval, and the prevalence of best practices like story points and descriptions. People Health considers larger productivity or burnout metrics, like Always On, Context Switching, Deep Work, and Slack Interruptions.

Why it matters

Enhance sprint retros with relevant data and measurable insights.

Improve team processes

Project Explorer callouts

What it measures

This dashboard represents all Jira tickets your team has edited or been assigned within the selected time range, grouped by recent status and listed from oldest to newest. Attention-grabbing callouts raise flags for managers to assist: "This item was added mid-sprint," "This PR was merged without approval," "This PR is stalled," "This item has spanned X sprints," and "Low complexity and highly discussed."

Why it matters

Deeper insights into Jira and PR activity highlight areas that could improve with agile best practices.

Improve team processes

PR Cycle Time

What we measure

This considers your team's recent workflow of pull requests to compute the typical lifecycle of a PR, broken into stages and their median time count in hours.

Dev	Waiting for Review	Review	Release
Time passed between the first commit and a PR being opened. Draft PRs are considered in the dev phase.	Time passed between a PR open and its first reply from a reviewer.	Time passed between the first reply and a PR being merged.	Time passed between a PR merge and its appearance in a release branch.

Why it matters

Identify bottlenecks in developing and shipping your code to optimize the pull request and release cycle.
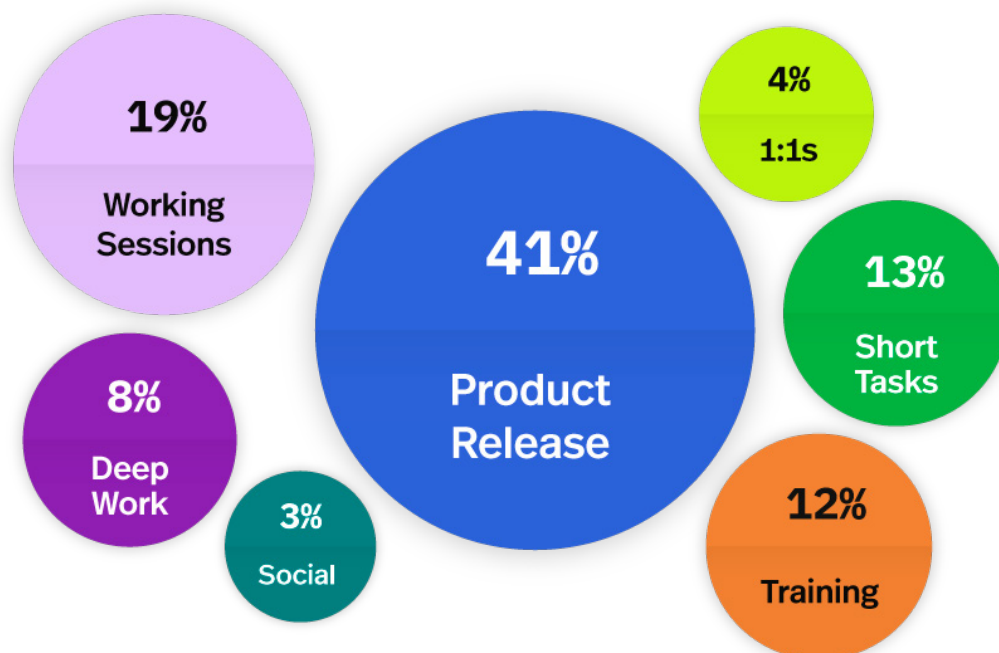
Help devs stay engaged

Meeting Classifier

What we measure

Meetings are defined as any public-facing calendar events that have more than one person attending. (We don't count meetings or appointments you set for yourself.) If you have multiple meetings at the same time, we consider factors like acceptance status (prioritizing "accepted" over "tentative" RSVPs) or number of attendees to determine which you likely attended.

Why it matters

Answer the everlasting question—"where does the time go?"—and eliminate distractions to enable true focus.

Help devs stay engaged

Always On

Orora Monroe ⚠️

Orora has higher than normal activity across source code, Jira, meetings, and Slack. Could be good to check-in on burnout levels.

Legend:
- High
- Above Normal
- Normal

Data sources
- Slack
- Source Code
- Jira
- Meetings

Hexagons: Orora M., Hank M., Jean G., Logan H., Charles X., Anne-Marie L.
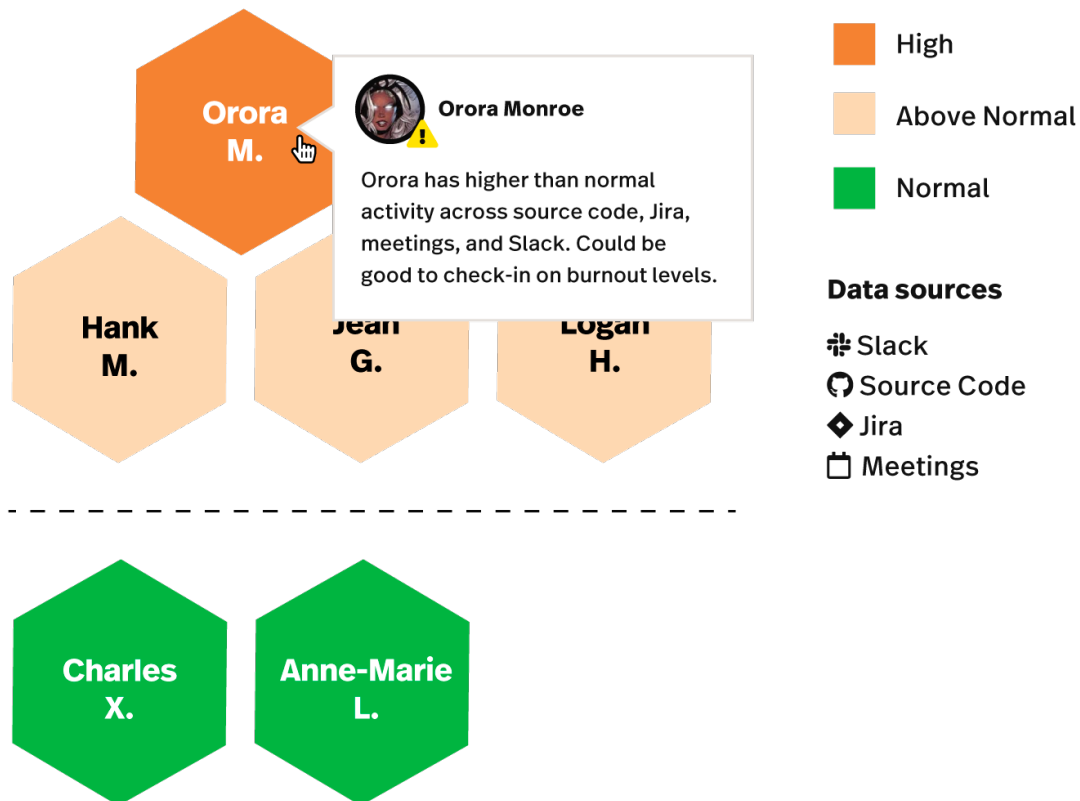
What it measures

These metrics find indicators of overtime and burnout risk, taking note of Jira activity, PR activity, source code, meetings, and Slack messaging that happen beyond an 8-hour workday (or on weekends, holidays, or OOO days).
To support personal work styles, we sense a person's active hours and adjust for long breaks or split days. If you change your workday, we will detect that over time. Always On is categorized as Normal, Above Normal, or High, with High conveying a large amount of additional minutes beyond a typical workday or a moderate amount of activity on weekends and holidays.

Why it matters

Get ahead of burnout and support your team in finding work/life balance.

Help devs stay engaged

1:1 Report

What we measure

Every week, Uplevel generates customized 1:1 reports for each team member. These relevant, data-packed reports pull personal data from the past two weeks, including workload (assigned Jira tickets and epics), time allocation (like Deep Work and meetings), and burnout risk (like Always On and Context Switching).

Why it matters

Empower managers to supercharge 1:1 meetings and coach with data.
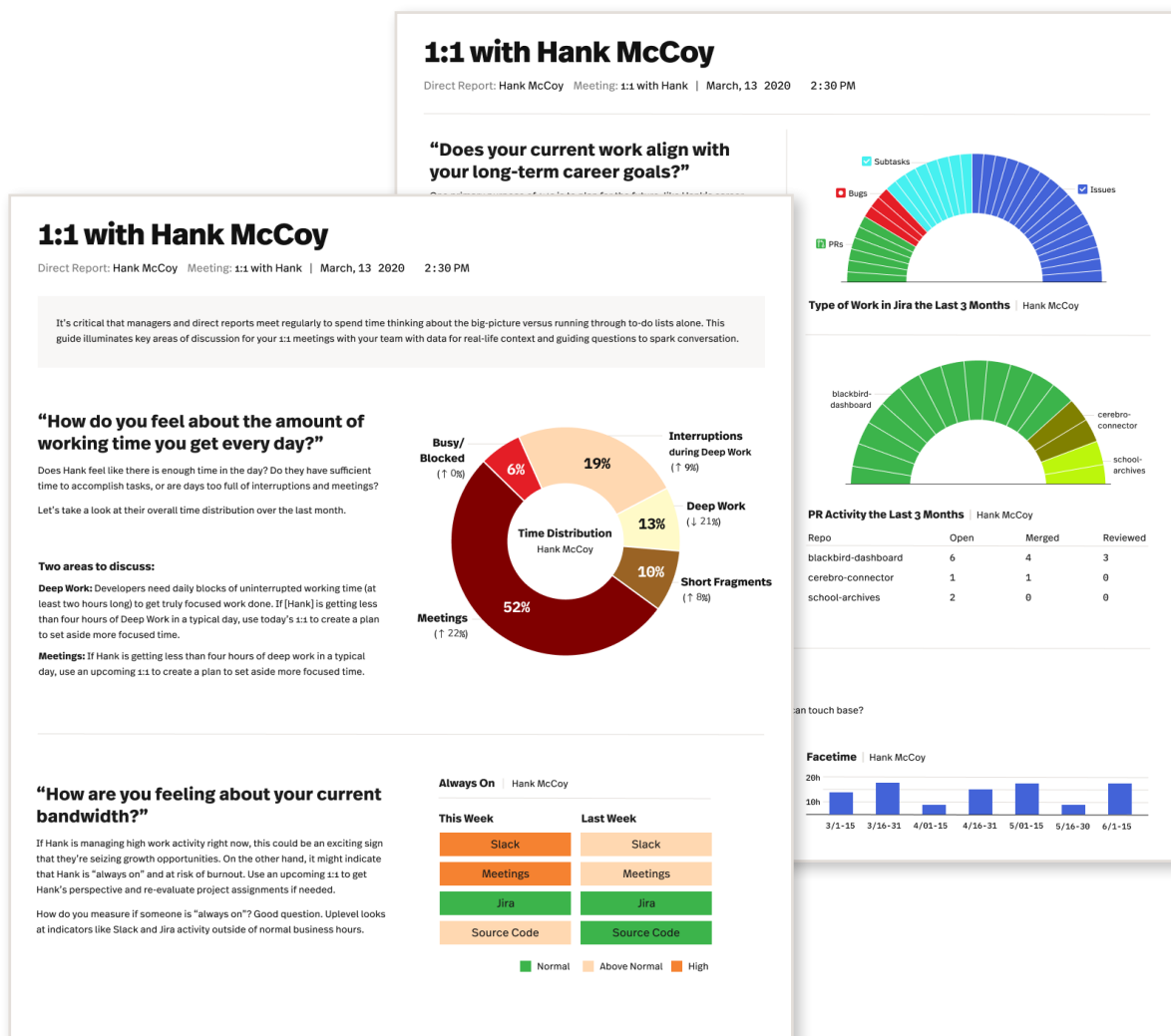
Uplevel is your engineering insights solution that leverages data from everyday developer tools to help you reliably meet your sprint goals without burning out your team.

Executives

- Align work to product goals
- Improve agile adoption
- Track quality
- Reduce team-level burnout
- Improve employee engagement

Managers + Developers

- Improve cycle time
- Load-balance resources
- Manage unplanned work
- Prevent burnout
- Support career growth
- Predict sprint success

Understand the story behind the data. Schedule a demo today.

uplevelteam.com

Uplevel