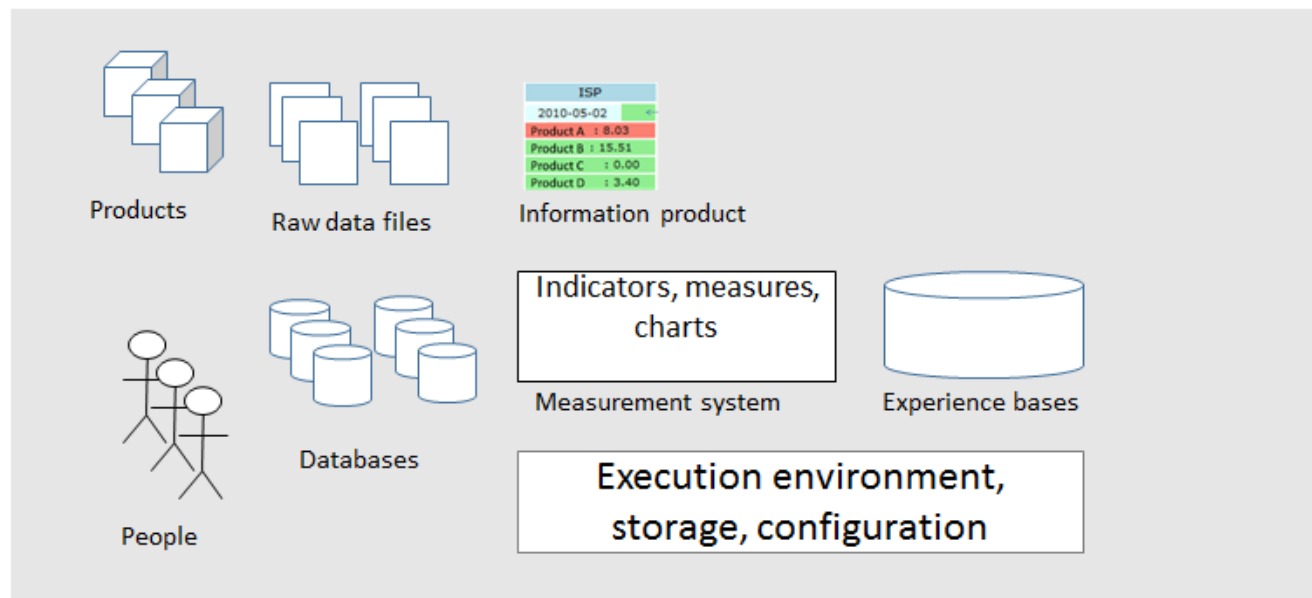


Metrics organization

Metrics used



Decision support

Collaboration with academia and industry

Metrics infrastructure

Organizational metrics maturity