



How to address questions about KPIs and API Integration

Purpose: To help you address questions and give good guidance around questions related to KPIs, how to update and get data into the KPIs, and who should manage.

Guidance: Regardless of organization size the recommendation is to:

- At a minimum get their MIN built out with plan to actual ASAP, within the first week or two
 - Some smaller organizations may not even have a plan number for their MIN, so help them out here as they will need this to track progress
- When possible, have a few other metrics that are important for the team populated manually
- If the organization already has a dashboard, shared spreadsheets or Data Warehouse that visualizes more granular data or other important metrics, attach or put links to those resources in the top level plan and tell the team that if they want to dig in beyond the MIN, they can click on that link and deep dive there.

Q&A:

- **Q:** How does the data get into the KPIs?
- **A:** We recommend only having a few key metrics in the MIND Platform entered manually with links to any existing sources of data available for when the leadership team wants to dive in more deeply. It can be integrated through APIs if there is a need. For configuring the initial KPIs at this leadership team level, you can send me your financials or KPI data and I will gladly configure for you. (Note: Making the initial experience for the leadership team easy is a plus, at some point the identified person on their team that will update the KPIs can be taught how to do this in a couple of minutes, but making it frictionless early is a good practice).
- **Q:** How does API integration work?
- **A:** We do not recommend integrating unless you have many teams following the MIND Methodology and you have a sense of how you are going to be using the KPIs in the context of your meetings. If you do want to integrate from your existing data sources, I can send you a document that speaks to how to access the APIs. You will need your internal team or a technical resource to connect your existing data to the data in the MIND Platform.

Note: There is a document called "ETW API Integration" in your consultant portal that you can provide to teams that inquire about this. This document provides what a technical team needs to know in order to push data in the ETW platform.