Audit your approach: Gap analysis worksheet

A step-by-step guide to audit metrics, synthesize insights, and build a prioritized improvement roadmap

How to use: The tables below reference the <u>Best Practice Metrics Framework for Legal Departments</u>. For each category, describe your current state and rate how well you're meeting best practice using the 1-5 scale below. Identify specific gaps and assess priority. Refer to the Best Practice Metrics Framework document for detailed descriptions of best practice standards.

Scoring scale:

1. Not meeting best practice (significant gaps; reflects common pitfalls)
2. Beginning to address (some initial steps taken but substantial work needed)
3. Partially meeting (doing some things well; clear areas for improvement)
4. Mostly meeting (strong approach with minor gaps)
5. Meeting best practice (approach aligns well with best practice standard)

Metrics coverage			
Category	**Current state**	**Score**	**Gap identified & priority level**
Quality of metrics			
Strategic alignment			
Balance of metrics			

Metrics coverage score (sum of 3 categories)   **/15**

Data collection			
Category	**Current state**	**Score**	**Gap identified & priority level**
Data sources			
Data quality			
Consistency			

Data collection score (sum of 3 categories)   **/15**

Engagement

Category	Current state	Score	Gap identified & priority level
Team engagement			
Ownership & accountability			
Stakeholder engagement			

Engagement score (sum of 3 categories)   /15

Reporting

Category	Current state	Score	Gap identified & priority level
Audiences			
Format			
Frequency			

Reporting score (sum of 3 categories)   /15

Review

Category	Current state	Score	Gap identified & priority level
Stakeholder feedback			
Decision influence			
Visibility			

Review score (sum of 3 categories)   /15

Total score (sum of all 5 dimension scores)   /75

Interpreting your scores

Category scores

Score of 3-7 (Priority improvement area): This area shows significant gaps. Focus your improvement efforts here. Identify 2–3 specific actions that would have the greatest impact in advancing toward best practice. Consider whether gaps in this area are preventing progress in other areas.

Score of 8-11 (Developing area): You're making progress but have room for improvement. Look for quick wins that could strengthen this area. Consider which sub-categories within this area are dragging down the score and whether those are feasible to address.

Score of 12-15 (Strength to build on): This area reflects strong practices that align well with best practice. Document what's working here, as it may provide a model for improving other areas. Look for opportunities to further leverage this strength.

Total score

Score of 15-35 (Building foundation): Your metrics program is in early stages with significant gaps across multiple areas. This is a common starting point.

Focus on:
1. Identifying your lowest-scoring area and developing a 3-month plan to address it
2. Finding one strength (even if modest) to build momentum
3. Being realistic about capacity. It's better to make meaningful progress in one area than spread thin across all five

Score of 36-55 (Developing program): You have foundations in place but inconsistent maturity across dimensions.

Focus on:
1. Addressing your lowest-scoring area(s) that may be limiting overall program effectiveness
2. Looking for common themes across gaps as similar issues may appear in multiple areas
3. Leveraging your higher-scoring areas as proof points while improving weaker areas

Score of 56-75 (Mature program): Your metrics program demonstrates strong practices across most or all dimensions.

Focus on:
1. Identifying your lowest-scoring area and bringing it up to match other areas
2. Fine-tuning existing practices rather than wholesale changes
3. Ensuring your strong practices are documented and sustainable
4. Considering how to share your approach as a model for others.

Deciding where to start and how to prioritize

While your lowest-scoring area often needs attention, consider these factors when deciding where to focus your improvement efforts:

Start with Data Collection if: Your data quality issues are undermining trust in all your metrics. Poor data quality is foundational – if stakeholders question your numbers, nothing else matters. Even if this isn't your lowest score, unreliable data prevents effective reporting and decision-making across all other areas.

Start with Metrics Coverage if: You lack balanced metrics across all four strategic priorities (Effective, Efficient, Protect, Enable). You can't measure what you haven't defined. If your metrics are heavily concentrated in one area (typically spend/efficiency), establish a balanced portfolio before focusing on how you collect, report, or review metrics.

Start with your lowest-scoring area if: (1) Gaps in that area are preventing progress in other areas (e.g., lack of engagement means metrics you develop won't get buy-in), (2) Stakeholders are specifically asking about something that area addresses, (3) The low score is eroding credibility with leadership, or (4) You have the resources and capability to address it.

Don't start with your lowest score if: (1) Addressing it requires significant resources or time you don't currently have, (2) It needs infrastructure that isn't yet in place (e.g., can't improve reporting without better data collection), (3) Starting there would demoralize your team because it's too difficult and won't produce early wins, or (4) Other areas are preventing progress there (address dependencies first).

Other factors to consider:
- What's most urgent to your key stakeholders right now?
- What's feasible given your team's current capacity and skills?
- Where can you demonstrate early progress to build momentum?
- Are you implementing new technology that creates a natural opportunity to improve data collection?
- Do upcoming strategic initiatives require specific metrics you don't yet have?

Remember: You don't need to address everything at once. Making meaningful progress in one dimension is better than spreading resources thin across all five. Choose strategically, get early wins, then build from there.

Gap analysis summary

Your dimension scores:

Metrics coverage: /15

Data collection: /15

Engagement: /15

Reporting: /15

Review: /15

Which dimensions will you start with and why?

Dimension to prioritize:

1.

2.

3.

Highest scoring dimensions:
(These are strengths to build on)

1.

2.

Key patterns or themes identified:
(Look across dimensions - do similar issues appear in multiple areas?)

1.

2.

3.

High-priority gaps to address:
(Specific categories you rated 1-2 that have high impact)

1.

2.

3.

4.

5.

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