Automated information capture in performance measurement

Finch, Edward, School of Construction Management and Engineering, University of Reading

Abstract
Information used for performance measurement is very different from the kind of information used for control and monitoring. It tends to make use of aggregate data covering time intervals of months rather than minutes. Accuracy rather than precision is the overarching concern. Some performance indicators can be derived from building control data. Information such as conversion efficiencies of plant and energy efficiency of buildings can be calculated from monitored data. For the purposes of performance assessment, however, such data tend to be limited in scope. The advent of embedded web servers promises to change this situation radically. Not just data, but transformed information, can be generated by the coexistence of device-people networks. Effectiveness becomes a measurable concept as web-enabled devices create information designed for human interpretation rather than the interpretation of other computers.

Keywords: business; commerce; economics; law and statistics; performance indicators; embedded systems; web servers; Internet appliances; transaction processing systems; best value