# **A picture containing light, graffiti  Description automatically generatedFrom Inputs to Outcomes**

Inputs, Outputs, Outcome Template

In order to make sure that a Community of Practice (CoP) delivers value, first you have to decide which **Outcomes** you would like to have as results of your community's activities.

Once you have decided the Outcomes, you also have to think clearly about the **Inputs** and the **Outputs** that are necessary to obtain those outcomes.

NOTE: Your Outcomes should be aligned with each Short/Long Term Value you decided on (for Members and the Organization) using the Community Value template

**Inputs/Outputs/Outcomes Template**

|  |
| --- |
| **Inputs/Outputs/Outcomes Template** |
| **Inputs** | **Outputs** | **Outcomes** |
|  |  | <Start with Outcomes> |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Inputs/Outputs/Outcomes Example**

|  |
| --- |
| **Inputs/Outputs/Outcomes Template** |
| **Inputs** | **Outputs** | **Outcomes** |
| Hours worked | Connections created | Solutions sets created |
| Blogposts written | Unique comments | Projects impacted |
| People invited | Discussions occurring | Practitioner hours saved |
| Conversations initiated | Discussion depth | Support requests deflected |
| Platform management | Files shared | New business sourced |
|  |  |  |

**Example Metrics Indicators**

When thinking about inputs and outputs, you should think about how you will measure them, that is, what metric indicators you will use. Here are some examples, both Quantitative and Qualitative.

**Quantitative Indicators**

|  |  |
| --- | --- |
| Blogposts written | Comments on blogposts |
| People invited | People joining |
| Conversations initiated | Connections created |
| Page views | Time on page |
| Likes | Unique comments |
| Discussions | Posts |
| Questions | Responses to questions |
| Time to respond to questions | Solution sets created |
| Course units completed | Courses completed |
| Certificates awarded | Support requests deflected |
| Practitioners supported | Practitioner hours saved |
| New business sourced;  | Solutions shared with other practitioners |
| New ideas generated | New ideas implemented |
| Clients and Partners involved in solutions design | Solution designs adopted |
| Discovering mistakes made and avoiding their repetition in the future | Quality improved and costs reduced via peer review of each other’s works |
| Increased overall satisfaction. Increased satisfaction with specific program parameters | Net Promoter Score (NPS) |
| Number of participants in working groups | Number of people speaking up at a meeting |
| Number of documents uploaded | Number of documents shared |
| Numbers of unique participants in various areas in the community | Tweets and retweets |

**Qualitative Indicators**

* Sustainable Innovation and Improvements in Products/Services via crowdsourcing
* Broader framing of development challenges and better translation of solution sets into local contexts
* Specific projects impacted in terms of validation and quality assurance
* Captured members’/practitioners’ stories that demonstrate the casual links between inputs generating community activities, outputs, and outcomes (supported by quantitative measures in terms of documents and ideas shared on the online platform, and positive feedback received)
* Anecdotal success stories

*This document is part of the Communities4Dev CoP Toolkit featuring practical resources to help you develop impactful Communities of Practice in the development sector.* [*Access the full CoP Toolkit*](https://collaboration.worldbank.org/content/sites/collaboration-for-development/en/groups/communities4Dev.html)*.*