

# Open Web Score - Proposed Metrics

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**Proposal:** A tool or service listed on the Open Web Score website would be scored according to its real and publicized offerings around APIs, Feeds, Export tools, User Empowerment and Transparency.

| Robust API |                                                                                                                                                                                                                                                                                                                                                                                     |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High       | The resource offers a robust, well-documented API that allows anyone to interact with all of the core data and transactions managed by the resource. The API is a high-performing, fully supported, well-maintained part of the overall offering. Developer-friendly tools such as an API testing console, example client libraries and example queries and responses are included. |
| Medium     | The resource offers an API that allows anyone to interact with most of the data and transactions managed by the resource. Basic access to the API may incur additional fees or be a part of a premium offering. Support and documentation may be limited.                                                                                                                           |
| Low        | The resource does not offer an API, or the API is so limited as to not be practical for common use cases.                                                                                                                                                                                                                                                                           |

| Standard Feed Options |                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High                  | The resource offers one or more standard, structured feeds of a user's core data and transactions managed by the resource. RSS, JSON and XML are common examples. The feeds are a high-performing, updated in close to real-time, fully supported, well-maintained part of the overall offering. An effort has been made to ensure high visibility and easy integration with tools that consume those feeds. |
| Medium                | The resource offers a standard, structured feed that gives the user partial access to their data and transactions managed by the resource. Feed access may incur additional fees or be a part of a premium offering. Support and documentation may be limited. Feeds may not be highly visible, may not fully follow standards, and may experience delays in updating.                                       |
| Low                   | The resource does not offer standard feeds or the information they contain is so limited as to not be practical for common use cases.                                                                                                                                                                                                                                                                        |

| Exports |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High    | The resource offers comprehensive, structured exports of a user's core data and transaction history managed by the resource. The export is available in a standard format that can easily and programmatically be converted to another format. The export tools are fully supported, well-maintained part of the overall offering. An effort has been made to ensure high visibility and even documentation about how to use the exported data in other tools. |
| Medium  | The resource offers export options that give the user partial access to their data and transactions managed by the resource. Export access may incur additional fees or be a part of a premium offering. Support and documentation may be limited. Export tools may not be highly visible, may be difficult to use, or may require some additional effort by the user to apply elsewhere.                                                                      |
| Low     | The resource does not offer export tools, the information they contain is so limited as to not be practical for common use cases, or the format they are offered in is so non-standard so as to require significant additional effort by the user to apply elsewhere.                                                                                                                                                                                          |

| User Empowerment |                                                                                                                                                                                                                                                                           |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High             | The resource is structured around empowering its user to advance their own particular goals and interests. The user experience is core to the design and implementation of the resource.                                                                                  |
| Medium           | The resource offers some user-centric tools or services. Users may be expected to invest significant time to learn the basics of the resource before becoming efficient with it.                                                                                          |
| Low              | The resource does not offer export tools, the information they contain is so limited as to not be practical for common use cases, or the format they are offered in is so non-standard so as to require significant additional effort by the user to import it elsewhere. |

| Transparency |                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High         | The resource makes a substantial, high-quality, high-visibility effort to be transparent about how it works, how and where its users data is collected and used, and how users can manage or erase the storage of their personal data. Source code, architecture documents and technical specifications are shared whenever possible. Transparency questions are quickly answered. |

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| Medium | The resource offers some transparency about it and its collection and usage of user data. Transparency information may not be highly visible, and may be out of date. Source code and architecture doc sharing is limited. |
| Low    | The resource does not offer any kind of transparency resource, or the information it contains is so generic, inaccurate or misleading so as not to be useful to the average user.                                          |