

Area 9 Asset Support Contract

Service Information
Annex 15

Performance Management

SERVICE INFORMATION FOR ASC
ANNEX 15
CONTENTS AMENDMENT SHEET

Amend. No.	Issue Date	Amendments	Initials	Date
0	March 2013	First Issue	SOS	22/3/13

LIST OF CONTENTS

15 PERFORMANCE MANAGEMENT4
15.1 Introduction.....4
15.2 The *Employer’s* Responsibilities5
15.3 The *Provider’s* Responsibilities.....5
15.4 Targets for Asset Performance.....7
15.5 Audit of Performance7
15.6 Area Specific Amendments to Asset Management Requirements.....7

15 PERFORMANCE MANAGEMENT

15.1 Introduction

- 15.1.1 Delivering (and evidencing that delivery) of value-for-money is key to the *Employer*. While unacceptable performance is addressed via the Quality Management Points (QMPs) and associated procedures, the *Provider* must also comply with and operate the Performance Management Framework (PMF) to ensure that it is doing the right things (i.e. that the *Provider* has adopted strategies and processes that deliver the *Employer's* outcomes). Elements of the PMF also inform the Operational Performance Indicator used to assess the award, or otherwise, of contract extensions.
- 15.1.2 The PMF contains a range of measurements that the Employer will use to:
- (1) Identify opportunities for continual improvement;
 - (2) Assess the performance of the Area Network;
 - (3) Assess the effectiveness of the *Provider's* management Processes;
 - (4) Measure compliance with the requirements of the contract; and
 - (5) Inform processes for the award of contract extensions or otherwise.
- 15.1.3 The *Employer's* Asset Management Office (AMO) is the *Employer's* custodian of the formalised process, systems and data requirements relating to the PMF. Specific restrictions are placed on any amendments to this Annex as detailed in Clause 15.6.
- 15.1.4 The AMO has produced the Network Development & Delivery Performance Management Framework (NDD PMF) Methodology document and the ASC Performance Management Manual (ASC PMM) to provide clarity on both the PMF and the supporting data requirements. The Methodology document covers background on the PMF, how it operates, generic roles and responsibilities and an outline of the six-step scoring process; as such it applies to PMF as used across NDD. The ASC PMM covers requirements specific to the ASC Performance Management Framework (ASC PMF).
- 15.1.5 This Annex sets out the requirements in relation to the performance management arrangements for the provision of the Services.
- 15.1.6 The performance management arrangements are designed to enable the *Provider* to demonstrate accountability in the delivery of the Services. It is the intent of the *Employer* to use the results of the PMF to measure the relative performance of *Providers*.
- 15.1.7 The *Employer* may introduce a Performance Management Information System (PMIS) for the recording and reporting against the requirements of

this Annex. When/if provided, the *Provider* is to provide performance data directly into the PMIS.

15.2 The *Employer's* Responsibilities

15.2.1 The *Employer* will, during the course of the contract, review (and update as appropriate) the performance management arrangements twice yearly. These reviews may include:

- (1) The use of a single unified repository for all performance information
- (2) The introduction of new requirements or procedures to gather consistently high quality data fit for their intended purposes
- (3) The introduction of new capabilities to monitor and deliver improved performance metrics
- (4) The introduction of new iterations of the NDD PMF Methodology document and/or the ASC PMM.

15.2.2 The ASC PMM contains:

- (1) ASC PMF and overarching instructions for usage
- (2) Supporting guidance for complying with the ASC PMM
- (3) Governance arrangements for performance management for the ASC
- (4) Performance metrics
- (5) Time, quality & data requirements and definitions
- (6) National minimum targets for performance

15.3 The *Provider's* Responsibilities

15.3.1 The *Provider* shall:

- (1) Recognise that the performance information is the property of the *Employer* and the *Provider* will provide any performance information upon request of the *Employer* in line with the NDD PMF Methodology document and/or the ASC PMM and associated documents as added to or amended from time to time.
- (2) Be responsible for full compliance with the ASC PMM and associated documents as added to or amended from time to time.
- (3) Employ competent people to deliver the requirements as laid down in the NDD PMF Methodology document and/or the ASC PMM. The requirements for competency are laid down in Annex 25.

- (4) Treat performance information as a significant asset ensuring it is accurate and complies with the requirements laid down in the ASC PMM.
- (5) Provide performance information requested by the *Employer* to the quality requirements and reporting timescales as laid down in the ASC PMM.
- (6) Provide any deconstructed operational or source data requested by the *Employer* to the quality requirements and reporting timescales as laid down in the ASC PMM.
- (7) Provide any data requested by the *Employer* to report performance on any new measures included into the ASC PMM, including the requirements of item (6) above.
- (8) Provide performance information used internally by the *Provider* to construct performance metrics as requested by the *Employer* to the quality requirements and reporting timescales as laid down in the ASC PMM.
- (9) Update data accurately in line with the ASC PMM and shall ensure that performance data is entered precisely against the relevant fields and attributes in the PMIS. If any data formatting requirements are unclear the *Provider* is to seek clarification from the *Employer's* AMO via the *Service Manager*.

15.4 Targets for Asset Performance

- 15.4.1 Over the life of the contract the *Employer* reserves the right to introduce or modify targets for *Provider* performance.
- 15.4.2 Targets pertaining to the provision of information are contained within the ASC PMM.
- 15.4.3 Any amendments to the measures, targets or similar, must be obtained as per Clause 15.6.

15.5 Audit of Performance

- 15.5.1 Performance of the *Provider* against the requirements of this Annex will be included into the audit process as per contract clause 41. The *Service Manager* may opt to utilise the AMO (or other parties) to undertake the audit on behalf of the *Employer*.
- 15.5.2 Failure to provide any data as required within this Annex (or the ASC PMM) shall be treated as a “Failure to make records available for inspection by the *Service Manager*” failure within the QMP’s accrual table (refer to Contract Data).

15.6 Area Specific Amendments to Asset Management Requirements

- 15.6.1 The process for seeking amendments to any of the requirements (including to the performance targets set, or the measures themselves) within this Annex is:
- (1) The *Provider* shall submit any proposed Area Network specific amendments to the adoption of Annex 15 to the *Service Manager*. The *Service Manager* will submit these to the *Employer’s* AMO for approval.
 - (2) On receipt of approval or otherwise by the AMO, the *Service Manager* will issue written confirmation of the decision to the *Provider*.
 - (3) The *Provider* does not proceed with any proposed amendment until in receipt of both the *Service Manager’s* approval and the accompanying approval from the AMO.