

Key Performance Indicators (KPI)

The following KPI's are detailed below:

- KPI 1 - Project Management
- KPI 2 - Supply and acceptance of PDGS Hardware and Software
- KPI 3 - Training User training & knowledge exchange workshops.

KPI 1	
Description	Project Management

Type	Key Performance Indicator.
<p>Linked to: Schedule 3 (Condition 19 a and b) of contract DSTL/0000014952 (PDGS)</p> <p>All deliverables shall be in accordance with the Statement of Requirements (at Annex A to the Contract).</p>	<p>PI 1.1 - Clear and accurate monthly/quarterly reports produced with the relevant information agreed between the Authority and Contractor. Redacted</p> <p>PI 1.2 – During the Delivery Phase Monthly meetings planned and in the diary Redacted prior to the session.</p> <p>PI 1.3 – During the Support Phase Quarterly meetings planned and in the diary Redacted prior to the session.</p> <p>PI 1.3 - Minutes of meetings, records of actions and a record of decisions delivered Redacted after each review.</p>
Data source	Redacted
Data Owner (Output)	Redacted
Monitoring frequency	Continuous
Reporting frequency	<p>Delivery Phase - Monthly progress meetings (April 2023 to March 2024), via MS teams with up to two meetings face to face at Contractors premises.</p> <p>Support Phase - Quarterly progress meetings (April 2024 to March 2025), via MS teams with up to two meetings face to face at Contractors premises each year.</p>

Performance Criteria	
Green	Redacted
Amber	Redacted
Red	Redacted

KPI 2	
Description	Supply and acceptance of PDGS Hardware and Software

Type	Key Performance Indicator.
<p>Linked to: Items 1 and 3 of the Schedule of Requirements, at Schedule 2 to the contract.</p> <p>All deliverables shall be in accordance with the Statement of Requirements (at Annex A to the Contract).</p>	<p>KPI 2.1– Supply of Hardware within agreed timescales, in accordance with the agreed Project Plan.</p> <p>KPI2.2 – Set up of Redacted, to mutually agreed standards and timescales (and in accordance with the agreed project plan) to enable the timely installation of applications, environment testing and release to Factory Acceptance Testing.</p>
Data source	Redacted
Data Owner (Output)	Redacted
Monitoring frequency	One off milestones – Item 1 (31/10/2023) and Item 3 (10/11/2023).
Reporting frequency	One off milestones - Item 1 (31/10/2023) and Item 3 (10/11/2023).

Performance Criteria	
Green	Redacted
Amber	Redacted
Red	Redacted

KPI 3	
Description	Supply of Training User training & knowledge exchange workshops.

Type	Key Performance Indicator.
<p>Linked to: Item 2 of the Schedule of Requirements.</p> <p>All deliverables shall be in accordance with the Statement of Requirements (at Annex A to the Contract).</p>	KPI 3 - Supply of Training User training & knowledge exchange workshops within agreed Standard and timescales.
Data source	Redacted
Data Owner (Output)	Redacted
Monitoring frequency	One off milestone - March 2024
Reporting frequency	One off milestone - March 2024

Performance Criteria	
Green	Redacted
Red	Redacted