# Publishable Performance Information - Key Performance Indicator Data Report

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| **KPI Description\*** | **Rating Thresholds\*** | **Frequency of Measurement** | **Quarter and Year\*** | **Average for Reporting Period** | **Rating\*** | **Comment\*** |
| Contract Management - Successful delivery and acceptance (where required) of planned milestones, deliverables and contractual obligations | Good: 95% | Quarterly |       |       |       |       |
| Approaching Target:93% |
| Requires Improvement: 90% |
| Inadequate:85% |
| Benefits Management - Working in collaboration with the Authority the Reseller to provide at least one efficiency proposal per Quarter starting at Contract Award + 6 months. | Good\*: 95% | Quarterly |       |       |       |       |
| Approaching Target: 93% |
| Requires Improvement: 90% |
| Inadequate: 85% |
| Service Delivery - Achievement of all Service Level Thresholds of the contracted SLAs  | Good\*: 100% | Quarterly |       |       |       |       |
| Approaching Target: 98% |
| Requires Improvement: 98% |
| Inadequate: 97% |

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| **KPI Description\*** | **Rating Thresholds\*** | **Frequency of Measurement** | **Quarter and Year\*** | **Average for Reporting Period** | **Rating\*** | **Comment\*** |
| Social Value - Progress against Timed Action Plans (TAP) and proposed Reporting Measures | Good: 95% | Quarterly |       |       |       |       |
| Approaching Target: 93% |
| Requires Improvement: 90% |
| Inadequate: 85% |

\*Publishable fields.

Please see the [DEFFORM 539B Explanatory Notes](https://www.kid.mod.uk/maincontent/business/commercial/downloads/defforms/expl_not/539B_expln.pdf) for guidance on completing the KPI Data Report.