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Attachment 10 – Transparency Reports

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Title	Content	Format	Frequency
FINANCIAL REPORTING			
Charges and Invoicing	aged debt, fund trackers, project costs, Service Charges, Service Credits, spend forecast	Excel	Monthly
PERFORMANCE REPORTING			
Performance management	Change Requests, Change Authorisation Notes, project reports, Supplier obligations compliance, trend analysis and Service Credits, risk management	Excel	Monthly
Service Levels	As per Schedule 3 (Service Levels, Service Credits and Performance Monitoring) and Attachment 4 (Service Levels and Service Credits)	Excel	Monthly
Performance Monitoring	Previous months performance metrics including: application health, at any time, providing full transparency of the software development as necessary and applicable, release and support lifecycle, proactive identification and resolution of	Report	Monthly

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	performance issues, improving application responsiveness, load times and overall user experience.		
SUPPLY CHAIN REPORTING			
Supply Chain Protection Information	As per Clause 39 (Supply Chain Protection)	Excel	Monthly
Key Sub-contractors	The table set out in Attachment 5 (Key Supplier Personnel and Key Sub-Contractors)	Excel	Monthly
SOCIAL VALUE REPORTING			
Social Value Quarterly report	Performance metrics for previous quarter including successes and failures.	Report	Quarterly