# Key Performance Indicator's for Local Government

## 1.1.    Performance

Services are relevant and appropriate to the organisation.

| KPI | Benchmark | Possible Measures | Possible Target | Method | Responsible Owner | Frequency | Undertaken By |
|---|---|---|---|---|---|---|---|
| Governance | Documented and endorsed RM Strategy | Current and workable RM Strategy | 100% complete, relevant and up to date | Review and report | Board/Secretary/CEO | Annual | CIO |
| Governance | Documented and endorsed RM policy and procedures | Structures and governance documented in organisation's policy and procedures | 100% complete, relevant and up to date | Review and report | Board/Secretary/CEO | Annual | CIO |
| Governance | Organisations IM/RM/RK objectives, goals and plans | Objectives and goals stated in strategic and operational plans, instructions, procedures etc | Meets xx objectives/goals with exceptional/ high/acceptable/unacceptable level of service (identify for each objective/goal and service) | Review and report Internal/ external audit | CIO | Annual | Records manager |
| Governance/ Compliance – an example of an IM/RM/RK objective, goal, plan | Storage plan, including sentencing and transfer to PROV (VEO and hard copy) | Plan developed, approved and implemented. | 100% complete, relevant and up to date x transfers to PROV | Review and report | CIO | Annual | Records manager |
| Governance/ Compliance – an example of an IM/RM/RK objective, goal, plan | Alignment of information/records classifications (might also include taxonomy, thesauri) | File structure and naming conventions (shared drive, other business applications) align with BCS, taxonomy | 100% complete, relevant and up to date | Review and report | CIO | Annual | Records manager/ information manager |
| Governance | RM risk assessment & management | Current risk log and mitigation program | 100% complete, relevant and up to date | Review and report | CIO | Annual | Records manager |
| Governance / Compliance | Internal / External Audit | Internal / external audits undertaken | 100% | Review and report | CIO | Internal – bi-annual External - contractor | Internal - Records Services External - contractor |

| KPI | Benchmark | Possible Measures | Possible Target | Method | Responsible Owner | Frequency | Undertaken By |
|------|-----------|-------------------|-----------------|--------|-------------------|-----------|----------------|
| Governance / Compliance | Audit findings | Number and severity | Zero severity 1<br><br>Less than 5 severity 2 | Review and report | CIO | In accordance with audit schedule | Record services in conjunction with internal audit<br><br>Risk assurance |
| Governance | Release of information | Plan developed, objective goals stated | X data sets released per year | Review and report | CIO | Annual | Information Manager |
| Correspondence registration and filing | Items per hour | Number | 30 | System reports/logs across divisions | Records supervisor | Daily | Records manager |
| Correspondence registration and filing | Accuracy | Number | 95% correct | Review and report | Records supervisor | Random sample once per week | Records manager |
| EDRMS usage | Percentage of users | Number | 30% in year 1<br><br>70% in year 2<br><br>100% in year 3 | System reports/logs across divisions | Project manager/records manager | Annual | CIO |
| Mobile technology governance | Breaches | Number | 0 | System reports/logs across divisions | Records supervisor | Quarterly | Records manager |
| RM resources | Adequacy compared to similar organisations in the same geography and jurisdiction | Number | Within 10% (once benchmarked) | Review and report | Board/Secretary/<br>CEO | Annual | CIO |
| Service improvement | Processes/services reviewed and improved | Number | X per year | Review and report | Board/Secretary/<br>CEO | Annual | CIO |
| Security and access | Breaches | Number | 0 | Media reports<br><br>System audits and reports<br><br>Audit/census of physical holdings<br><br>Review access and security policy and process | Business owner<br><br>Records/system manager | Annual | CIO<br><br>Risk assurance<br><br>Legal |

**Commented [KM1]:** Please explain what this one is for/targeted at?

| KPI | Benchmark | Possible Measures | Possible Target | Method | Responsible Owner | Frequency | Undertaken By |
|---|---|---|---|---|---|---|---|
| Physical storage of documents and records | Appropriate storage facilities | Compliance with standards | 95% compliance | Random sampling<br><br>Audit<br><br>Security standards | Records manager | Annually | Internal/external audit |

## 1.2.    Reliability

Service delivery is consistent, reliable, dependable and trustworthy.

| KPI | Benchmark | Possible Measures | Possible Target | Method | Responsible Owner | Frequency | Undertaken By |
|---|---|---|---|---|---|---|---|
| Service delivery | Organisations IM/RM/RK objectives and goals | Objectives and goals stated in strategic and operational plans, instructions, procedures etc | Meets xx objectives/goals with exceptional/ high/acceptable/unacceptable level of service (identify for each objective/goal and service) | Review and report<br><br>Internal/external audit | CIO | Annual | Records manager |
| Service delivery | Organisations IM/RM/RK Service Level Agreements (SLA) | SLA measures | Meets xx SLA measures at x level (identify for each SLA and service) | Review and report<br><br>Internal/external audit | CIO | Annual | Records manager |
| Quality | Staff confidence in service | Numbers/grading in response to questionnaire | x% at a set level | Survey | CIO | Bi-annual | Internal QA |
| Reliability of EDRMS | Percentage of users | Number of issues<br><br>Number of incidents<br><br>Number of complaints<br><br>Number of suggestions | No more than x per month | System reports/logs across divisions | Records manager | Monthly | Team leader |
| EDRMS performance | Ease of use | Number of complaints<br><br>Number of suggestions<br><br>Improvement objectives, goals & plans | No more than x per month<br><br>Meets objectives, goals & plans within set timeframe | Reports & surveys | Records manager | Monthly | Team Leader |

| KPI | Benchmark | Possible Measures | Possible Target | Method | Responsible Owner | Frequency | Undertaken By |
|---|---|---|---|---|---|---|---|
| EDRMS performance | Search | Time to complete simple and complex search | Time taken<br><br>Quality of result | Reports & surveys<br><br>System reports/logs across divisions | Records manager | Monthly | Team Leader & users |
| EDRMS performance | Record entry | Time to enter record | Time taken<br><br>Quality of result | Reports & surveys<br><br>System reports/logs across divisions | Records manager | Monthly | Team Leader & users |
| EDRMS availability | Percentage of time | Uptime | xx.xx% per month | System reports/logs | Project manager/records manager | Monthly | CIO |
| EDRMS currency | Upgrades and patches | Up to date | No more than 6 months behind | System reports/ review | System/records manager | Bi-annual | CIO |
| Disaster recovery | Appropriate plan | Current and workable plan<br><br>(any testing to be in accordance with corporate/IT plan) | 100% complete, relevant and up to date | Review<br><br>(any testing to be in accordance with corporate/IT plan) | System/records manager | Annual | CIO |
| Digitisation plan | Plan approved.<br><br>Certificate submitted | Current | 100% Complete, relevant and up to date | Review | Records Manager | Bi-annual<br><br>Annual | CIO |
| Business continuity | Appropriate plan | Current and workable plan<br><br>Test plan (in accordance with corporate/IT plan) | 100% complete, relevant and up to date<br><br>Plan satisfactory when tested | Review<br><br>Test | System/records manager | Annual | CIO |
| Use of correct document version | Duplicates<br><br>Users on EDRMS | Number of duplicates in EDRMS (and shared drives)<br><br>Number | 0<br><br>30% in year 1<br><br>70% in year 2<br><br>100% in year 3 | Run utility program<br><br>System reports/logs across divisions | Project manager/records manager | Monthly<br><br>Annual | CIO |

## 1.3. Responsiveness & Timeliness

Responses to client requests and delivery of services are within timeframes and other measures. Organisations may wish to separate this category into two parts – requests and delivery.

| KPI | Benchmark | Possible Measures | Possible Target | Method | Responsible Owner | Frequency | Undertaken By |
|-----|-----------|-------------------|-----------------|--------|-------------------|-----------|---------------|
| Requests from clients | Agreed response times for different request | Time | X% response within x time | System reports/logs across divisions | Records supervisor/ system supervisor | Monthly | Records manager |
| Delivery to clients | Agreed times for delivery of different service types | Time | X% delivery within x time and/or<br><br>Maintain a minimum of X% | Survey and/or system reports/logs across divisions | Records supervisor/ system supervisor | Monthly | Records manager |
| Delivery to clients | Agreed times for delivery of different service types | By exception based on:<br><br>Number of issues<br><br>Number of incidents<br><br>Number of complaints<br><br>Number of suggestions | No more than x per month | Survey and/or system reports/logs across divisions | Records supervisor/ system supervisor | Monthly | Records manager |
| FOI requests | Agreed times to complete requests | FOI received<br><br>FOI completed<br><br>FOI lapsed<br><br>FOI withdrawn<br><br>FOI to complete | X% completed per month<br><br>Others as reported. | Survey and/or system reports/logs | Records supervisor/ system supervisor | Monthly | Records manager or FOI manager |
| Retrieval of files/storage boxes | Agreed times to complete requests | Total file requested & retrieved on-site<br><br>Total file requested & retrieved off-site<br><br>Total boxes requested & retrieved off-site<br><br>Cost | X% retrieved within x time and/or<br><br>Maintain a minimum of X%<br><br>Within +10% of budget | Survey and/or system reports/logs<br><br>Invoices | Records supervisor/ system supervisor | Monthly<br><br>Quarterly | Records manager |

## 1.4. Relationships

Team members deliver services with tact, recognition, regard and thoughtfulness.

| KPI | Benchmark | Possible Measures | Possible Target | Method | Responsible Owner | Frequency | Undertaken By |
|---|---|---|---|---|---|---|---|
| Client service | Client satisfaction | Numbers/grading in response to questionnaire | x% at a set level | Survey<br><br>Focus groups | CIO | Bi-annual | Internal QA |
| Client service | Client satisfaction | By exception based on:<br><br>Number of issues<br><br>Number of incidents<br><br>Number of complaints | No more than x per month | Survey and/or system reports/logs across divisions | Records supervisor/system supervisor | Monthly | Records manager |
| Investment in RM related training and education | Hours<br><br>(RM staff and users) | Number | X hours per annum | Review and report | CIO | Annual | Records manager |
| Investment in RM related training and education | Number of staff per course<br><br>(RM staff and users) | Number by course | X staff by course | Review and report | CIO | Annual | Records manager |
| Investment in RM related training and education | Cost | Per staff member | X$ per staff member | Review and report | CIO | Annual | Records manager |
| Effectiveness of RM related training and education | Client/management satisfaction | Numbers/grading in response to questionnaire | x% at a set level | Survey | CIO | Bi-annual | Internal QA |

## 1.5. Resources

Time, budget and cost measures.

| KPI | Benchmark | Possible Measures | Possible Target | Method | Responsible Owner | Frequency | Undertaken By |
|---|---|---|---|---|---|---|---|
| RM resources | Improvement in operating efficiency | Improvement in services with no increase in cost | X new services | Review and report | Records manager | Annual | Records supervisor/system administrator |
| RM resources | Improvement in operating efficiency | Reduced cost | X$ reduction | Review and report | CIO | Annual | Records manager |

| KPI | Benchmark | Possible Measures | Possible Target | Method | Responsible Owner | Frequency | Undertaken By |
|---|---|---|---|---|---|---|---|
| Investment in RM related training and education | Cost | Per staff member | X$ per staff member | Review and report | CIO | Annual | Records manager |
| Return on Investment (ROI) | As per proposal, business case etc | As per proposal, business case etc | As per proposal, business case etc | Survey and/or system reports/logs across divisions | CIO | As per proposal, business case etc | Records manager |