

5.1 Strategic KPIs

An example report on strategic management responsibilities, based on KPIs listed in the tables at section 4, is shown below.

<p>Performance</p> <p>Records Management Policy and Procedures Current and up to date. Last Review [Date] Next Review [Date]</p> <p>Compliance Last Audit [Date] Next Audit [Date]</p> <p>Risk (see table below)</p> <p>Reliability System Availability</p>	Help Desk				
		Received	Resolved		
	Number of issues	x	x		
	Number of incidents	x	x		
	Number of complaints	x	x		
	Number of suggestions	x	x		
	Responsiveness & Timeliness (by exception) x complaints during month – target x				
	Resources				
	Staff				
	Cost & Budget				
Mth costs actual	Mth cost tgt	Costs yr to date	Costs yr to date tgt	Budget variance	
x	x	x	x	+/- x	

Risk	Likelihood	Impact	Mitigate	Owner
Loss/compromise of sensitive documents	Likely	Major	Use approved security containers	Records Management
Use of incorrect document version	Almost certain	Moderate	X% of users on EDRMS by [date]	Records Management

5.1 Operational KPIs

An example report on records management operations, based on KPIs listed in the tables at section 4, is shown below.

Performance				Reliability				
Registration				Service Delivery				
	Registered in reporting Month	Total	Target		Received	Resolved		
Folders	x	x	x	Number of issues	x	x		
Storage boxes	x	x	x	Number of incidents	x	x		
Corro	x	x	x	Number of complaints	x	x		
Electronic documents	x	x	x	Number of suggestions	x	x		
Sentencing				Responsiveness & Timeliness (by exception) x complaints during month – target x				
BCS Current and up to date. Last Review [Date] Next Review [Date]				Resources				
Risk (see table below)				Staff				
				Cost & Budget				
				Mth costs actual	Mth cost tgt	Costs yr to date	Costs yr to date tgt	Budget variance
				x	x	x	x	+/- x

Risk	Likelihood	Impact	Mitigate	Owner
Loss/compromise of sensitive documents	Likely	Major	Clear desk policy – daily checking roster	Records Management
Staff unavailability	Almost certain	Moderate	Cross training of staff Standing arrangement with temp agency	Records Management

5.2 Project KPIs

An example report for an EDRMS project, based on KPIs listed in the tables at section 4, is shown below.

<p>Performance</p> <p>EDRMS usage is now 55% of staff across the organisation against a target of x%.</p> <p>In total, at the end of xx:</p> <table border="1"> <thead> <tr> <th></th> <th>Achieved</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Staff trained</td> <td>x</td> <td>x</td> </tr> <tr> <td>Desktops have EDRMS</td> <td>x</td> <td>x</td> </tr> <tr> <td>Accounts are active</td> <td>x</td> <td>x</td> </tr> </tbody> </table>					Achieved	Target	Staff trained	x	x	Desktops have EDRMS	x	x	Accounts are active	x	x	<p>Reliability</p> <p>Received in the reporting month:</p> <table border="1"> <thead> <tr> <th></th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Number of issues</td> <td>x</td> <td>x</td> </tr> <tr> <td>Number of incidents</td> <td>x</td> <td>x</td> </tr> <tr> <td>Number of complaints</td> <td>x</td> <td>x</td> </tr> <tr> <td>Number of suggestions</td> <td>x</td> <td>x</td> </tr> </tbody> </table> <p>System Availability</p> <table border="1"> <thead> <tr> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>x%</td> <td>x%</td> </tr> </tbody> </table> <p>Responsiveness & Timeliness (by exception) x complaints during month – target x</p> <p>Resources</p> <p>Project Plan</p> <table border="1"> <thead> <tr> <th>Current Activity</th> <th>Planned Activity</th> </tr> </thead> <tbody> <tr> <td>x</td> <td>x</td> </tr> </tbody> </table> <p>Cost & Budget</p> <table border="1"> <thead> <tr> <th>Mth costs actual</th> <th>Mth cost tgt</th> <th>Costs yr to date</th> <th>Costs yr to date tgt</th> <th>Budget variance</th> </tr> </thead> <tbody> <tr> <td>x</td> <td>x</td> <td>x</td> <td>x</td> <td>+/- x</td> </tr> </tbody> </table>					Actual	Target	Number of issues	x	x	Number of incidents	x	x	Number of complaints	x	x	Number of suggestions	x	x	Actual	Target	x%	x%	Current Activity	Planned Activity	x	x	Mth costs actual	Mth cost tgt	Costs yr to date	Costs yr to date tgt	Budget variance	x	x	x	x	+/- x
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