

## Strategic KPI's

<p><b>Performance</b></p> <p><b>Records Management Policy and Procedures</b> Current and up to date. <i>Last Review [Date] Next Review [Date]</i></p> <p><b>Compliance</b> <i>Last Audit [Date] Next Audit [Date]</i></p> <table border="1"> <thead> <tr> <th><i>Element</i></th> <th><i>Resolution</i></th> </tr> </thead> <tbody> <tr> <td>IM framework established</td> <td>x</td> </tr> <tr> <td>Records management strategy or plan</td> <td>x</td> </tr> <tr> <td><b>Performance monitoring</b></td> <td>x</td> </tr> </tbody> </table> <p><b>Risk</b> (see table below)</p> <p><b>Reliability</b></p> <table border="1"> <thead> <tr> <th><i>System Availability</i></th> <th><i>Actual</i></th> <th><i>Target</i></th> </tr> </thead> <tbody> <tr> <td></td> <td>xx.x%</td> <td>xx.x%</td> </tr> </tbody> </table>	<i>Element</i>	<i>Resolution</i>	IM framework established	x	Records management strategy or plan	x	<b>Performance monitoring</b>	x	<i>System Availability</i>	<i>Actual</i>	<i>Target</i>		xx.x%	xx.x%	<p><b>Help Desk</b></p> <table border="1"> <thead> <tr> <th></th> <th><i>Received</i></th> <th><i>Resolved</i></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><b>Number of suggestions</b></td> <td>x</td> <td>x</td> </tr> </tbody> </table> <p><b>Responsiveness &amp; Timeliness (by exception)</b> x complaints during month – target x</p> <p><b>Resources</b></p> <p><b>Staff</b></p> <table border="1"> <thead> <tr> <th><i>Plan</i></th> <th><i>Current</i></th> </tr> </thead> <tbody> <tr> <td>x</td> <td>x</td> </tr> </tbody> </table> <p><b>Cost &amp; Budget</b></p> <table border="1"> <thead> <tr> <th><i>Mth costs actual</i></th> <th><i>Mth cost tgt</i></th> <th><i>Costs yr to date</i></th> <th><i>Costs yr to date tgt</i></th> <th><i>Budget variance</i></th> </tr> </thead> <tbody> <tr> <td>x</td> <td>x</td> <td>x</td> <td>x</td> <td>+/- x</td> </tr> </tbody> </table>		<i>Received</i>	<i>Resolved</i>	Number of issues	x	x	Number of incidents	x	x	Number of complaints	x	x	<b>Number of suggestions</b>	x	x	<i>Plan</i>	<i>Current</i>	x	x	<i>Mth costs actual</i>	<i>Mth cost tgt</i>	<i>Costs yr to date</i>	<i>Costs yr to date tgt</i>	<i>Budget variance</i>	x	x	x	x	+/- x
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<i>Risk</i>	<i>Likelihood</i>	<i>Impact</i>	<i>Mitigate</i>	<i>Owner</i>
Loss/compromise of sensitive documents	Likely	Major	Use approved security containers	Records Management
<b>Use of incorrect document version</b>	<b>Almost certain</b>	<b>Moderate</b>	<b>X% of users on EDRMS by [date]</b>	<b>Records Management</b>

## Operational KPI's

<b>Performance</b>				<b>Reliability</b>				
<b>Registration</b>				<b>Service Delivery</b>				
	<i>Registered in reporting Month</i>	<i>Total</i>	<i>Target</i>		<i>Received</i>	<i>Resolved</i>		
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		
<b>Electronic documents</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>Number of suggestions</b>	<b>x</b>	<b>x</b>		
<b>Sentencing</b>				<b>Responsiveness &amp; Timeliness (by exception)</b>				
<i>Files Sentenced</i>			<i>Target</i>	x complaints during month – target x				
Repository A			x	<b>Resources</b>				
<b>Repository B</b>			<b>x</b>	<b>Staff</b>				
<b>BCS</b>				<i>Plan</i>				
Current and up to date.				x				
<i>Last Review [Date] Next Review [Date]</i>				<i>Current</i>				
<b>Risk</b>				x				
(see table below)				x				
				<b>Cost &amp; Budget</b>				
				<i>Mth costs actual</i>	<i>Mth cost tgt</i>	<i>Costs yr to date</i>	<i>Costs yr to date tgt</i>	<i>Budget variance</i>
				x	x	x	x	+/- x

<i>Risk</i>	<i>Likelihood</i>	<i>Impact</i>	<i>Mitigate</i>	<i>Owner</i>
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

# Project KPI's

<b>Performance</b>				<b>Reliability</b>				
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				x	x	x	x	+/- x

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