

Key Performance Indicator's for Local Government

I.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 Less than 5 severity 2	Review and report	CIO	In accordance with audit schedule	Record services in conjunction with internal audit 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 70% in year 2 100% 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/ CEO	Annual	CIO
Service improvement	Processes/services reviewed and improved	Number	X per year	Review and report	Board/Secretary/ CEO	Annual	CIO
Security and access	Breaches	Number	0	Media reports System audits and reports Audit/census of physical holdings Review access and security policy and process	Business owner Records/system manager	Annual	CIO Risk assurance Legal

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 Audit 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 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 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 Number of incidents Number of complaints 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 Number of suggestions Improvement objectives, goals & plans	No more than x per month 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 Quality of result	Reports & surveys System reports/logs across divisions	Records manager	Monthly	Team Leader & users
EDRMS performance	Record entry	Time to enter record	Time taken Quality of result	Reports & surveys 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 (any testing to be in accordance with corporate/IT plan)	100% complete, relevant and up to date	Review (any testing to be in accordance with corporate/IT plan)	System/records manager	Annual	CIO
Digitisation plan	Plan approved. Certificate submitted	Current	100% Complete, relevant and up to date	Review	Records Manager	Bi-annual Annual	CIO
Business continuity	Appropriate plan	Current and workable plan Test plan (in accordance with corporate/IT plan)	100% complete, relevant and up to date Plan satisfactory when tested	Review Test	System/records manager	Annual	CIO
Use of correct document version	Duplicates Users on EDRMS	Number of duplicates in EDRMS (and shared drives) Number	0 30% in year 1 70% in year 2 100% in year 3	Run utility program System reports/logs across divisions	Project manager/records manager	Monthly 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 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: Number of issues Number of incidents Number of complaints 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 FOI completed FOI lapsed FOI withdrawn FOI to complete	X% completed per month 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 Total file requested & retrieved off-site Total boxes requested & retrieved off-site Cost	X% retrieved within x time and/or Maintain a minimum of X% Within +10% of budget	Survey and/or system reports/logs Invoices	Records supervisor/ system supervisor	Monthly Quarterly	Records manager

I.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 Focus groups	CIO	Bi-annual	Internal QA
Client service	Client satisfaction	By exception based on: Number of issues Number of incidents 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 (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 (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

I.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