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Should you have any queries, please contact Commercial@SmartDCC.co.uk

SCHEDULE 5

PERFORMANCE MEASURES AND MONITORING

1. KEY PERFORMANCE INDICATORS

1.1 The Contractor shall:-

- 1.1.1 record and report each KPI, in as close to real time as reasonably possible but in any event by five (5) days after the end of the preceding month;
- 1.1.2 provide the Services in such a manner so as to meet or exceed the Target Performance Level for each KPI; and
- 1.1.3 comply with the provisions of this Schedule 5 in relation to the monitoring and reporting on its performance against the KPIs.

2. NOT USED

3. PROJECT DELIVERY REPORT FOR THE DEVELOPMENT PHASE

3.1 This Paragraph 3 shall apply in the Development Phase.

3.2 The Contractor shall provide a Project Delivery Report to the DCC in accordance with Schedule 4 (*Agile Development Methodology*).

3.3 The Project Delivery Report shall be in a format mutually agreed between the Parties and shall contain, as a minimum, the following information in respect of the time period to which the Project Delivery Report relates:-

- 3.3.1 KPI performance;
- 3.3.2 a summary of the KPI Failures including the root cause of each failure; and
- 3.3.3 such other details as the DCC may reasonable require from time to time.

3.4 The Project Delivery Report shall be reviewed by the Parties in accordance with Schedule 4 (*Agile Development Methodology*).

4. PERFORMANCE MONITORING REPORT FOR THE MOBILISATION PHASE AND TRANSITION TO LIVE PHASE

4.1 This Paragraph 4 shall apply in the Mobilisation Phase and Transition to Live Phase.

4.2 Within ten (10) Business Days after the end of each month (unless otherwise agreed between the Parties), the Contractor shall provide a Performance Monitoring Report to the DCC.

4.3 The Performance Monitoring Report shall be in a format mutually agreed between the Parties and shall contain, as a minimum, the following information in respect of the month just ended (or as otherwise agreed between the Parties):-

- 4.3.1 KPI performance;
 - 4.3.2 a summary of the KPI Failures including the root cause of each failure; and
 - 4.3.3 such other details as the DCC may reasonable require from time to time.
- 4.4 The Performance Monitoring Report shall be reviewed by the Parties at the Performance Review Meeting.
- 4.5 The Performance Review Meeting shall be attended by personnel as agreed by the parties.
- 4.6 The DCC may:-
 - 4.6.1 invite representatives of any other DCC Service Providers to attend the Performance Review Meeting; and
 - 4.6.2 raise any additional questions and request any further information regarding any KPI Failure, and the Contractor shall promptly comply with such request.

APPENDIX 1

KEY PERFORMANCE INDICATORS

Mobilisation Phase

Ref.	Key Performance Indicator	Target Performance Level	Critical KPI Failure
1.	<i>Percentage of planned resources mobilised on time</i>	<i>100%</i>	75%
2.	<i>Percentage of Planned Infrastructure mobilised on time</i>	<i>100%</i>	75%

The calculation of KPI's 1 and 2 will not include in the calculation any absence due to adhoc illness / emergencies.

Development Phase

Ref.	Key Performance Indicator	Target Performance Level	Critical KPI Failure
1.	Percentage of plans and reports delivered within required timescales (reported monthly).	<i>100% per month</i>	Less than 75% in three consecutive calendar months
2.	Unit Test Coverage (reported at the end of each iteration). The percentage of code covered by unit tests in a iteration.	<i>80% per iteration</i>	60% per iteration (does not start until week 7).
3.	Iteration Velocity (reported per applicable team and reported at the end of each iteration). Iteration Velocity is the average amount of work a team completes during an iteration, usually measured in story points (or work items). The product owner can use velocity to predict how quickly a team can work through the backlog, because the report tracks the forecasted and	<i># story points / # work items**</i>	N/A

Ref.	Key Performance Indicator	Target Performance Level	Critical KPI Failure
	completed work over several iteration—the more iterations, the more accurate the forecast.		
4.	Iteration Effort Estimation Accuracy (reported at the end of each iteration). The difference between the estimated and achieved story points (or work items) at the end of a iteration presented as a percentage.	80%	Less than 60% per iteration in three consecutive iterations (does not start until week 7)
5.	Unit Tests Pass Rate Accuracy (reported at the end of each iteration).	80% per iteration	60% per iteration (does not start until week 7)
6.	Component Integration Tests Pass Rate Accuracy (reported at the end of each iteration).	80% per iteration	60% per iteration (does not start until week 7)
7.	SIPT (Systems Integration and Performance testing) pass rate on initial testing	75%	N/A
8.	Entry into E2E (End to End testing) from SIPT code bug free	99%	N/A

Transition to Live

Ref.	Key Performance Indicator	Target Performance Level	Critical KPI Failure
1.	To Be Agreed	***	N/A
2.	To be Agreed	***	N/A

** These targets to be set in collaboration with the DCC after completion of the first 6 weeks.

*** To be agreed 60 days before transition to Live