# 2020 VSP KPIs

We measure success in three ways: platform performance, customersuccess, and end user (Veterans and their supporters) success

## Platform Performance

*These are the things we have the most ability to directly impact.*

|  | Target | Current |
|---|---|---|
| Percent of user requests completed successfully | 98% |  |
| Percent of Web Brand Consolidation-based pages loaded in <5s | 80% |  |
| Percent of incidents (i.e. problems requiring a post-mortem) remediated within seven days | 70% |  |
| Percent of support requests that can be addressed with a link | TBD |  |
| Percent of platform work that comprises initiatives (as opposed to ongoing support, maintenance, and tech debt) | TBD |  |

## Customer Success

*These are the outcomes our work should result in for our customers (VFS teams). If we're not seeing what we want here, it means we have opportunities to iterate and improve our offerings and rules.*

|  | Target | Current |
|---|---|---|
| Percent of user requests served within 100 milliseconds (for external dependencies, 250 milliseconds) | 90% |  |
| Average VFS team sentiment (per Likert scale) | very positive |  |
| Collaboration cycle feedback | TBD |  |
| Average time to first build | two weeks |  |
| Percent of VA.gov products meeting or exceeding SLOs | 90% |  |
| Percent of VFS teams meeting quality standards | 100% |  |
| Average time to first contentful paint across all VA.gov products | TBD |  |
| Average error rate across all VA.gov products | TBD |  |

## 3. End User Success

*These are the outcomes we should see for Veterans and their supporters if we're providing the right experience for VFS Teams. We have almost no ability to directly impact these outcomes, but if we see these numbers worsen, it may mean we have opportunities to change how we engage with VFS Teams and/or VA.*

|  | Target | Current |
|---|---|---|
| Avg call center volume per VA.gov product | TBD |  |
| Avg VA.gov user sentiment | 70% | 65.70% |