**KPI and Success Metrics Definition**

**Purpose:**  
Define and track measurable indicators of success to evaluate the effectiveness and efficiency of the Telco Cloud Migration initiative.

**Key KPIs:**

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| --- | --- | --- | --- | --- |
| **KPI Name** | **Description** | **Target** | **Frequency** | **Owner** |
| Cloud Uptime | Measure of cloud infrastructure availability | ≥ 99.9% | Monthly | Infrastructure Lead |
| OSS/BSS Migration Completion | % of systems successfully migrated to cloud | 100% by Go-Live | Weekly | Migration Lead |
| CRM Downtime | Downtime during CRM migration/integration (M-PESA) | ≤ 30 minutes | Per Incident | CRM Team |
| Performance Benchmark Score | Throughput and latency improvements post-migration | ≥ 20% gain | Quarterly | Performance Engineer |
| Issue Resolution SLA | % of incidents resolved within SLA post-migration | ≥ 95% | Monthly | Support Team |
| User Adoption Rate | % of internal teams using new cloud-based systems | ≥ 90% | Monthly | Training Lead |
| Data Migration Accuracy | % of data migrated without errors | ≥ 99.99% | One-Time | Data Governance Lead |