

# CredEntry

Powered by 

## APPENDIX E.4

## REPORTING MATRIX

## Table of Contents

1. Purpose and Scope .....	2
2. Reporting Matrix .....	2
3. Governance Integration .....	6
1. Purpose and Scope .....	2
2. Reporting Matrix .....	2
3. Governance Integration .....	6



## 1. Purpose and Scope

This appendix defines the reporting obligations that underpin governance of the Digital Wallet and Verifiable Credentials Solution.

It ensures that all operational, compliance, and assurance reporting is delivered **on time, to the correct recipients**, and aligned with:

- **Schedule 3 – Specifications (Compliance & Reporting CR-1 to CR-5)**
- **Schedule 5 – Ongoing Services**
- **Schedule 6 – Performance Assessment Regime**

The matrix below outlines report type, timing, responsible CredEntry role, recipient, and delivery method.

## 2. Reporting Matrix

Report Type	Description	Frequency	Responsible Party (CredEntry)	Recipient	Delivery Method
<b>SLA Compliance Report</b>	Service levels achieved (availability, incident response, vulnerabilities, service credits applied).	Monthly	Justin Hancock – Project Delivery Lead	Customer Contract Manager & Performance Manager	PDF report + governance meeting pack

Report Type	Description	Frequency	Responsible Party (CredEntry)	Recipient	Delivery Method
<b>Incident Notification</b>	Initial notification of Severity 1–2 incidents, including impact and workaround.	Within 24 hrs of detection	Zachariah Adams – Technical Support Lead	Customer Contract Manager + DGov Security Contact	Email + phone (per Escalation Contacts, Appendix E.5)
<b>Post-Incident Report (PIR)</b>	Root cause, remediation, and preventative actions for Severity 1–2 incidents.	Within 5 business days of incident closure	Justin Hancock – Project Delivery Lead	Customer Contract Manager & Performance Manager	PDF report
<b>Vulnerability Scan Report</b>	Results of quarterly scans (OWASP, Nessus, Defender for Cloud) and remediation progress.	Quarterly (and post-release)	Flavia C – Security & Compliance Officer	Customer Contract Manager + DGov Security Contact	PDF report

Report Type	Description	Frequency	Responsible Party (CredEntry)	Recipient	Delivery Method
<b>Continuous Improvement &amp; Trend Analysis</b>	Analysis of recurring issues, service improvements, and training adjustments.	Quarterly	Shelby Long – Implementation Specialist	Quarterly Governance Forum	Governance meeting presentation
<b>Training Delivery Report</b>	Confirmation of training delivered, audience covered, attendance logs, and feedback outcomes.	≥4 weeks before Pilot go-live; annually thereafter	Shelby Long – Implementation Specialist	Customer Contract Manager + Project Sponsor	PDF report + LMS export
<b>Testing Results &amp; Improvement Log</b>	Results from acceptance testing, pilot evaluation, BCP/DRP tests, and corrective actions.	Per test cycle; annually for continuity exercises	Marisa Cardoso – Quality Assurance	Customer Contract Manager + DGov Test/Integration Leads	PDF report

Report Type	Description	Frequency	Responsible Party (CredEntry)	Recipient	Delivery Method
<b>Annual Performance &amp; Roadmap Review</b>	Review of year's performance, roadmap for improvements, ISO certification updates.	Annually	Marcus Abreu – Senior Solution Architect (with Justin Hancock)	DPC Senior Stakeholders + Governance Forum	Governance meeting presentation
<b>Standards Conformance Reports (CR-1 &amp; CR-2)</b>	Regular ISO/IEC 18013 & 23220 conformance tests; eIDAS 2.0 interoperability results.	Semi-annual	Marcus Abreu – Senior Solution Architect	Customer Contract Manager + Performance Manager	PDF report
<b>Certification Maintenance Evidence (CR-4)</b>	Evidence of ongoing ISO/IEC 27001, SOC 2 Type 2, IRAP.	Annually	Flavia C – Security & Compliance Officer	Customer Contract Manager	PDF report
<b>Cybersecurity Incident Report (CR-3)</b>	Notification of any cyber incident within 24 hours, aligned to WA Cyber Security Policy.	As required	Zachariah Adams – Technical Support Lead	DGov Security Contact & Contract Manager	Email + PIR follow-up

Report Type	Description	Frequency	Responsible Party (CredEntry)	Recipient	Delivery Method
<b>Ad Hoc / On-Demand Reports</b>	Any reports requested by the Department (compliance evidence, audit support).	As requested	Relevant Lead (coordinated by Project Delivery Lead)	Customer Contract Manager	PDF/email

### 3. Governance Integration

- Reports are reviewed in monthly governance meetings and quarterly service reviews.
- Escalations are documented in **Appendix E.5 – Escalation Contacts**.
- Testing and remediation evidence is maintained in **Appendix E.6 – Testing Results & Improvement Log**.
- Performance trends feed into the Annual Performance & Roadmap Review (**Appendix D – Roadmap**).

