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Analyse and Report Performance Procedure

1. **Purpose**

The objective of this process is to there is a mechanism in place for the analysis and reporting of the performance of the IT Department and allow the identification of improvement opportunities on an annual basis.

1. **Scope**

The procedure starts with the relevant SLAs, Incident Management, Request Fulfilment, Access Management, Problem Management and Change Management Logs and ends with the developed Performance Report/ Dashboard.

1. Narrative
2. The relevant Section Manager conducts a periodic review of all IT-activity logs.
3. The relevant Section Manager aggregates all the necessary data to measure the agreed-on KPI’s and process metrics. These KPIs and process metrics will then be used in a dashboard to measure the performance of the Department as well as the concerned employees.
4. The IT General Manager distributes the report to the relevant stakeholders and the Authority’s Management.
5. Review IT General Manager reviews all the management responses, options and recommendations to address issues and major deviations.
6. Analyse and Report Performance Flowchart



1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

**“Third party”** is an organisation or person that is not a part of the Authority.