	KPI	Name	Definition (unit in bold)	Goal	Dim.
∗	MSGC	Message Capacity	**Ratio (msg/min)** of total processed messages and a certain time period (i.e. one minute).	ETO2	
∗	NoDaR	Number of Defects after Release	**Number** of defects of other systems than the changed system after a release was published.	ETO2	
S	NoSI	Number of Security Incidents	**Number** of security incidents accruing on hosts which are involved into authentication.	ETO2	
∗	ToM	Throughput of ASB Messages	**Time** of message delay between in-going and out-going.	ETO2	
S∗	UPT	Up-Time	**Ratio (%)** of total run-time and the total available time of the SaaS solutions.	ETO2	
S∗	CpC	Costs per Change	**Costs (EUR)** per changes per component.	PR2	
S∗	CRS	Cyber Risk Score	**Rating (0-100)** of the cyber risk based on the performed Business Impact Analysis (BIA) and the ratio of the normalized availability, integrity, confidentiality score.	CIO1	
∗	SPBI	Story Points for LCM Backlog Items	**Number** of story points for life cycle management (LCM) backlog items.	ETO2	
∗	NoOWN	Number of OpenShift Worker Nodes	**Number** of OpenShift Worker Nodes (i.e. Pods) grows with required system performance.	ETO2	
S∗	NoCaDF	Number of Channels and Data Formats	**Number** of Channels and Data Formats available for data exchange.	ETO1	
∗	NoTSV	Number of TLS/SSL Vulnerabilities	**Number** of vulnerabilities regarding TSL or SSL.	DAI3	
S	OCS	Overall Customer Satisfaction	**Rating (1-10)** of the overall customer satisfaction of internal and external customers as well as testers.	ASM4	
S	NoETBB	Number of ET Building Blocks	**Number** of Enabling Technology (ET) building blocks that has been reused.	ETO1	
S∗	SRS	Security Risk Score	**Rating (1-5)** of the security risk based on the vulnerabilities regarding data relevant hosts.	CIO1	

Final set of implemented key performance indicators (KPIs). **S**: Schiphol KPI extracted from Schiphol's IT & Data Strategy 2021-2023; **S∗**: Customized Schiphol KPI; ∗: KPI designed for Schiphol. **Dimension**: Technical ; Economic ; Social ; Environmental **Sorting**: first grouped by dimension and then in an alphabetic order.

KPI	Name	Specific	Measurable	Achievable	Relevant	Time phased
MSGC	Message Capacity	✔	✔	✔	✔	✔
NoDaR	Number of Defects after Release	O	✘	O	✔	✔
NoSI	Number of Security Incidents	✔	✔	O	✔	✔
ToM	Throughput of ASB Messages	✔	✔	✔	✔	✔
UPT	Up-Time	✔	✔	✔	✔	✔
CpC	Costs per Change	O	✘	O	✔	✔
CRS	Cyber Risk Score	✔	✔	O	✔	✔
SPBI	Story Points for LCM Backlog Items	✔	✘	✔	✔	✔
NoOWN	Number of OpenShift Worker Nodes	O	✘	O	O	✔
NoCaDF	Number of Channels and Data Formats	✔	O	✔	✔	✔
NoTSV	Number of TLS/SSL Vulnerabilities	✔	✔	O	✔	✔
OCS	Overall Customer Satisfaction	✔	✔	O	✔	✔
NoETBB	Number of ET Building Blocks	✔	✘	✔	✔	✔
SRS	Security Risk Score	✔	✔	O	✔	✔

KPI SMART Evaluation. ✔: in full; O: in part; ✘: not. **Sorting:** according to Table 5.5