

Performance Data

Public Law

1. Number of applications – CCD data
2. Number of applications submitted – CCD data
3. Cost per transaction.
4. Applications and Documents generated.
5. User Satisfaction Surveys
6. Digital take-up
7. Number of cases in state and time taken to transition times between states.
 - Time between submission and gate keeping
8. Service endpoint performance (ELK, requests per second, Response time)
9. Application Utilisation

CCD Specific and Back End Reporting

1. CCD, Notify, Document generation etc.
2. Number of concurrent users
3. Transactions per second
4. Server utilisation.
5. Response time and number of responses per second
6. CCD service endpoint performance

