CERRIX Work Instructions:

KRI/KPI

CERRIX B.V.
Cerrix version: 6.3
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Confidential

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1. Introduction

The Key Risk Indicators and Key Performance Indicators in CERRIX offer a way to measure risks and performance. KRI's and KPI's can be used as early warning to identify potential events or performance changes.

1.1 Introduction in KPI's & KRI's

CERRIX makes it possible to monitor the KPI's and KRI's of processes over different organization parts. After the registration of the KPI or KRI, it is possible to set thresholds to give a precise insight in the performance or risk of the indicator. The figure below gives an overview of how the KPI's and KRI's can be monitored after registration:

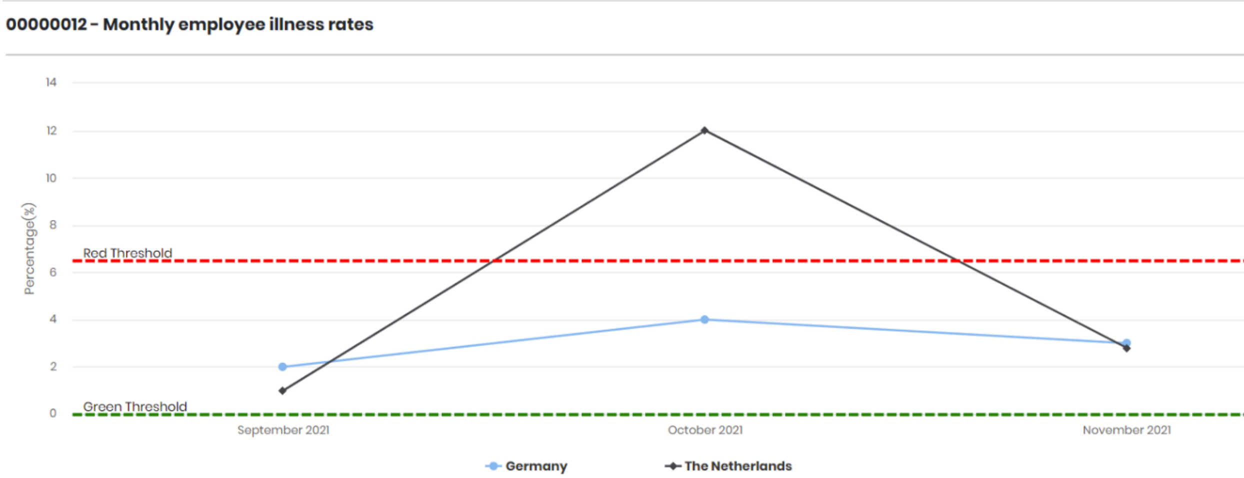


Figure 1: An example of KRI measurement on multiple organizations

A deeper view of KPI's and KRI's with or without data is shown in the following chapters.

2. User roles

The KPI/KRI module knows six different user roles. Each role has certain rights predefined, which allows the users to use specific parts of the module. These roles need to be assigned to the user. In order to give a user more rights, multiple roles can be selected. The roles are: KRI Unrestricted Admin, KRI Restricted Admin, KRI Unrestricted Writer, KRI Restricted Writer, KRI Unrestricted Viewer and KRI Restricted Viewer.

2.1 KRI Unrestricted Administrator

The KRI Unrestricted Administrator is the user who will set up and keep the complete overview of the KPI/KRI module. Therefore, this role has rights to all functionalities in this module. The KRI Unrestricted Administrator can see KPI/KRI of the entire organization. With this role it is possible to see all Third Parties and edit them. Furthermore, this user can maintain the standing data for the KPI/KRI module for the entire organization.

2.2 KRI Restricted Administrator

The rights of the KRI Restricted Administrator are limited to KPI's/KRI's that are linked to the own organization/department of the Administrator. The KRI Restricted Administrator has all read & write rights but has no rights for the standing data of the KPI/KRI module.

2.3 KRI Unrestricted Writer

The KRI Unrestricted Writer has read and write rights for the entire organization. This user can create, view and edit the KPI’s and KRI’s for every Business Unit/Organization.

2.4 KRI Restricted Writer

The KRI Restricted Writer has read and write rights limited to the own organization of the user. This user can create, view and edit the KPI’s and KRI’s on its own organization or department.

2.5 KRI Unrestricted Viewer

The KRI Unrestricted Writer has read and write rights for the entire organization. This user can read the KPI’s and KRI’s of every Business Unit/Organization.

2.6 KRI Restricted Viewer

The KRI Restricted Writer has read rights limited to the own organization of the user. This user can view the KPI’s and KRI’s on this organization or department.

3. Creating, editing, and reading KPI’s & KRI’s

After the Standing Data is defined, a KPI or KRI can be added. The KPI/KRI Workspace is the place to add, read and open the KPI’s and KRI’s.

3.1 KPI/KRI Workspace

The workspace screen is a quick way to view all KPI’s and KRI’s that you have access to, and the details of them. To open the KPI/KRI workspace, you have to click on the icon in the workspaces widget on the dashboard (

Figure 2):

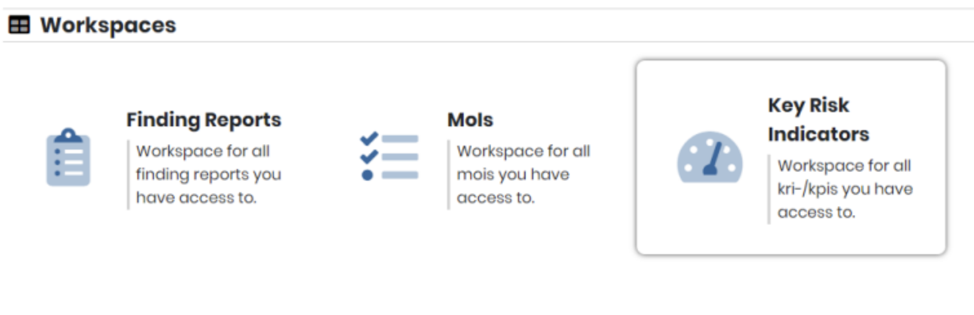
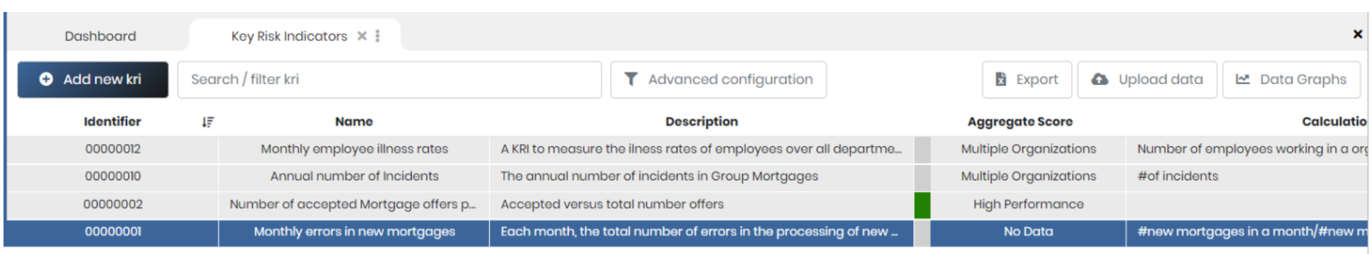


Figure 2: The way to access the KPI/KRI workspace

When the KPI/KRI workspace is opened, the overview shows all items and their columns. The content of the columns can be sort ordered by clicking on the headers. below shows the overview of the KPI/KRI workspace:



Identifier	Name	Description	Aggregate Score	Calculatio
00000012	Monthly employee illness rates	A KRI to measure the ilness rates of employees over all departme...	Multiple Organizations	Number of employees working in a org
00000010	Annual number of Incidents	The annual number of incidents in Group Mortgages	Multiple Organizations	#of incidents
00000002	Number of accepted Mortgage offers p...	Accepted versus total number offers	High Performance	
00000001	Monthly errors in new mortgages	Each month, the total number of errors in the processing of new ...	No Data	#new mortgages in a month/#new m

Figure 3: Overview of the KPI/KRI workspace

To search for a specific KPI or KRI, the search bar can be used. Filtering on specific information can be done via advance configuration. Click on the "Advanced Configuration"-button next to the search bar to open the following overview:

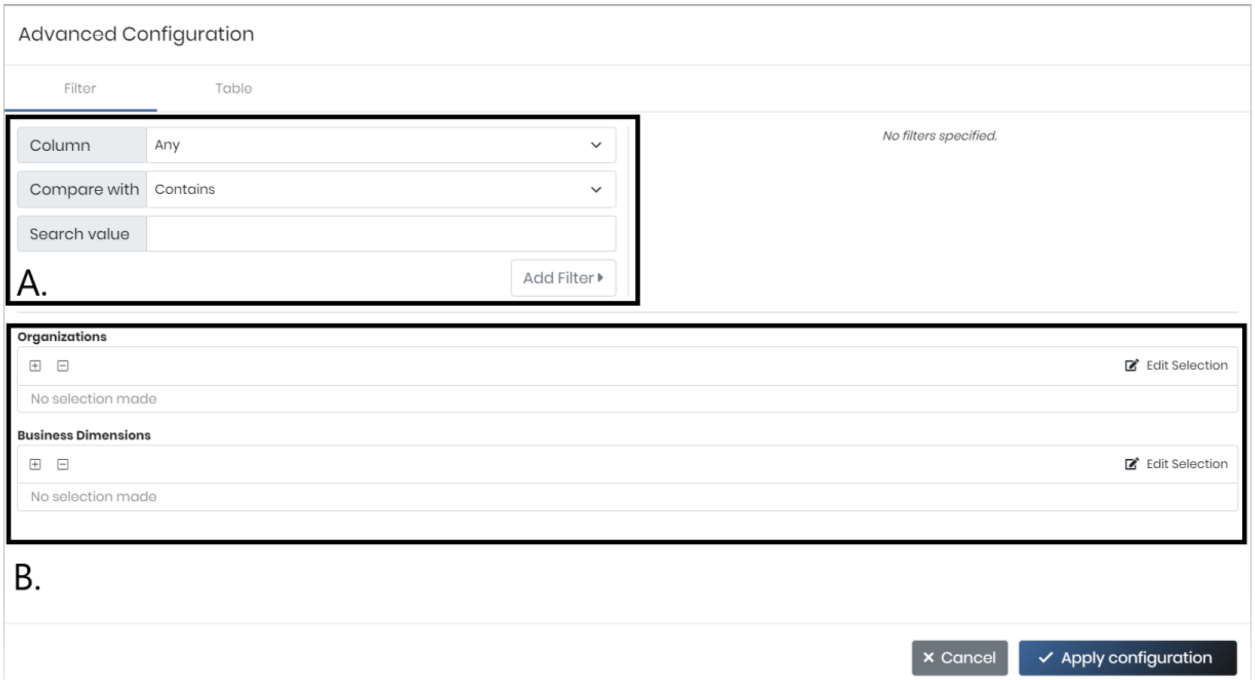


Figure 4: Advanced configuration

Advanced configuration makes filtering possible in a several ways:

1. You can filter on structures as Organization and Business Dimension. These options are shown at the bottom (See B, Figure 4).
2. You can filter on the value of specific columns. These options are shown at the top (See A, Figure 4).
    a. Click on the arrow that is shown in the highest column (A, 'Column'). This field makes it possible to filter on a column of which you want to see information. You can also filter on 'Any' shown in the example. This way you search through all columns.
    b. The second field, called 'Compare with', gives the ability to determine the way you want to search. You can decide if you want to search on a value higher or lower than your search value. You can also decide that you want to search on anything that your search value contains (which is selected in the overview).
    c. At last, you can add the search value. This input can be different depending on the column or value that you want to filter on. For example, the name of a data owner. In that case you get to see all KPI's/KRI's of a specific data owner.

3. At last, you can arrange all columns that you want to see in the workspace. This can be done via table configuration. This can be done by clicking on A. (Figure 5). The overview shown below opens.
    a. When nothing has been edited yet, all columns are shown under B (Figure 5). To sort order these columns, you can swipe the columns to other orders with a long mouse click.
    b. To remove columns out of the workspace, you can use a single click on these columns. This way, unnecessary information will be hidden out of your workspace view. These hidden columns will be shown under C (Figure 5).

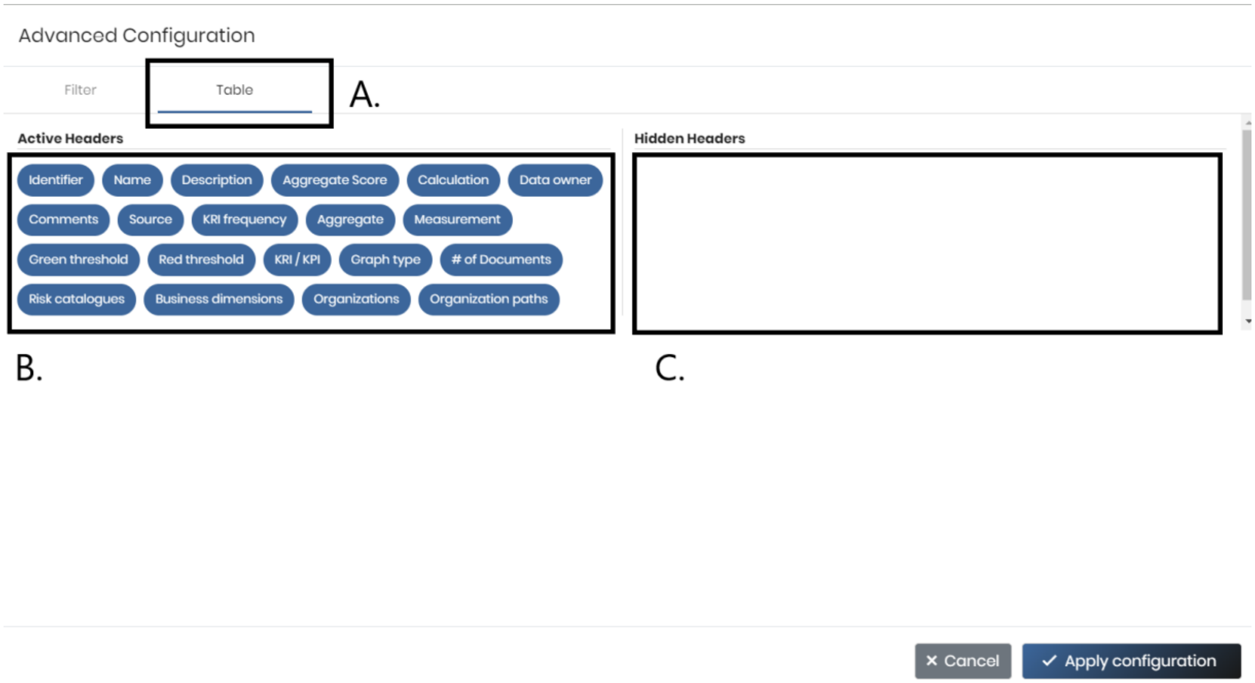


Figure 5: Table configuration

3.2 KPI/KRI Details screen

The details screen is the place where you can add, edit, and read the details of KPI's and KRI's. You can enter the details screen in two ways:

1. Clicking on "Add KRI" in the KPI/KRI Workspace: An empty details screen opens where you can add the details of a new KPI or KRI.
2. By clicking on an existing KPI/KRI: The details screen of the existing KPI/KRI opens.

Figure 6 below shows an overview of the KPI/KRI details screen when adding a new KPI or KRI.

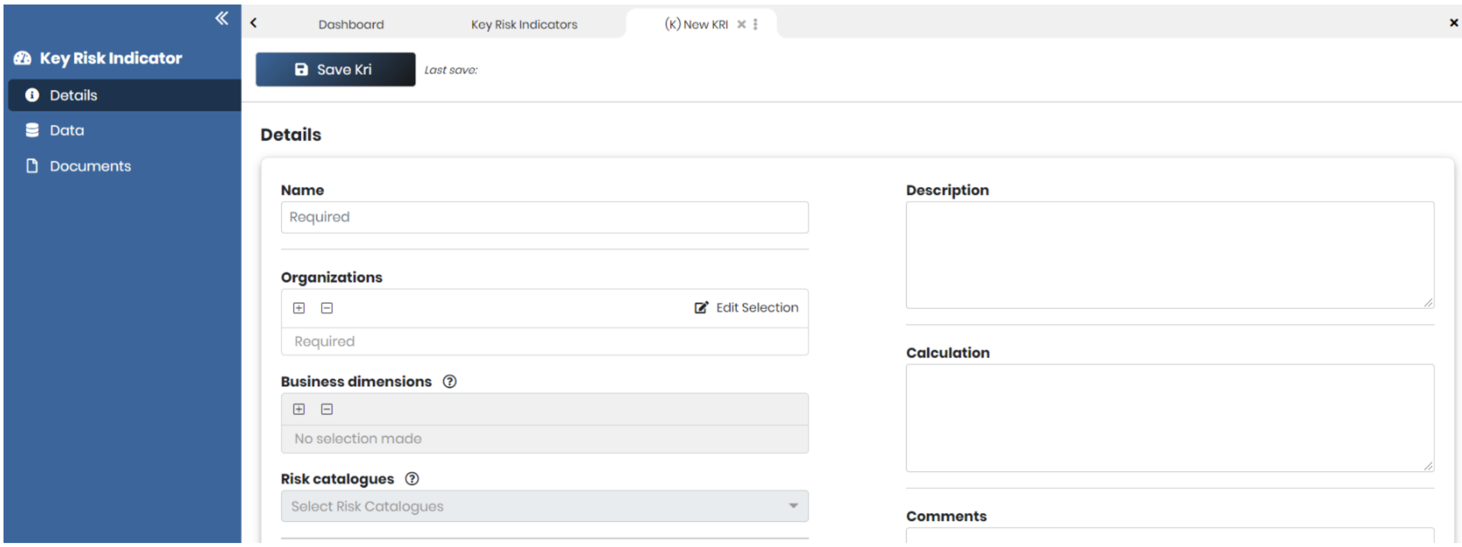


Figure 6: The KPI/KRI details screen

The details screen consists of the following fields:

Details

- Name: This text field is to fill in a name for the KPI or KRI.
- Organizations: In this field you can select all applicable organizations/departments for the KPI/KRI.
- Business Dimensions: In this field you can select all processes/Business Dimensions that are relevant for the KPI/KRI.
- Risk Catalogues: In this field you can select all risk catalogues out of the Risk module that are applicable for the KRI.
- Description: This text field is to describe the KPI/KRI.
- Calculation: This is also a text field to describe the calculation behind the KPI/KRI.
- Comments: This text field can be filled with a comment or additional information of the KPI/KRI.
- Data owner: In this field you can describe the function or name of the data owner.
- Source: If the KPI or KRI has a specific source (eg. an information system), that can be documented in this field.
- Frequency: The frequency determines the time frame in which the KPI/KRI is shown/calculated.
- Aggregate: The aggregate determines how the data is calculated in one time frame. So if the data is measured multiple times in a timeframe, the aggregate can be selected to choose the sum of these 3 numbers, but you can also choose to calculate the average.
- Measurement: This field must be used to select the unit of the KPI/KRI (€, #, %).
- Graph type: This field must be used to select the graph type (line or column).
- Green threshold & Red threshold: These fields can be used to set thresholds, which set the appetite for a KPI or KRI in the graph overview.
- Is KPI: This checkbox can be selected for KPI's. If the checkbox is empty, the item will automatically be a KRI.

After filling in and saving the details of the KPI/KRI, there are a several other pages in the KPI/KRI module. The numbers A (Data) and B (Data Graph) in Figure 7 below, are unique pages for the KPI/KRI module. The Data page (A, Figure 7) is the page where you can add datapoints to the KPI/KRI, this will be explained in the next paragraph. The Data Graph (B, Figure 7) is the page in which the calculated datapoints will be shown in a line or column graph (depending on the settings in the details).

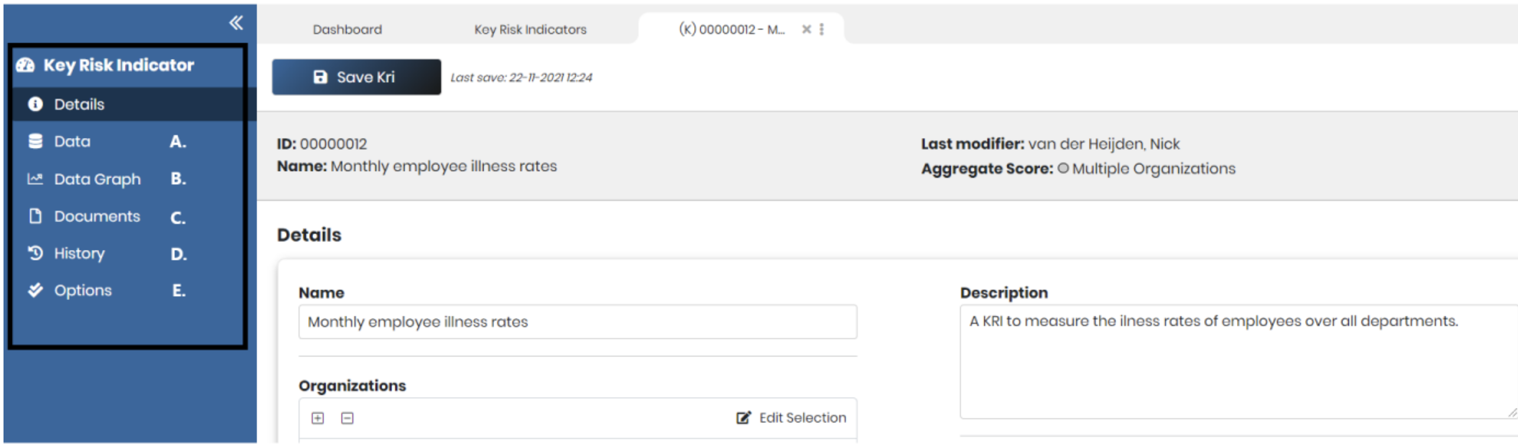


Figure 7: An overview of all KPI/KRI tabs that you can access

3.3 KPI/KRI Data

The Data page (A, Figure 7) is the page where all KPI/KRI data can be added, edited and viewed for individual KPI's & KRI's. The figure below shows an overview of the empty data page:

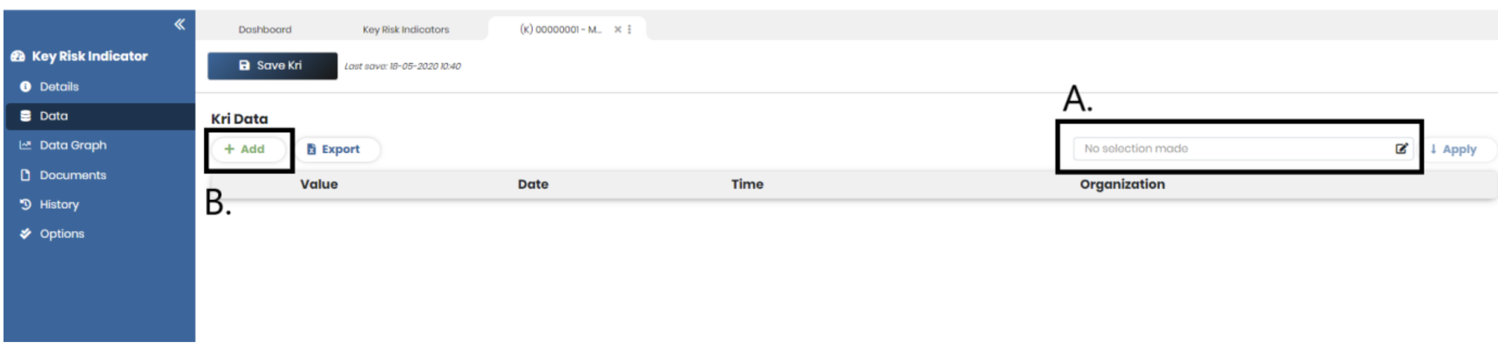


Figure 8: The Data page of KPI/KRI

Adding data(points) to a KPI or KRI, starts with the selection of the organization on which you want to add the data (A, Figure 8). When you have selected an organization, click on the 'Add'-button (B, Figure 8) to create the datapoints. When the datapoints are created on the correct organization(s), you can start editing value's, the date, and time of these datapoints. Figure 9 shows an overview of datapoints on multiple organizations.

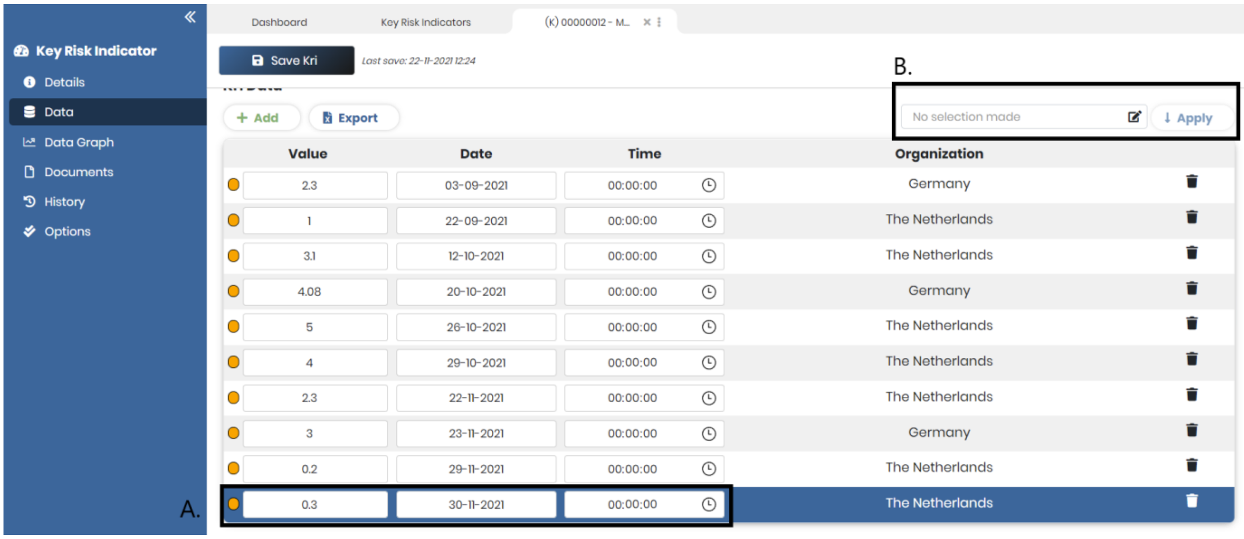


Figure 9: Editing datapoints & organizations

In the figure above are multiple datapoints added to a KRI. Each of them can be edited afterwards. The value, date and time can be filled in the columns per datapoint (A, Figure 9). The organization of an existing datapoint can be changed by selecting the datapoint, selecting a new organization and clicking on the "Apply"-button (B Figure 9).

3.4 KPI/KRI Data Graph

The Data Graph is a way to view the calculated datapoints in a line or column graph. The page is only to view the results. The calculation settings in the details screen and the datapoints both affect the Data Graph. The figure below shows an example.

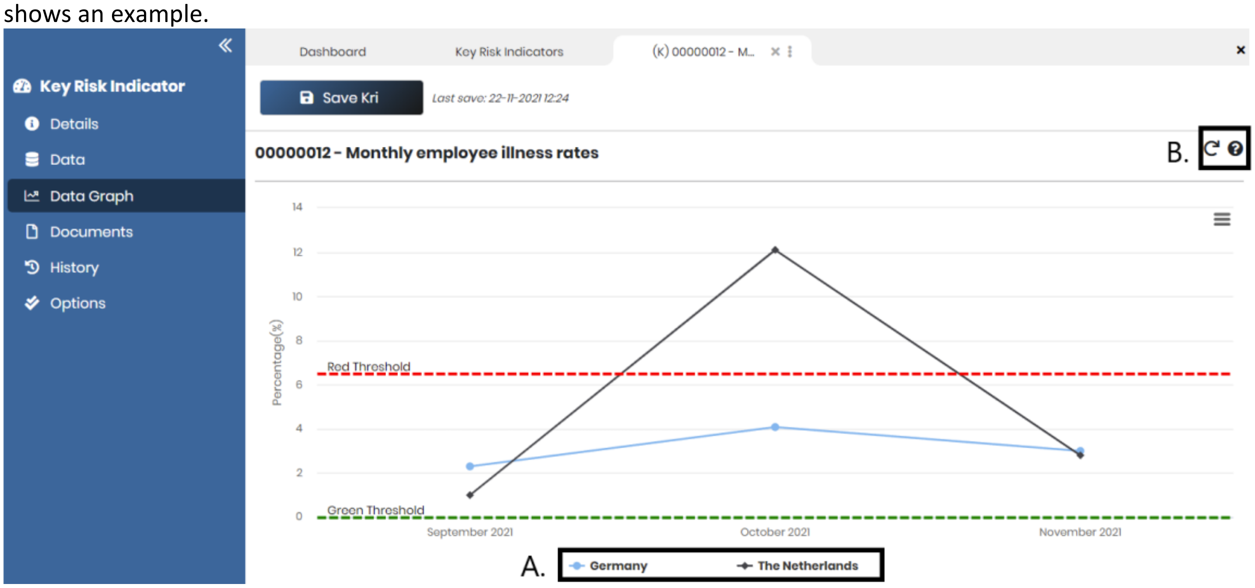


Figure 10: The Data graph

By clicking on an organization (A, Figure 10), you are able to hide the datapoints of an organization(part). To refresh the graph, you can click on the refresh button (B, Figure 10). If you want to see KRI information, you can click on the "?"-button (B, Figure 10). A small window will open with information about the Aggregate, Thresholds, and data.

3.5 Documents, History & Options

The last pages of the KPI/KRI module are the documents, history, and options (see Figure 7: An overview of all KPI/KRI tabs that you can access). These pages work the same as in other CERRIX modules:

- Documents makes it possible to add a document to the KPI or KRI. When adding a document, a document type can be selected, and a description can be given.
- History makes it possible to view previous changes to the KPI or KRI.
- The Options page makes it possible to delete the KPI or KRI.

4. Standing Data

Standing Data is used as input in certain fields through the modules in CERRIX. Apart from the Organization and Business Dimension fields, the KPI/KRI module has no specific Standing Data defined.