**KPI Dashboard**

**Vodafone Hutchison Australia**



Document Change History

| Version | Date | Description | Author |
| --- | --- | --- | --- |
| 0.1 | 12/05/2016 | Initial draft version | Rini Kar |
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**KPI Dashboard**

KPI Dashboard is published in regular intervals for internal review of the project performance and also to provide VHA the status of the account heath.

Currently, there are two types of Dashboards available:

1. Weekly Dashboard- For the ongoing projects
2. Monthly Dashboard- Performance of the completed projects

**Glossary**

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| --- | --- |
| RAG | Red Amber Green |
| KPI | Key Performance Indicator |
| SLA | Service Level Agreement |
| ITSM | IT Service Management |
| SIT | System Integration Testing |
| ST | System Testing |
| UAT | User Acceptance Testing |

**Definition**

**KPI:** Key performance indicator is a measurable value that demonstrates how effectively Organization if achieving key business objectives.

**SLA Target:** Service Level Agreement is the agreement on the expected level of service which service provider is expected to maintain

**Actual:** Indicates the project and account level performance on the KPIs for specific time period

**RAG:** Red, Amber, Green are the visual representation of the performance where Green indicated ‘SLA met’ and Red indicates ‘missed’. Amber is not being used currently.

**Cause:** This field provides explanation of why a KPI failed to meet the target.

**Action:** This field provides details of the plan of action for the KPI that missed the target to avoid recurrence.

Following is the set of 20 KPIs which are included in the Dashboard today. Some of the KPIs are calculated based on the data taken from the QC database, others are collected from the delivery managers and other sources.

1. Delivery Slippage

**Definition:** Number of Slipped Production Deliveries due to TCS = Number of Prod deliveries made in the month where actual delivery date is greater than expected delivery date

**Scope:** Measured when the scope of project is Development and Testing

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** <=5%

2. Defect free deliveries (P1 and P2)

**Definition:** (Number of deliveries with zero defects (P1 and P2) in acceptance \* 100) / Total number of deliveries (Exception on NFR related incidents)

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** 100%

3. No. of Defect (P3 and P4)

**Definition:** # of Defects (P3 and P4) per Release (Exception on NFR related incidents)

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** <=1%

4. Total Defect Containment Effectiveness (TDCE)

**Definition:** TDCE = (Number of pre-delivery defects \* 100) / (Number of pre-delivery defects + Number of post-delivery defects)

\*\*\*Exception on NFR related incidents\*\*\*

**Scope:** Measured when the scope of project is Development

**Data Source:** Pre Production defects: QC database, Post production defects: Delivery

**SLA Target:** >97%

5. Automation

**Definition:** % of automated test cases = no. of test cases executed using automation/ total no. of executed test cases (For completed projects only)

**Scope:** Measured when the scope of project is Testing

**Data Source:** QC database

**SLA Target:** >= 30%

6. Effectiveness of Test Process

**Definition:** % of rejected/withdrawn defects = no. of defects rejected or withdrawn / total no. of defects raised - to measure knowledge/understanding of the requirements and test processes

**Scope:** Measured when the scope of project is Testing

**Data Source:** QC database

**SLA Target:** <= 15%

7. Reusability

**Definition:** % of reusable test cases = no. of reusable test cases / total no. of test cases - trend over time with target to reduce effort

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target: >**=25%

**Notes**: Reusability % is decided at the time of estimation

8. Intake process

**Definition:** Turn-around time from engagement to Gate 1 estimates

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** 100%

9. Quality of Estimation

**Definition:** Variance between TCS Gate 1 and Gate 2 estimates

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** 100%

10. ST Automation

**Definition:** ST Effectiveness - Code coverage in ST from automation – to be a project level metric to be added in ST TSR.

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** >=10%

11. Production Test Accounts

**Definition:** % of compliant production test accounts = no. of compliant production test accounts / total no. of production test accounts created

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Gauri Kashyap

**SLA Target:** 100%

12. Documentation:

**Definition:** % of approved test documents = no. of approved test documents / total no. of test documents delivered

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** 100%

**Notes: -**Only testing documents are considered for Documentation KPI

13. Knowledge Management

**Definition:** % of documents stored in centralised repository = no. of documents stored in centralised repository / total no. of documents delivered

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** 100%

14. ST Defect Density

**Definition:** Number of Functional defects found in SIT/UAT that should have been found in ST

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** <=10%

Notes: This is measured for completed projects only

15. SIT Defect Density

**Definition:** SIT Defects Density = Functional Defects found in SIT / Size of reviewed work item (For completed projects only)

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** <=10%

**Notes**: -For monthly report SIT density will consider total no. of testcases as denominator

and not passed testcases

-Often, SIT testcases are used to perform UAT. This results in number mismatch

16. UAT Defect Density

**Definition:** UAT Defects Density = Functional Defects found in UAT / Size of work item (For completed projects only)

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** <=3%

**Notes**: -For monthly report UAT density will consider total no. of passed testcases as denominator

17. Defect Density (P1 and P2) - Production + 60 days

**Definition:** P1 and P2 Defects Detected in Production + 60 days

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** 0%

18. Defect Density (P3 and P4) - Production + 60 days

**Definition:** P3 and P4 Defects Detected in Production + 60 days

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** <=1%

19. Defect Density (P1 and P2) - Production + 61 days to 365 days

**Definition:** P1 and P2 Defects Detected in Production - 61 days to 365 days

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** 0%

20. Defect Density (P3 and P4) - Production + 61 days to 365 days

**Definition:** P3 and P4 Defects Detected in Production - 61 days to 365 days

**Scope:** Measured when the scope of project is Development

**Data Source:** Information is received from the Delivery Managers

**SLA Target:** <=1%