

Number	Measure	Activity	Report	Unit	Related to incentive measures?	Existing / adapted / new reporting metric	Existing reporting obligations	DCC Response					
								Considerations	Response	Existing / adapted / new reporting	Development Categories	Party Breakdown	Contract Impact
1	Service User Measures	Communications Hubs	Report number delivered on time by region and manufacturer	Volumes and %	Yes (4a)	Adapted	Reported List of Service Provider Performance Measures Schedule 11 PM 1.1	Commercially sensitive for CSPs	The existing Service Level cannot be adapted. The Manufacturer is not visible in the Order Management Systems. Will require change to request this level of granularity from CSPs followed by extract and report development.	New	3	No	Yes
2	Service User Measures	Communications Hubs	Report number faulty by manufacturer	Volumes and %	Yes (4b)	Adapted	Reported List of Service Provider Performance Measures Schedule 11 1.2 and 1.3	Implications that users start to request CHs from a particular manufacturer. May result in lower production for a Service Provider, and result in less available CHs in the future.	The existing Service Level cannot be adapted. Device Model is available in Remedy but not the Manufacturer.	New	2	Yes	No
3	Service User Measures	Core service requests	Success of each type of service request	Volumes and %	Yes (3a)	Adapted	Combined SEC CPM 1, 2 and 3	Only Round Trip Times (RTT) are recorded in the approved DCC solution.	The existing Service Level cannot be adapted. Assume "success" means met TRT. Only Round Trip Times (RTT) are recorded - assume of use of RTT - this will be longer than Response Time.	New	2	Yes	No
4	Service User Measures	DCC service desk	Incidents raised and resolved by category	Volumes and %	Yes (2a)	Adapted	Combined SEC CPM (Code Performance Measure) 4 and 5		The existing Service Level can be adapted. DCC already report at this level internally.	Adapted	No Dev	Yes	No
5	Service Delivery Measures	Service/System Availability	DCC self service interface availability	%	Yes (5)	Existing	Reported List of Service Provider Performance Measures Schedule 2.2 PM 2.1 -2.4		DCC can report on the Service Levels for the Service Provider Performance Measure.	Existing	No Dev	No	No
6	Service Delivery Measures	Service/System Availability	DCC user gateway availability	%	Yes (5)	Existing			DCC can report on the Service Levels for the Service Provider Performance Measure.	Existing	No Dev	No	No
7	Service Delivery Measures	Service/System Availability	Service management availability	%	Yes (5)	Existing			DCC can report on the Service Levels for the Service Provider Performance Measure.	Existing	No Dev	No	No
8	Service Delivery Measures	Service/System Availability	DCC data service availability	%	Yes (5)	Existing			DCC can report on the Service Levels for the Service Provider Performance Measure.	Existing	No Dev	No	No
9	Service User Measures	DCC WAN coverage	First time WAN connected within 30 days	Volumes and %	Yes (1a)	Existing / Adapted	Schedule 2.2 Performance Measure (PM) 1.2 of Reported List of Service Provider Performance Measures	Any direct reporting from DSMS would require alignment with the Service Levels reported by the CSPs - e.g. Allowed Exceptions must be applied evenly	The existing Service Level cannot be adapted. Only Arqiva have this current Performance Measure within their contract. Assume volume data is made available by CSPs.	Adapted	2	Yes	Yes
10	Service User Measures	DCC WAN coverage	First time WAN connected within 90 days	Volumes and %	Yes (1a)	Existing / Adapted	Schedule 2.2 Performance Measure (PM) 1.3 of Reported List of Service Provider Performance Measures	Any direct reporting from DSMS would require alignment with the Service Levels reported by the CSPs - e.g. Allowed Exceptions must be applied evenly	The existing Service Level can be adapted. Assume volume data is made available by CSPs.	Adapted	1	Yes	No
11	Development and Innovation	DCC service desk	Frequency of reoccurrence of incidences	Volumes	Yes (2a)	New		Requires the consistent categorisation of incidents within Remedy by the SD. Root cause may not be the same.	DCC shall monitor re-opened Incident Levels and analyse Incidents to determine if historic problems are reoccurring. Will require effort to define data and metrics; assume this does not require DSMS development.	New	1	No	No
12	Service User Measures	DCC service desk	Number of incidents escalated to SEC, and if outcome favourable to DCC	Volumes and %	No	New			In accordance with the Incident Management Policy, escalated Incidents are recorded in the Incident Management Log. Will require effort to define data and metrics only.	New	1	No	No
13	Service User Measures	Elective Communication Services	Responsiveness to requests by category within target response time	Volumes and %	No	New			Assume the requirement is to measure whether the Elective Service Request met the defined TRT. Only Round Trip Times (RTT) are recorded - assume of use of RTT - this will be longer than Response Time.	New	2	Yes	No
14	Development and Innovation	SEC	Number of IA's DCC is required to complete for SEC modifications, how many completed within agreed timescales	Volumes and %	No	New			DCC can't identify a target response time or reference to a DCC Impact Assessment in SEC D6.9. Assuming this is agreed in the future, effort would be required to define the data and the metrics only.	New	1	No	No