

**ISC10D008**

**Title:** Strategic Key Performance Indicators  
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Recommendations for ISD Key Performance Indicators (KPI) were considered by ISSC at its meeting on 16<sup>th</sup> April 2010. The general consensus of that meeting was that the proposed KPIs were too detailed and a request made for a more streamlined approach.

The two primary functions for ISD are providing support for Education and support for Research and it is therefore appropriate that the strategic performance measures for ISD monitor attainment in these two areas. Underpinning delivery in these two areas is the need for continuous delivery and improvement of services and this forms the third area for strategic monitoring.

Given the breadth of support that ISD provides we propose the set of performance measures below. Some of these are statistical measurements, but others will require a more detailed and discursive report on activity.

Underpinning the high level reporting we need to undertake further work to develop service specific KPIs and this work is being included in the programme of work for 2010/11.

<b>Supporting Education</b>	<b>Supporting Research</b>
<ul style="list-style-type: none"> <li>• Staff and student satisfaction with ISD Services (NSS scores, ISD survey, comments and suggestions)</li> <li>• Library holdings and utilisation</li> <li>• Spread and utilisation of technology to assist teaching</li> </ul>	<ul style="list-style-type: none"> <li>• Staff and student satisfaction with ISD Services (Post graduate survey, ISD survey, comments and suggestions)</li> <li>• Utilisation of ISD services by researchers</li> <li>• Library journal holdings and utilisation</li> <li>• Levels of UEA research output held, published and downloaded</li> </ul>
<p style="text-align: center;"><b>Ensuring Service Availability</b></p> <ul style="list-style-type: none"> <li>• Number of Service Level commitments attained</li> <li>• Service level changes</li> <li>• Service utilisation and service cost metrics – (to be developed)</li> <li>• Project closure performance indicators</li> </ul>	

The intention is to provide the above reports for the first ISSC meeting of each academic year with a full set of reports available from January 2012.

A report on Staff and Student satisfaction is included as a separate agenda item.