

Performance Indicator Results 2009/10

How to interpret the performance report

Performance is shown as a comparison to the annual target. A tolerance is set for each indicator, allowing performance to be shown as on target within a certain percentage. The following symbols are used.

- ★ The Green Star shows that performance is better than target
- The Blue Circle shows that performance is on target, within the tolerance
- ▲ The Red Triangle warns that performance is below target and outside the tolerance

- ✓ The green tick indicates that the annual figure for 2009/10 is better than the annual figure for 2008/09
- ➡ The black arrow indicates that there is no change between the annual figures for 2008/09 and 2009/10
- ✗ The red cross indicates that the annual figure for 2009/10 is worse than the annual figure for 2008/09

Performance indicator	Service	Year End 08/09	Year End 09/10	Target 09/10	Performance 09/10	Compared to 08/09	Target 10/11	Target 11/12	Target 12/13	Commentary
LPI IT3 Percentage availability of ICT service	IT	99.92	99.99	100.00	★	✓	99.90	99.90	99.90	

Actual recorded figure 2009/10

Alert to show if indicator is on target

Alert to show if indicator has improved

Forward targets to show where we hope to be

Any comments to explain performance