



DSC Service Line & KPI Review Progress Report

19th February 2020

KPI Progress Review

- Reviewed all DSC Service Lines
- A number of service lines will require updates
 - Cosmetic change
 - Measurement is unclear
 - Potential new service lines
- Identified potential processes where we could measure completeness & quality as well as timescales
- Reviewing performance measures for each service line (are they appropriate)

DSC Service Line Review

Activity	Owner	Start Date	End Date	Status
Review all DSC service lines against UNC & other relevant non UNC docs.	Xoserve	01/10/2019	29/11/2019	Complete
Review any DSC services line that should be considered as a KPI	Xoserve	15/10/2019	13/12/2019	Complete
Present approach & plan to CoMC	Xoserve	16/10/2019	16/10/2019	Complete
Review performance measures for all service lines and supporting MI requirements	Xoserve	21/10/2109	10/01/2020	Delayed to March CoMC
Update Service Description Table (track changes)	Xoserve	04/11/2019	10/01/2020	Delayed - Present at Feb CoMC
Provide progress update to November CoMC	Xoserve	20/11/2019	20/11/2019	Complete
Provide progress update to December CoMC	Xoserve	18/12/2019	18/12/2019	Complete
First review of the draft DSC service lines at January CoMC	CoMC	15/01/2020	15/01/2020	Delayed - Present at Feb CoMC
First review of the updated DSC service lines at February CoMC	CoMC	19/02/2020	19/02/2020	On target
Provide any comments to Xoserve of the draft service lines	CMs	20/02/2020	06/03/2020	On target
Final review & approval of DSC Service Line to March CoMC	CoMC	18/03/2020	18/03/2020	On target
New service lines effective & published	Xoserve	01/04/2020	01/04/2020	On target

KPI Review Plan

Activity	Owner	Start Date	End Date	Status
Review all KPIs and any DSC services line that should be considered as a KPI	Xoserve	15/10/2019	13/12/2019	Complete
Present approach & plan to CoMC	Xoserve	16/10/2019	16/10/2019	Complete
Develop performance measures & reporting	Xoserve	04/11/2019	15/05/2020	In progress
Provide progress update to November CoMC	Xoserve	20/11/2019	20/11/2019	Complete
Provide progress update to December CoMC	Xoserve	18/12/2019	18/12/2019	Complete
First review of the draft KPIs at March CoMC	CoMC	18/03/2020	18/03/2020	On target
Provide any comments to Xoserve of the draft KPIs	CMs	19/03/2020	02/04/2020	On target
Second review of the updated KPIs at April CoMC	CoMC	15/04/2020	15/04/2020	On target
Final review & approval KPIs to May CoMC	CoMC	20/05/2020	20/05/2020	On target
New and KPIs effective & published	Xoserve	01/06/2020	01/06/2020	On target