DATA ITEM DESCRIPTION

1. DID NUMBER: -
2. TITLE: SUPPORT Services Verification Matrix
3. DESCRIPTION and intended use

The Support Services Verification Matrix (SSVM) is used to record measured results that relate to the Contractor’s performance and, when applicable, the state of the Materiel System more broadly. Specific to Contractor performance, the SSVM records the status of the Contractor’s performance measurement activities associated with meeting the standards of performance and compliance required under the Contract. Performance Measures that may be reported against in the SSVM include:

Key Performance Indicators (KPIs); and

Other Performance Measures (OPMs).

The Contractor uses the SSVM to report the results for each KPI and OPM required under the Contract.

The Commonwealth uses the SSVM to:

review the results for each KPI and OPM;

provide input into the assessment of the Contractor’s performance in meeting the requirements of the Contract; and

assist with the identification of risks, Issues and opportunities associated with the Contract, the Materiel System, and/or the Products Being Supported.

1. INTER-RELATIONSHIPS

The SSVM is subordinate to the following data items, where these data items are required under the Contract:

Support Services Management Plan (SSMP); and

Support Performance Measurement Plan (SPMP).

The SSVM inter-relates with the following data items, where these data items are required under the Contract:

Contract Status Report (CSR); and

Combined Services Summary Report (CSSR).

1. Applicable Documents

The following documents form part of this DID to the extent specified herein:

|  |  |
| --- | --- |
| 1. Nil. |  |

1. Preparation Instructions
   1. Generic Format and Content

The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled ‘General Requirements for Data Items’.

When the Contract has specified delivery of a data item that contains aspects of the required information, the SSVM shall summarise these aspects and refer to the other data item.

The SSVM may be based in electronic form (eg, database or spreadsheet), but when printed, shall consist of a table with an entry for each Performance Measure.

The SSVM shall be capable of being displayed in a variety of formats, including:

by Performance Measure;

by performance measurement category (eg, KPI or OPM); and

by category of result (ie, Exceeded Requirement, Met Requirement, Failed to Meet Requirement; or Not Applicable (eg, for interim evaluations of performance against KPIs or for lead indicators)).

* 1. Specific Content

The SSVM shall identify the date at which the SSVM is statused and the time period since the status date of the previous SSVM. The SSVM shall also identify the measurement period covered by the SSVM (eg, results for the month of June or results for the Mar-May Review Period).

Each entry in the SSVM table shall contain at least:

a unique reference to the Performance Measure (eg, the KPI and OPM name and number);

a description of the Performance Measure, including the Required Performance Level or other specified threshold, when one is applicable to the Performance Measure;

the current results for each Performance Measure (ie, the results that are current at the time of submitting the SSVM), determined (where applicable) in accordance with the Contract;

all supporting data that underpins the current results for each Performance Measure (including data supporting the interim evaluation of a Performance Measure) or, where the volume of information is significant, the identification of the source for accessing the supporting data available in a meaningful form;

the identification of any data that the Contractor wishes to exclude from the current results (including those results used for an interim evaluation against a Performance Measure), including the rationale for excluding this data;

Note: An interim evaluation IS NOT an assessment to determine an interim Adjusted Performance Score or the interim Performance Band for a KPI; although, it should provide the Contractor’s expectations with respect to achieving the Required Performance Level at the end of the current Review Period.

where the SSVM is required to be delivered at a different frequency to a Review Period (eg, a monthly delivery of the SSVM but a three-monthly Review Period), the SSVM shall provide an interim evaluation of the results achieved against KPIs for the period to-date, if possible, including the Contractor’s expectations for the Achieved Performance for the Review Period (eg, an evaluation of the KPI interim result after the first month and updated for the KPI interim result after the second month);

for an SSVM being submitted immediately after the end of a Review Period, the Achieved Performance, Adjusted Performance Score and associated Performance Band for each KPI for the Review Period;

a result summary for each Performance Measure (ie, Exceeded Requirement, Met Requirement, Failed to Meet Requirement, or Not Applicable);

trend analysis outcomes for each Performance Measure, showing trend information for:

the last three measurement periods;

the equivalent measurement periods for the last three years (or since the start of measurement, if less than three years); and

trend analysis over other measurement periods, as agreed between the parties; and

other comments as required.

When a Performance Implementation Period (PIP) is applicable to the Contract and the measurement of Performance Measures is amended during the PIP, the SSVM shall include a description of (or cross-reference to) the changes in Performance Measures and measurement processes applicable to the measurement period.

Note: Some Contracts include Performance Measures that vary over time (eg, a monthly availability requirement), which are defined in the applicable Attachment or governing plan for performance measurement (eg, SPMP or SSMP). Measurement periods for these Performance Measures may be shorter than Review Periods, while in other cases, the measurement period and Review Period will be the same.

Where the required Outcomes, as measured by a Performance Measure, vary from one measurement period to another, the SSVM shall identify the level of performance to be achieved for each measurement period, and the achieved result for each measurement period.