DATA ITEM DESCRIPTION

1. DID NUMBER: DID-SSM-SPMPSPMP-
2. TITLE: SUPPORT PERFORMANCE MEASUREMENT Plan
3. DESCRIPTION and intended use

The Support Performance Measurement Plan (SPMP) documents the performance measurement program to be implemented by the Contractor to meet the performance measurement requirements of the Contract for the various Performance Measures set out in the Contract.

The Contractor uses the SPMP to:

provide assurance to the Commonwealth that the Performance Measures will achieve their respective purposes under the Contract;

define, manage and monitor its activities for meeting the performance measurement requirements of the Contract;

ensure that those parties (including Subcontractors) who are undertaking performance measurement-related activities understand their respective responsibilities, the processes to be used, and the time-frames involved; and

explain to the Commonwealth how the different Performance Measures required under the Contract will be measured, recorded, Validated and reported.

The Commonwealth uses the SPMP to:

gain assurance that the Contractor will implement a sound and unequivocal methodology for measuring, recording, Validating and reporting against the different Performance Measures required under the Contract;

provide visibility of the Contractor’s activities in meeting the performance measurement requirements of the Contract;

assist with monitoring the provision of the Services and the Contractor’s performance; and

confirm and coordinate Commonwealth interfaces with the Contractor’s performance measurement activities.

1. INTER-RELATIONSHIPS

The SPMP is subordinate to the Support Services Management Plan (SSMP).

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

Support Services Verification Matrix (SSVM);

Quality Plan (QP);

Contract Status Report (CSR); and

Combined Services Summary Report (CSSR).

1. Applicable Documents

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

|  |  |
| --- | --- |
| 1. ISO/IEC/IEEE 15939:2017 | 1. *Systems and software engineering – Measurement process* |

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 another data item that contains aspects of the required information, the SPMP shall summarise these aspects and refer to the other data item.

The data item shall include a traceability matrix that defines how each specific content requirement, as contained in this DID, is addressed by sections within the data item.

* 1. Specific Content
     1. Introduction

The SPMP shall include an introduction that identifies:

the purpose of the SPMP;

the target audience for the SPMP;

a broad outline of the Services being provided and the Products Being Supported against which performance is being measured;

the Outcomes and contributory outcomes identified in Attachment P; and

the KPIs defined in Attachment P.

* + 1. Performance Measurement Organisation

The SPMP shall describe the Contractor’s performance measurement organisation for the Contract, including:

performance measurement staff appointments, as applicable;

other Contractor and Subcontractor staff with performance measurement responsibilities; and

the inter-relationships between the performance measurement activities and the other parts of the Contractor's organisation for the management of the Contract.

* + 1. Performance Measurement Management

The SPMP shall describe the Contractor's systems, processes and procedures for:

coordinating its performance measurement activities with the other activities under the Contract; and

monitoring, evaluating, and demonstrating the achievement of performance measurement requirements.

For Performance Measures related to Service performance, the SPMP shall describe the use of the performance measurement data to ensure that Contract’s performance requirements are being met and, where necessary, how deficiencies will be recorded and how corrective actions will be monitored and managed.

If applicable, the SPMP shall describe how Subcontractor organisations will be involved in the collection, analysis and reporting of data.

If applicable, the SPMP shall identify and describe how data from Commonwealth information management systems will be used in the collection, analysis and reporting of measurement data, including Contractor expectations of Commonwealth interfaces.

The SPMP shall define the scope and purpose of subordinate performance measurement plans and procedures, including their interrelationship with the SPMP. References to the Contractor’s quality management procedures shall be included, if applicable.

The SPMP shall describe the Contractor and, if applicable, Commonwealth data-management systems to be used to collect, document, disseminate, coordinate, control and share performance-related data.

The SPMP shall describe the method for recording and presenting trend analysis for all Performance Measures required by the Contract.

Where a Support Services Verification Matrix (SSVM) is a requirement of the Contract, the SPMP shall describe the management and use of the SSVM, including:

the tool(s) to be used to provide the required SSVM functionality;

the procedures for managing the SSVM, including data entry and configuration management;

the procedures and responsibilities for approving the SSVM; and

the means by which reports are generated and access to the SSVM will be provided to the Commonwealth.

Where the Contract includes a Performance Implementation Period (PIP), the SPMP shall describe the activities that the Contractor will undertake to satisfy the objectives of the PIP (as described in Annex B to Attachment P), including undertaking the PIP Completion Review defined in the SOW.

* + 1. Performance Measurement

Note: Under this clause 6.2.4, the Commonwealth is seeking information specific to each Performance Measure, not generic information associated with the performance measurement process (which should be included under clause 6.2.3). In this regard, consideration should also be given to including a separate Annex in the SPMP for each Performance Measure.

The performance measurement elements of the SPMP shall comply with Section 4.2 of ISO/IEC/IEEE 15939:2017 for each Performance Measure defined in the Contract.

For each Performance Measure, the SPMP shall describe the Contractor’s methods for collecting, recording, calculating and analysing data, including (as applicable):

the Performance Measures defined in Attachment P;

the Performance Measures defined in Attachment Q, whether or not they are directly applicable to Contractor performance; and

generically, any other measure of performance, not identified in Attachment P or Attachment Q, but which are required under the Contract, including those specified in an S&Q Order.

For each Performance Measure, the SPMP shall describe the Contractor’s methods for Validating performance measurement data, including:

methods to minimise data corruption or misreporting during the collection process;

references to any Contract requirements for data Validation or for supporting data; and

methods for assessing and including or excluding (as appropriate) the impact of Commonwealth processes and actions on the performance measurement data.

For each KPI only, the SPMP shall describe the flow-down of KPI-related Performance Measures to Approved Subcontractors, particularly identifying:

the relationships between the proposed Subcontract KPIs and the Subcontract scope of work; and

how the proposed Subcontract KPIs will contribute to, or enable, the achievement of each of the Contract KPIs.

For each KPI only, the SPMP shall include, when applicable to data collection, compilation and/or the scoring or calculation of results for the KPI, details of:

any business rules and/or exclusions included in the Contract (eg, in Attachment P);

any additional business rules or exclusions identified by the Contractor, including (for example) measurement timings, information to be derived from databases, conditions under which data, or particular elements of data, would be excluded from measurement or assessment, data validation activities, and liaison with the Commonwealth; and

any related process flowcharts used by the Contractor.

For each KPI only, the SPMP shall describe the processes to be undertaken by the Contractor to:

ensure that the measurement processes (including data collection, analysis and reporting) provide results that are accurate, objective, and free from bias and/or manipulation; and

address problems or concerns identified by the Contractor or the Commonwealth in respect of KPI measurement and/or assessment activities, including the Contractor’s standard approach to:

liaison with the Commonwealth;

investigative activities (eg, root-cause analyses);

the development and implementation of changes to the performance measurement activities (eg, the development of revised processes and measurement tools);

the investigation and implementation of related activities (eg, training for the use of revised measurement tools), when applicable; and

monitoring, validating and reporting the resolution of problems or concerns to the Commonwealth.

* + 1. Time-Variant or Phase-Variant Performance Measures

If the Contract includes Performance Measures that vary from one measurement period to the next (eg, due to changes in the number of Products Being Supported during modification programs, or for operational changes during a year), the SPMP shall, for each applicable Performance Measure:

describe the process for determining, in conjunction with the Commonwealth Representative:

the level of performance applicable to each measurement period (eg, how the requirement is derived from an annual Capability plan or operational deployment and training schedules); and

updates to the Required Performance Level and Performance Bands for each Review Period;

include, as an annex, the level of performance required for each measurement period and the Required Performance Level and Performance Bands for each Review Period for a forward period of not less than one year (or other period agreed in writing by the Commonwealth Representative); and

describe any changes in the methodology used to determine the performance in different phases or measurement periods, including changes to:

the primary input data (eg, the supporting data that is ‘compiled’ to determine the Achieved Performance for a KPI);

the source(s) of primary input data;

the method of calculating performance from the primary input data;

the method of Validating the data; and

any other relevant aspect of the performance measurement process.