

FY21 - Informed Delivery Sign-Ups % Plan

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Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
-10.00	-7.50	-5.00	-2.50	0.00	2.50	5.00	7.50	10.00	12.50

Description

This indicator counts the number of active users in Informed Delivery and compares it to the Plan. "Active" is determined as a user who, at the time of counting, has a "personal" account in the Customer Registration system with permission to access Informed Delivery -- either via dashboard or email -- granted that has been transmitted to Informed Delivery and is currently receiving daily digests. Users are only counted after they have been transmitted to Informed Delivery.

Informed Delivery Sign-Ups % Plan is one portion (34%) of the Functional Effectiveness - HQ-CCMO indicator as well as one portion (10%) of the Functional Effectiveness - HQ-CTO indicator.

Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	Informed Delivery
Indicator Value	–	Cell indicates the percentage of total number of active users compared to YTD plan on the last day of the reporting month. Active is determined as a user who, at the time of counting, has a "personal" account in the Customer Registration system that has been transmitted to the Informed Delivery system. Active users have been granted access to the Informed Delivery daily digest via either the Informed Delivery dashboard or the email distribution. The measurement is taken from the Informed Delivery system.
Business Rule	–	$\% = \frac{YTD\ Actual - YTD\ Plan}{YTD\ Plan} \times 100$
Decimal Precision	–	Two decimals

Data Validation

Informed Delivery daily Flash report distributed on the first business day following the end of the reporting period. This report is distributed via email. To sign up for email distribution, go to eAccess and request "Informed Delivery – Daily Reports (Distribution List)".

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CCMO	Nation	34.0%	10.2%
HQ CTO	Nation	10.0%	3.0%