



Sample Business Performance Model

Introduction

This document documents the performance targets and metrics for Federal Student Aid (FSA), for the following functional areas:

- Customer Management
- ...

With the implementation of the FSA Ombudsman system, FSA expects the performance levels documented herein to be achieved and maintained. Verification of these performance levels will be obtained during performance testing as part of the Construction Phase of the System Development Life Cycle, as well as in continued monitoring of the systems capabilities after deployment to production.

Section 2 outlines the performance targets, and Section 3 defines the measurement and verification procedures to be followed during and after deployment.

Business Architecture Level Performance

Customer Management

FSA's Operating Vision calls for:

- Decreased response time to customer inquiries to increase customer satisfaction, retention, and growth in orders;
- Etc.

To that end, the following performance targets have been defined for the FSA:

Objective	Target	Baseline	Indicator	Metric	Definition	Stakeholder	Business Value Impact
Reduce response time to customer inquiries	Respond to 99% of inquiries within 1 day	FSA currently responds within 3 days (aver.)	% of inquiries that meet the 1 day objective	(# inquiries where days <=1/Total inquiries) * 100	Defines % of inquiries where response was delivered in 1 day	CEO and staff, customers	Grow revenues by \$1M/ Year
...							



Business Performance Measurement and Verification Procedures

The following paragraphs define the procedures necessary for measuring the performance level of the Ombudsman system, and for verifying that the system is meeting the performance targets as outlined in this document.

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