**[Insert Department Name]**

**Performance Target Inventory**

**[Insert Project Name]**

Version History

| Version # | Date | Author | Key Differences |
| --- | --- | --- | --- |
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Introduction to the Performance Target Inventory Template

The Performance Target Inventory documents the performance metrics and targets identified during the Planning Process Phase. The template contains various fields, some of which are populated during the Planning Process Phase (Business Process ID, Performance Metric ID, Performance Metric Description, Target Value, and Target Date) and others that are populated during the Executing Process Phase (Data Source and Reporting Solution). Targets and associated data are ultimately used determine the level of performance improvement realized through the BPR effort.

Template style conventions are as follows:

| Style | Convention |
| --- | --- |
| Normal text | Indicates placeholder text that can be used for any project |
| [Instructional text in brackets] | [Indicates text that is be replaced/edited/deleted by the user] |
| *Example text in italics* | *Indicates text that might be replaced/edited/deleted by the user* |

As you complete the template, please remember to delete all instructional text (including this section) and update the following items, as applicable:

* title page
* version history
* table of contents
* headers
* footers

Update the document to a minor version (e.g., 1.1, 1.2) when minimal changes are made and a major version (e.g., 2.0, 3.0) when significant changes are made.

# Introduction

[The Performance Target Inventory formally documents and communicate any performance metric and performance metric levels the project team aims to achieve through the BPR effort. Once performance targets are identified and approved, the BPR Practitioner records them in this document. In this section, describe the purpose of the Performance Target Inventory, and its scope and objectives.]

*This Performance Target Inventory describes the performance targets to be achieved through the implementation of the new system. Multiple targets are established for each business processes and have specific target dates. The objectives of the Performance Target Inventory is to identify the means by which performance improvement will be measured.*

#

# Performance Targets

[The Performance Target Inventory provides a form for document performance targets for each business process under consideration.

To complete this section, enter the elements in the table below, including:

* **Business Process ID** – Enter the ID of the business process corresponding to the target value.
* **Performance Metric ID** – Enter the ID for the performance metric corresponding to the target value.
* **Performance Metric Description** – Provide a complete description of the performance metric corresponding to the target value.
* **Target Value** – Enter the target value for the performance metric.
* **Target Date** – Enter the date the target value needs to be achieved by.
* **Data Source** – Enter the source from which the metric data will be accessed.
* **Reporting Solution** – Enter the specific method that will be used to generate the report containing metric data.]

| Business Process ID | Performance Metric ID | Performance Metric Description | Target Value | Target Date | Data Source | Reporting Solution |
| --- | --- | --- | --- | --- | --- | --- |
| *1.1* | *1* | Percent of Call Abandonment – the number of callers that hang up before they are connected to an agent divided by the number of callers that are connected to an agent | 2% | 8/30/2018 | Interactive Voice Response (IVR) System | IVR System Report |
| *1.2* | *2* | Applications per Day – the number of applications processed per 24 hours | 75 | 8/30/2018 | Application Processing System (APS) | APS System Report |
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