FMG IT Metrics (QA and more)

February 2025

How we measure
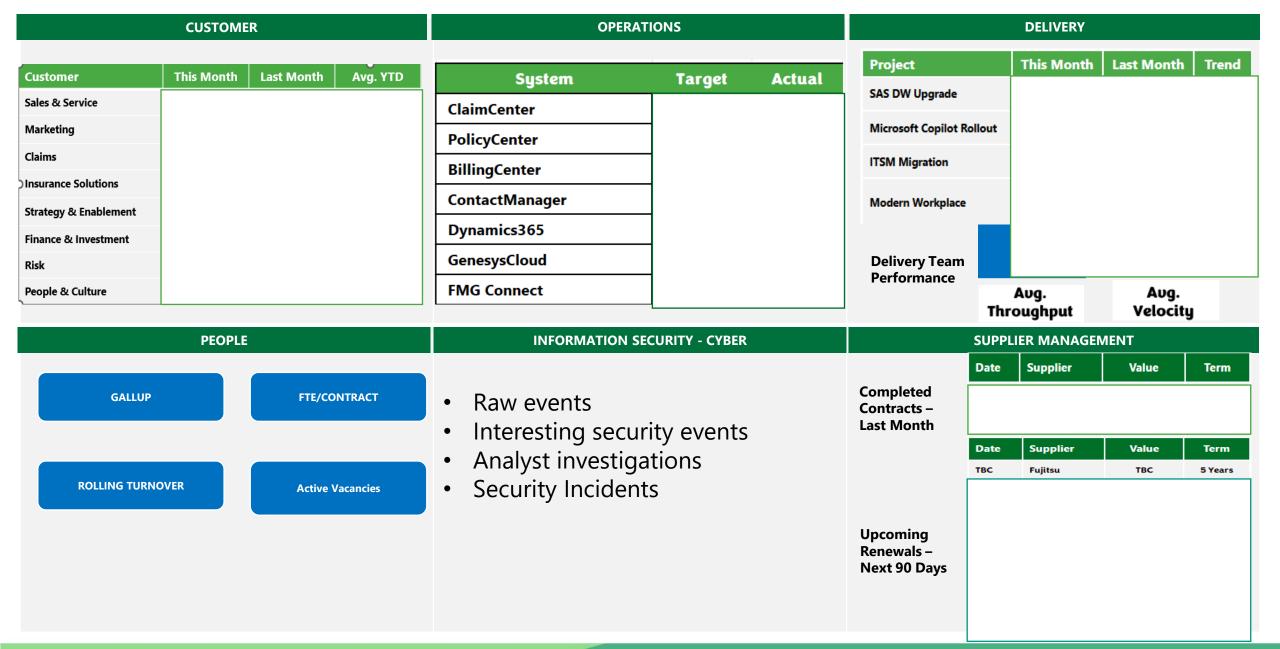
Organization level metrics

Department level metrics (Strategic performance indicators)

Department level metrics (6 – weekly KRA)

QA team metrics

Business Information Services

Strategic Performance Indicators

Executive Summary

- Customer satisfaction
- Operations
- Delivery
- Cyber/Information Security
- Supplier performance

CUSTOMER

Customer	This Month	Last Month	Avg. YTD
Sales & Service			
Marketing			
Claims			
Insurance Solutions			
Strategy & Enablement			
Finance & Investment			
Risk			
People & Culture			

OPERATIONS

System	Target	Actual
ClaimCenter		
PolicyCenter		
BillingCenter		
ContactManager		
Dynamics365		
GenesysCloud		
FMG Connect		

DELIVERY

Project	This Month	Last Month	Trend
SAS DW Upgrade			
Microsoft Copilot Rollout			
ITSM Migration			
Modern Workplace			
Delivery Team Performance			

Aug. Throughput   Aug. Velocity

PEOPLE

GALLUP

FTE/CONTRACT

ROLLING TURNOVER

Active Vacancies

INFORMATION SECURITY - CYBER

- Raw events
- Interesting security events
- Analyst investigations
- Security Incidents

SUPPLIER MANAGEMENT

Completed Contracts – Last Month

Date	Supplier	Value	Term

Date	Supplier	Value	Term
TBC	Fujitsu	TBC	5 Years

Upcoming Renewals – Next 90 Days

Monthly Strategic Performance Indicators Dashboard

Business Information Services

6 weekly KRA

Area	Measure	Previous Period Score	Score this Period	Actual EOY Score
Delivery	BIS teams work together effectively to implement change			
	Change is delivered as per documented and agreed BIS processes			
	Change is delivered within agreed metrics, i.e. scope, budget, timeframes and priority			
	Quality of deliverables meets product owner/business owner expectations			
Reliability	BIS SLA to resolve incidents is maintained throughout the performance period (all Service Now incidents)			
	Tier1 systems are available as per agreed SLA's			
Sustainability	We future proof our technology solutions and avoid incurring new technical debt where possible.			
	We contribute to a more sustainable Mutual by effectively managing technology costs			
	BIS maintains the performance, health and security of our existing Hardware and Software assets to ensure Business Continuity			
Overall				

Topical Trends and Points to Note

For each of the measures we also have an approach to measuring

QA Metrics – current state

- Practice Business Plan Delivery (QA practice improvements)
- Adherence to QA Practice Standards
- Test Automation execution time and failure rate
- Release candidate testing duration
- Dev to test ratio (not formally measured)

QA Team Metrics – Looking into the future

Now
- Proof of concept of a QA dashboard

Q1 (April – June 2025)
- Defining QA metrics in line with FMG 2030 strategy and corresponding department strategy

Q2 – Q4 (July 2025 – March 2026)
- Implement, collect feedback and iterate