

Performance scorecard



The Clearview Performance Scorecard module provides a powerful business tool to enable reporting on performance indicators for your organisation all within a balanced scorecard framework.

“The (Clearview) performance scorecard enables exception reporting which is enhancing decision making.”

The Performance Scorecard module enables you to:

- Create and monitor a powerful set of performance indicators for all parts of the business with minimal user-input;
- Create customised scorecards for different users of the system, for example, board members, Executive or customers;
- Weight indicators to reflect their relative importance;
- Incorporate user-friendly, traffic-light performance indicators with the facility to drill down from a ‘scorecard’ right through to base information level;
- Analyse year-to-date, month and trend information, enabling the identification of key patterns in your data;
- Add commentary, corrective actions and capture documentary evidence; and
- Improve data integrity by linking to your core application databases via a Clearview data import facility to enable information in the scorecard to be uploaded automatically.

Strategy and performance suite

- Strategy
- Project
- Risk
- Service excellence
- Performance scorecard**
- Personal performance
- Intelligence and reporting

Key benefits:

- Focus on what needs attention by highlighting problem areas quickly and easily, managing by exception;
- Align KPIs to your corporate strategy so you can use performance results to track progress against strategy delivery;
- Support and manage your processes of data collection and performance monitoring through email triggers; and
- Move from monitoring to managing performance through tracking performance against a range of targets and adding commentary and identifying corrective action.

Performance Scorecard illustrations

Business unit / Information and communication technology team

Year: 2018/19	Period: March 2019			
Customer	PTD	YTD	TREN	
Ratio of IT users to IT staff	✖	✖	✔	✔
Server downtime	⚠	✖	✔	✔
TOTAL	⚠	✖	✔	⚠
Internal business	PTD	YTD	TREN	
Calls resolved within target time	✔	✔	✔	✔
TOTAL	✔	✔	✔	✔

