

Activity A (ii)

Key Performance Indicators – Value to the Project

Client Needs

KPI	Value to Project
Feature delivery rate	Ensures that the solution delivers all agreed features, demonstrating the project's completeness and relevance.
Client satisfaction rating	Measures how well the solution meets client expectations and supports their business goals.
Content relevance and accuracy	Guarantees that the information provided is current, reliable, and useful, building client trust and credibility.
Alignment with business goals	Shows how effectively the website contributes to business aims, such as increased engagement or sales.

User Needs

KPI	Value to Project
Page load time	Improves the user experience and reduces abandonment by ensuring fast, responsive pages.
User registration success rate	Demonstrates ease of use and reliability of the registration process, a key step for user engagement.
User task completion rate	Indicates how intuitive and effective the user interface is for completing key actions.
User satisfaction score	Provides direct insight into how well the site meets user expectations and usability standards.
Accessibility compliance	Ensures inclusivity and legal compliance, allowing access to a wider audience.

Deployment Success

KPI	Value to Project
Deployment success rate	Shows how smoothly the solution transitions from development to production, reflecting code quality and readiness.
Uptime and reliability	Indicates the stability and availability of the website, crucial for user trust and satisfaction.
Bug resolution time	Reflects the team's responsiveness to issues and the maintainability of the solution.

KPI	Value to Project
Database connectivity success rate	Demonstrates reliable communication between the front-end and back-end, essential for site functionality.

Security

KPI	Value to Project
Login security compliance	Protects user accounts and sensitive data, building trust and meeting regulatory standards.
Failed login detection	Helps prevent brute-force attacks and improves overall system security.
Injection vulnerability score	Ensures the system is resilient against common exploits that could compromise data or functionality.
HTTPS usage	Protects data in transit and signals trustworthiness to users.

Data Protection & Compliance

KPI	Value to Project
GDPR compliance checklist completion	Demonstrates adherence to legal obligations, reducing the risk of penalties.
Data retention and deletion policy	Shows respect for user rights and improves trust by allowing control over personal data.
Privacy notice visibility	Ensures transparency and informs users about how their data is used.
Data breach response time	Shows readiness to act quickly in the event of a breach, reducing harm and demonstrating accountability.