

KPI-Driven Status Report

Project Details

Project Name	Customer Portal Redesign
Reporting Period	May 2024
Report Date	June 3, 2024
Report Author	Alex Johnson

Summary Overview

- Project is on track, major tasks completed as planned.
- KPI targets mostly achieved for the reporting period.
- No significant blockers currently impacting the schedule.

Key Performance Indicators (KPIs)

KPI	Target	Actual	Status	Remarks
User Story Completion Rate	95%	97%	On Track	Exceeded expectations for the sprint.
Bugs Resolved Per Sprint	20	18	At Risk	Required resources were temporarily reassigned.
Customer Satisfaction Score	4.5/5	4.3/5	Monitor	Follow-up surveys planned.
Uptime (%)	99.5%	99.9%	On Track	No downtime incidents.

Risks and Issues

- Resource Availability:** Short-term shortage affected bug resolution. Mitigation in progress.
- Stakeholder Feedback:** Slight dip in satisfaction scores, investigation ongoing.

Next Steps

- Complete high-priority backlog items for June 2024 sprint.
- Initiate user feedback sessions by June 15, 2024.
- Monitor bug resolution rates to recover KPI target.

Important Notes on KPI-Driven Status Reports

- KPIs should be directly aligned with project objectives for meaningful tracking.
- Status reporting must be consistent and objective to ensure data-driven decision-making.
- Regularly review and adjust KPIs to reflect changing project scope or priorities.
- Use clear, concise language; avoid subjective or ambiguous terms.
- Highlight deviations from targets early to enable timely corrective actions.