



**CYBER ESSENTIALS
MANAGEMENT INFORMATION
AND
KEY PERFORMANCE INDICATORS**

**Version 2.2
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Version Control			
Date	Author	Version	Change
05 Dec 2014	Paul Worrall	2.2	Clarification of KPI reporting statement
30 July 2014	Peter Loomes	2.1	Addition of Charity
28 July 2014	Peter Loomes	2.0	Amended the MI data set
18 June 2014	Peter Loomes	1.0	First Issue of Document

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Introduction

This document sets out the Authority's requirements for the provision of Management Information (MI) from both Accreditation Bodies (AB) and Certification Bodies. Additionally it identifies the service Key Performance Indicators.

Management Information

The Accreditation Body shall ensure, that appropriate records and management information relating to Cyber Essentials are gathered and maintained in an industry recognised format, where applicable delegating responsibilities to the Certification Body. These records should include but may not be limited to:

Scheme Information

- Number of Certification Bodies currently operating under the Accreditation Body.
- Number of applications to become a Certification Body.
- Number of newly appointed Certification Bodies.
- Number of Certification Bodies that have left the scheme.
- Number of applications for Cyber Essentials assessment.
- Number of successful companies awarded the Cyber Essentials badge.
- Number of applications for Cyber Essentials PLUS assessment.
- Number of successful companies awarded the Cyber Essentials PLUS badge.
- Number of web site hits.
- Number of scheme application downloads.
- Number of assessment where the scheme was unsuitable.
- Number of improper uses of the scheme logo/badge reported.

Certificate Information

Company Name

Size (People)

Sector using the following definitions (Companies House Standard Industrial Classification of Economic Activities codes (SIC 2007))

- Agriculture, Forestry and Fishing
- Mining and Quarrying
- Manufacturing
- Electricity, Gas, Steam and Air-conditioning Supply
- Water supply, Sewerage, Waste management and Remediation
- Construction
- Wholesale and Retail trade
- Repair of motorcars and motorcycles
- Transport and storage

Accommodation and food services
Information and communication
Financial and insurance
Real estate
Professional, scientific and technical
Administration and support services
Public administration and defence
Compulsory social security
Education
Human Health and Social Work
Arts Entertainment and Recreation
Other service activities
Activities of households as employers; undifferentiated goods and services producing for households for own use.
Activities of extraterritorial organisations and bodies.
Charity (Registered)

Recommended renewal date

Certification Body

Communications Plan

Date of planned communications/presentations etc

Event name

Location

Business Sector

Speaker

Speaker' Organisation

For the purposes of reporting the Authority will provide a standard reporting spreadsheet monthly.

Key Performance Indicators

The Accreditation Body shall ensure records relating to Management Information and Scheme performance (as described in the Scheme MI document and published on the Scheme Library web pages; as may be amended from time to time), are gathered and maintained in an industry recognised format.

The Accreditation Body shall ensure that the Certification Body shall:

- Process more than 90% of all activities within agreed timescales
- Ensure that at least 95% of certificates issued by the Certification Body are correct
- Ensure that less than 5% of certificates are issued with the incorrect information system scope referenced.
- Close (following completed investigation and corrective action) more than 95% of customer appeals and complaints within agreed timescales

Reporting

The Accreditation Body shall provide the Authority with a monthly report relating to Cyber Essentials, sent electronically in an industry recognised format (and including an unprotected Excel spreadsheet summary) containing at least all MI and KPI's detailed above.