

# ***Key Performance Indicator***



# Key Performance Indicator

In Tenacy , Key Performance Indicators are:

## In percentages



An indicator must be between 0 and 1,

The solution will take it into account and turn it into a percentage

## Positives



Always higher up!

The solution compares and averages indicators

*It is possible to monitor negative indicators, only not to link them to measures*

# Negatives indicators

Exemple: phishing campaign

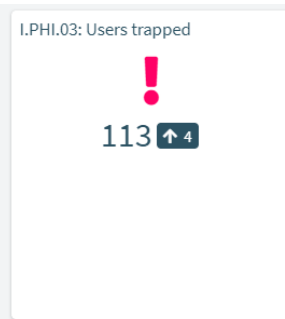
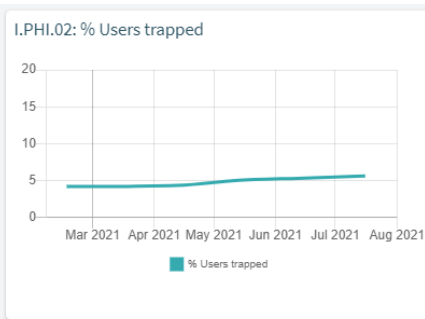
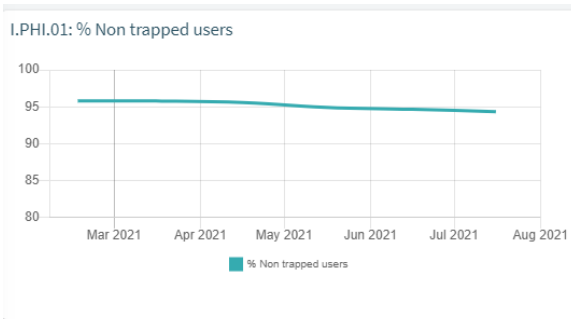
I'm a Tenacy user and I would like to follow the results of my phishing campaigns.  
I would also use it to track my "information security awareness" measure  
→ So I need to create a positive indicator and link it to my measure.



M.PHI.01: Number of phishing emails sent  
M.PHI.02: Number of phishing emails clicked

Id. ↑	Name ↑	Formula	Type	Periodicity ↑	Measures	Value
I.PHI.01	% Non trapped users	$(M.PHI.01 - M.PHI.02) / M.PHI.01$	Performance	Monthly	1	94.3 %
I.PHI.02	% Users trapped	$M.PHI.02 / M.PHI.01$	Performance	Monthly		5.7 %
I.PHI.03	Users trapped	M.PHI.02	Activity	Monthly		113

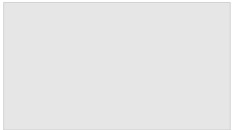
- I.PHI.01 is positive, measure related, impacts performance and risks
- I.PHI.02 is negative, must not be bound, can be used one in the perimetry.





# ***Aggregation***

## ***Advanced settings***



# Advanced settings – Aggregation of perimeters

Français English

**Name \***  
Workstations with active malware Protection

**Identifier \*** MAL.I02 **Periodicity \*** Monthly

**Type \*** Performance **Indicator scale \*** Valeurs hautes

**Target value \*** 95

**Formula \*** MAL.M02 / INV.M06

Advanced settings

**Category**  
Select category

**Perimeter aggregation \*** Average **Time aggregation \*** Latest value

Aggregation parameters are used to calculate an indicator when there are multiple metric values

*MAL.M02: Number of posts with malware protection*

*INV.M06: Number of posts*

# Case n°1: Aggregation of perimeters

I want my consolidated indicator for 3 perimeters : *Perim1 (P1)*; *Perim2 (P2)*, *Perim3 (P3)*

→ Il y a 3 valeurs différentes pour chacune des métriques, *MAL.M02<sub>p1</sub>*, *MAL.M02<sub>p2</sub>*, *MAL.M02<sub>p3</sub>* et *INV.M06<sub>p1</sub>*, *INV.M06<sub>p2</sub>*, *INV.M06<sub>p3</sub>*.

For example :

<i>MAL.M02<sub>p1</sub></i>	<i>INV.M06<sub>p1</sub></i>	<i>MAL.M02<sub>p2</sub></i>	<i>INV.M06<sub>p2</sub></i>	<i>MAL.M02<sub>p3</sub></i>	<i>INV.M06<sub>p3</sub></i>
290	350	280	300	10	12

The factor defined how these values are managed.

Factor	Result	
Sum	87,6%	$\frac{MAL.M02_{p1} + MAL.M02_{p2} + MAL.M02_{p3}}{INV.M06_{p1} + INV.M06_{p2} + INV.M06_{p3}} = \frac{290 + 280 + 10}{350 + 300 + 12} = \frac{580}{662} \approx 0,876$
Average	87,6%	$\frac{\overline{MAL.M02_{p1} + MAL.M02_{p2} + MAL.M02_{p3}}}{\overline{INV.M06_{p1} + INV.M06_{p2} + INV.M06_{p3}}} = \frac{\frac{290+280+10}{3}}{\frac{350+300+12}{3}} \approx \frac{193,33}{220,66} \approx 0,876$
Minimum	83,3%	$\frac{\min(MAL.M02_{p1} + MAL.M02_{p2} + MAL.M02_{p3})}{\min(INV.M06_{p1} + INV.M06_{p2} + INV.M06_{p3})} = \frac{\min(290 + 280 + 10)}{\min(350 + 300 + 12)} = \frac{10}{12} \approx 0,833$
Maximum	82,9%	$\frac{\max(MAL.M02_{p1} + MAL.M02_{p2} + MAL.M02_{p3})}{\max(INV.M06_{p1} + INV.M06_{p2} + INV.M06_{p3})} = \frac{\max(290 + 280 + 10)}{\max(350 + 300 + 12)} = \frac{290}{350} \approx 0,829$
Median	93,3%	$\frac{\text{med}(MAL.M02_{p1} + MAL.M02_{p2} + MAL.M02_{p3})}{\text{med}(INV.M06_{p1} + INV.M06_{p2} + INV.M06_{p3})} = \frac{\text{med}(290 + 280 + 10)}{\text{med}(350 + 300 + 12)} = \frac{280}{330} \approx 0,933$

# Advanced parameters – Aggregation of time

VIP awareness

Indicator parameters Measure blueprints

Français English

Name \*  
VIP participation in awareness workshops

Identifier \* AWT.I02 Periodicity \* Yearly

Type \* Performance Indicator scale \* Quarts

Target value \* 80

Formula \*  
AWT.M04 / AWT.M03

Advanced settings

Category  
Select category

Perimeter aggregation \* Average Time aggregation \* Latest value

Default aggregation values

Temporal aggregation is used when the frequency of the metrics used is different:

- Metric used on two indicators
- Consolidated view from a higher-level perspective

*AWT.M04: Number of VIPs*

*AWT.M03: VIPs who participated in the training  
In this example, AWT.M03 is quarterly: 4 trainings in 1 year*

*The two metrics can be collected over a different time period from the indicator. The same parameter will then be applied.*

# Case n°2 : Temporal aggregation

I want to have my indicator consolidated over a year :

There are 4 different values per metric : AWT.M03 (AWT.M03<sub>Q1</sub>, AWT.M03<sub>Q2</sub>, AWT.M03<sub>Q3</sub>, AWT.M03<sub>Q4</sub> and 1 for AWT.M04

AWT.M04	AWT.M03			
2020	AWT.M03 <sub>Q1</sub>	AWT.M03 <sub>Q2</sub>	AWT.M03 <sub>Q3</sub>	AWT.M03 <sub>Q4</sub>
10	8	10	0	6

The parameter will define how the annual value is managed

Factor	Result	
Sum	240%	$\frac{AWT.M03_{Q1} + AWT.M03_{Q2} + AWT.M03_{Q3} + AWT.M03_{Q4}}{AWT.M04_3} = \frac{810 + 0 + 6}{10} = \frac{24}{10} \approx 2,4$
Average	60%	$\frac{AWT.M03_{Q1} + AWT.M03_{Q2} + AWT.M03_{Q3} + AWT.M03_{Q4}}{AWT.M043} = \frac{8+10+0+6}{10} = \frac{6}{10} = 0,6$
Last value	60%	$\frac{AWT.M03_{Q4}}{AWT.M043} = \frac{6}{10} = 0,6$
Minimum	0%	$\frac{\min(AWT.M03Q1 + AWT.M03Q2 + AWT.M03Q3 + AWT.M03Q4)}{AWT.M04} = \frac{\min(8,10,0,6)}{10} = \frac{0}{10} = 0$
Maximum	100%	$\frac{\max(AWT.M03Q1 + AWT.M03Q2 + AWT.M03Q3 + AWT.M03Q4)}{10} = \frac{\max(8,10,0,6)}{10} = \frac{10}{10} = 1$
Median	81%	$\frac{\text{med}(AWT.M03Q1 + AWT.M03Q2 + AWT.M03Q3 + AWT.M03Q3)}{10} = \frac{\text{med}(8,10,0,6)}{10} = \frac{8,1006}{10} \approx 0,81$



# How do I set the right parameter?

It depends on “What do I want to control?”



In some cases, the amount is acceptable (Total number of incidents) but in other cases it would make no sense (participation in awareness workshops)



The indicators of the knowledge base are defined with a default parameter, but once operated the value is modifiable.

It is possible to create leading indicators with aggregations of scope and time.

It is possible to set the same indicator twice with different parameters to report differently for example :

Average Awareness Participation and Maximum Participation