

Key Performance Indicators for the Vectis Games Website Project

Key Performance Indicators (KPIs) are measurable values used to assess the success of a digital solution. In the context of the Vectis Games project, KPIs help determine whether the prototype website meets client and user expectations, performs reliably after deployment, complies with security and data protection requirements, and aligns with the business goals of the organisation. These KPIs should guide development, testing, and evaluation throughout the project lifecycle.

Client Needs

KPI	Measurement / Target
Feature delivery rate	≥ 95% of specified features implemented and working.
Client satisfaction rating	≥ 8/10 satisfaction rating from client representative.
Content relevance and accuracy	100% of core content sources verified and updated within 7 days.
Alignment with business goals	≥ 20% increase in click-through to game pages.

User Needs

KPI	Measurement / Target
Page load time	Average page load < 2.5 seconds.
User registration success rate	≥ 95% of registration attempts successful.
User task completion rate	≥ 90% completion rate in user testing.
User satisfaction score	≥ 8/10 average rating from usability testing.
Accessibility compliance	100% of tested pages pass WCAG 2.1 AA checks.

Deployment Success

KPI	Measurement / Target
Deployment success rate	≥ 95% deployments succeed on first attempt.
Uptime and reliability	≥ 99% uptime during 30-day evaluation.
Bug resolution time	< 48 hours for critical issues.
Database connectivity success rate	≥ 99% successful connection attempts.

Security

KPI	Measurement / Target
Login security compliance	100% of security tests pass without major vulnerabilities.
Failed login detection	Lockout after 5 consecutive failed attempts.
Injection vulnerability score	0 vulnerabilities found during testing.
HTTPS usage	100% of pages served over HTTPS.

Data Protection & Compliance

KPI	Measurement / Target
GDPR compliance checklist completion	100% of checklist items completed.
Data retention and deletion policy	Requests fulfilled within 30 days.
Privacy notice visibility	Privacy policy linked from 100% of pages.
Data breach response time	Initial response within 72 hours.