## ANNEX 2 – diagram showing OCC performance measurement from operational levels up to strategic levels

## **Measuring performance**

OCC measures everything necessary for operational teams to function. Operational-level indicators support operational decisions.

We report upwards selectively, according to audience needs. The higher the level in the triangle, the more strategic the collation of performance information.

All information can be accessed by any audience on request.

**Public** 

Political audiences

**CLT** 

DLTs and
Strategic Directors

Service managers

Operational teams / units