Scorecard

The Scorecard gives every Unician a weekly pulse on the health of the business. It replaces gut-feel with objective numbers. Every metric has a single owner — not a team, one person — and a weekly target. The Scorecard is reviewed in the first 5 minutes of every Level 10 Meeting.

← Back to V/TO

How the Scorecard Works

- Each metric has one **owner** (the person accountable, not necessarily the one doing the work)
- Each metric has a **weekly target** — a number, not a feeling
- Green = on or above target. Red = below target
- Red numbers go on the Issues List for IDS — they are not discussed during Scorecard review
- The goal is 13 consecutive weeks of green

> ⚠ **Rule:** The Scorecard is not a project status report. It measures the health of the business, not the completion of tasks. Rocks and To-Dos live in OpenProject.

Company Scorecard

#	Metric	Owner	Weekly Target	Tool / Source	Category	Standard
1	New trial signups	Predrag	3	Mautic / Matomo	Business	—
2	MRR (Monthly Recurring Revenue)	Predrag	Track weekly delta	Dolibarr	Business	—
3	Open support tickets (unresolved >48h)	Predrag	< 5	FreeScout	Business	—
4	GitHub PRs merged (platform)	Peter	≥ 3	GitHub	Product	—
5	EU project deliverables on track (%)	Alexander	100%	OpenProject	Projects	—
6	Platform uptime (%)	Peter	≥ 99.5%	status.unicis.tech / Grafana	**Service**	ISO 20000-1
7	Newsletter open rate (last send)	Ksenija	≥ 35%	Mautic	Marketing	—
8	Active paying organisations	Predrag	Track weekly delta	Dolibarr	Business	—
9	Critical security alerts (CrowdSec)	Peter	0 unresolved	Grafana / Matrix alerts	**Security**	ISO 27001
10	Website organic sessions (week-over-week)	Ksenija	↑ vs prior week	Matomo	Marketing	—
11	**P1 incident response time (avg)**	**Peter**	**≤ 2 hours**	**FreeScout / incident log**	**Service**	**ISO 20000-1**
12	**Security patch deployment (critical)**	**Peter**	**≤ 7 days**	**Vulnerability scanner log**	**Security**	**ISO 27001**
13	**Access provisioning time (new hires)**	**Alexander**	**≤ 1 day**	**Access control log**	**Security**	**ISO 27001**
14	**Deployment success rate (%)**	**Peter**	**≥ 99%**	**GitHub Actions / incident log**	**Service**	**ISO 20000-1**

Understanding the Categories

Business & Product: Core company health (revenue, signups, code quality)

Service (ISO 20000-1): Platform reliability and availability commitments

- See ISO 20000-1:2018 Overview for details on service commitments
- See Service Strategy for SLA targets

Security (ISO 27001): Information security and incident response performance

- See ISO 27001:2022 Overview for details on security commitments
- See Information Security Policy for commitment details

Individual Measurables by Seat

Each person in each seat is accountable for at least one number per week. These feed into the Company Scorecard or stand alone as seat-level health indicators.

Predrag — CEO (runs all functions)

- New trial signups this week
- MRR delta (week-over-week)
- Outbound partner conversations (calls/emails sent)
- Support tickets unresolved >48h (FreeScout)

Leadership Role: SMS Sponsor & ISMS Sponsor — Oversees both ISO 20000-1 and ISO 27001 systems

Peter — Technical Development & Service Delivery

- PRs merged to main branch
- Open critical bugs (P0/P1) unresolved
- Platform uptime %
- **P1 incident response time (average)** ← ISO 20000-1
- **Security patch deployment time (critical vulns)** ← ISO 27001
- **Deployment success rate %** ← ISO 20000-1

Leadership Role: Service Delivery Owner & Information Security Implementation — Responsible for service reliability and security controls

Alexander — Stakeholder & Support / Service Delivery

- EU project deliverables on track (% of active milestones green in OpenProject)
- Stakeholder communications sent this week
- Community GitHub activity (issues opened/closed/commented)
- **P2 incident response time (average)** ← ISO 20000-1
- **Access provisioning time (new hires, days)** ← ISO 27001

Leadership Role: Support Manager & Access Control Manager — Responsible for operational service delivery

and security access control

Ksenija — Marketing & SEO Strategy

- Website organic sessions (Matomo, week-over-week)
- Newsletter open rate (Mautic, last send)
- New content published (blog posts / social posts)

Leadership Role: Communications & Security Awareness Lead

Scorecard in OpenProject

The live Scorecard is maintained as a shared wiki page in OpenProject and updated by each owner before the Monday Level 10 meeting.

→ Open Scorecard in OpenProject

If you do not have access to OpenProject, contact the CEO.

Adding or Changing a Metric

Metrics should be stable — don't change them frequently or they lose meaning. To propose a new metric or retire an existing one:

1. Add it to the Issues List in the next Level 10 Meeting
2. Discuss and agree as a leadership team (IDS process)
3. Update this page and the OpenProject Scorecard together

A metric should be removed if it stays green for 8+ consecutive weeks without anyone looking at it — it has served its purpose.

Related Standards & Documentation

- ISO 20000-1:2018 — IT Service Management System (service metrics)
- ISO 27001:2022 — Information Security Management System (security metrics)
- Service Strategy & Commitments — SLA targets and how we deliver
- Information Security Policy — Security commitments and governance
- Risk Assessment Framework — How we manage risks affecting these metrics
- Accountability Chart — Leadership roles and responsibilities
- Quarterly Planning & Reviews — How we use metrics to improve

---

→ Back to V/TO | → Rocks & Level 10 Meetings | → Accountability Chart | → ISO 20000-1 Service Metrics | → ISO 27001 Security Metrics

Last reviewed: October 2026 — next review: Q4 2026 (Updated with ISO 20000-1 & ISO 27001 metrics)

scorecard, eos, data, kpi, metrics, iso20000, iso27001

From:
https://handbook.unicis.tech/ - **Unicis Handbook**

Permanent link:
https://handbook.unicis.tech/pub/company/scorecard

Last update: **21.07.2026 13:39**