

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
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
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
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
12	Security patch deployment (critical)	Peter	≤ 7 days	Vulnerability scanner log	Security
13	Access provisioning time (new hires)	Alexander	≤ 1 day	Access control log	Security
14	Deployment success rate (%)	Peter	≥ 99%	GitHub Actions / incident log	Service

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)

Peter — Technical Development & Service Delivery

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

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)** ← NEW (ISO 20000-1)
- **Access provisioning time (new hires, days)** ← NEW (ISO 27001)

Ksenija — Marketing & SEO Strategy

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

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.

[→ 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](#)

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