

The background features a dark teal color with dynamic, flowing waves of lighter blue and purple, creating a sense of movement and depth.

# **UKRI AI Skills Hub**

# AI Skills Hub: KPI Breakdown

	KPI Summary	Performance Measure
1.	The supplier will submit a detailed project plan and risk register to the buyer and monitor delivery against both at the fortnightly management meetings	Project plan and risk register submitted to buyer at least 24 hours before the fortnightly management meeting and delivery against each monitored and documented at this and ongoing management meetings
2.	The supplier will identify at least 500 industry organisations to engage as part of the Convene workstream, and commence engagement activity	At least 500 industry organizations identified by end of month three and reviewed at Quarterly Review Meeting
3.	The supplier will establish an inbound contact channel for industry organisations to contact the AI Skills Hub team	Contact channel established and tested by end of month three
4.	The supplier will agree performance measures and additional/replacement KPIs for the next quarter of the project	Amber/Red performance measures agreed for Q1 and ongoing KPIs to be agreed
5.	Number of industry organisations engaged within the first six months, broken down by sector, region, organisation size	Engage with at least 500 industry organisations in the first six months of the contract with aim of balance across sector, sub-sector, region and organisation size
6.	Number of industry organisations engaged by March 2026, broken down by sector, region, and organisation size	Engaged with 2000+ industry organisations by March 2026 with the aim of balance across sector, sub-sector, region and organisation size
7.	Number of technology partners engaged, broken down by type, size and region	Engage with at least 200 technology partners by March 2026 with the aim of balance across sector, size and region
8.	Number of training courses curated for inclusion in the Hub	Over 200 training courses curated for inclusion in the hub by March 2026
9.	Number of events run via the Hub	At least 2 events per quarter (e.g., hackathon, virtual webinar, sector roundtable etc.) during the Outreach phase
10.	Number of artefacts (e.g. articles, blogs, reports, infographics) posted to the hub	At least one new artefact per month during the Outreach phase – producing 11+ artefacts in a year

# AI Skills Hub: KPI Breakdown (cont.)

	KPI Summary	Performance Measure
11.	Number of surveys responses for Hub users	Response rate of 650 responses by March 2026
12.	Platform MVP release	MVP platform in place by 09/05/2025
13.	Hub administrators successfully onboarded	At least 4 people in our core delivery team trained and onboarded as administrators
14.	Hub uptime	Uptime is > 99.8% over the reporting period. The website is reliably available with minimal or no disruption to users. Meets or exceeds expected service levels
15.	Response time for support queries (to align with required service standards from CQs)	Support queries are acknowledged within 12 working hours or less, with a more substantive response to follow within 48 working hours unless an alternative timeframe is agreed and communicated
16.	Reporting	Quarterly progress reports submitted on time and of high quality, all Quarterly meetings attended by Engagement Partner, Engagement Director and Engagement Manager (or substitutes if unavailable due to leave/illness)
17.	Percentage of complaints responded to in a timely manner	Complaint escalated to PwC Engagement Partner within 24 working hours and responded to within a further 24 working hours. All complaints documented and reported through quarterly reports
18.	Number of training providers engaged, broken down by type, size, and region	Engage with at least 200 training providers by March 2026 with the aim of balance across sector, size and region

# AI Skills Hub - KPI Performance

To measure the effectiveness and impact of the programme, we have established a set of Key Performance Indicators (KPIs) aligned with our strategic objectives. These KPIs provide a clear framework for tracking progress, evaluating stakeholder engagement, and assessing the overall success of the hub.

## KPI Summary

1. The supplier will submit a detailed project plan and risk register to the buyer and monitor delivery against both at the fortnightly management meetings.

2. The supplier will identify at least 500 industry organisations to engage as part of the Convene workstream, and commence engagement activity

3. The supplier will establish an inbound contact channel for industry organisations to contact the AI Skills Hub team

4. The supplier will agree performance measures and additional/replacement KPIs for the next quarter of the project



## Performance Measure

Project plan and risk register submitted to buyer at least 24 hours before the fortnightly management meeting and delivery against each monitored and documented at this and ongoing management meetings

At least 500 industry organizations identified by end of month three and reviewed at Quarterly Review Meeting

Contact channel established and tested by end of month three

Amber/Red performance measures agreed for Q1 and ongoing KPIs to be agreed



## KPI Performance

**Achieved:** Project plan and risk register were submitted on time and reviewed in all management meetings.

**Achieved:** Over 500 industry organisations were identified in the first three months of the programme.

**Achieved:** A shared mailbox was established to facilitate user communication through the Hub.

**Achieved:** These were agreed in Quarter 1.

# KPI Performance

## KPI Summary

5. Number of industry organisations engaged within the first six months, broken down by sector, region, organisation size

6. Number of industry organisations engaged by March 2026, broken down by sector, region, and organisation size

7. Number of technology partners engaged, broken down by type, size and region

8. Number of training courses curated for inclusion in the Hub



## Performance Measure

Engage with at least 500 industry organisations in the first six months of the contract with aim of balance across sector, sub-sector, region and organisation size

Engaged with 2000+ industry organisations by March 2026 with the aim of balance across sector, sub-sector, region and organisation size

Engage with at least 200 technology partners by March 2026 with the aim of balance across sector, size and region

Over 200 training courses curated for inclusion in the hub by March 2026



## KPI Performance

**Achieved:** Engagement with over 500 employers and BROs across 4 priority sectors in the first six months of the programme.

**Achieved:** Engaged with over 2000 industry organisations by March 2026.

**Achieved:** Engaged with over 200 technology partner organisations by March 2026.

**Achieved:** Curated over 200 courses curated on the Hub.

# KPI Performance

## KPI Summary

9. Number of events run via the Hub

10. Number of artefacts (e.g. articles, blogs, reports, infographics) posted to the hub

11. Number of surveys responses for Hub users

12. Platform MVP release

## Performance Measure

At least 2 events per quarter (e.g., hackathon, virtual webinar, sector roundtable etc.) during the Outreach phase

At least one new artefact per month during the Outreach phase – producing 11+ artefacts in a year

Response rate of 650 responses by March 2026

MVP platform in place by 09/05/2025

## KPI Performance

**Achieved:** More than 2 events per quarter were ran by the Hub team.

**Achieved:** Over 166 artefacts have been published on the Hub.

**Achieved:** Over 650 responses received via the survey.

MVP platform was in place 06/05/2025

# KPI Performance

## KPI Summary

13. Hub administrators successfully onboarded

14. Hub uptime

15. Response time for support queries (to align with required service standards from CQs)

16. Reporting



## Performance Measure

At least 4 people in our core delivery team trained and onboarded as administrators

Uptime is > 99.8% over the reporting period. The website is reliably available with minimal or no disruption to users. Meets or exceeds expected service levels (Good)

Support queries are acknowledged within 12 working hours or less, with a more substantive response to follow within 48 working hours unless an alternative timeframe is agreed and communicated

Quarterly progress reports submitted on time and of high quality, all Quarterly meetings attended by Engagement Partner, Engagement Director and Engagement Manager (or substitutes if unavailable due to leave/illness)



## KPI Performance

**Achieved:** Hub administrators continue to monitor hub issues.

**Achieved:** The website has been reliably available with no disruption to users.

**Achieved:** All queries successfully responded to in line with service expectations.

**Achieved:** Fortnightly progress meetings held on time, with required reports.

# KPI Performance

**KPI Summary**

17. Percentage of complaints responded to in a timely manner

18. Number of training providers engaged, broken down by type, size, and region

**Performance Measure**

Complaint escalated to PwC Engagement Partner within 24 working hours and responded to within a further 24 working hours. All complaints documented and reported through quarterly reports

Engage with at least 200 training providers by March 2026 with the aim of balance across sector, size and region

**KPI Performance**

**Achieved:** No complaints have been reported to PwC thus far.

**Achieved:** Engaged with over 200 training providers by March 2026.