

Key Value Indicators

Key Value Indicator (KVI) is a performance framework to measure our effectiveness in key areas of our services to support our ambition to be a truly Customer Centric Organisation

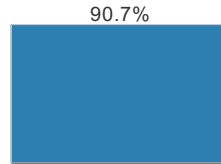
Issue Resolution



Feedback on customer experience

90.7%

Target 90%



May

2018/05

Service Delivery



Did we meet our commitment on P1/P2 KPIs?

Commitment met

98%

Target 98%

2018/05

Financial Reporting



Did we provide visibility of quarterly financial reports?

Due for reporting in July '18

Customer Data Security



How did we do on protecting the integrity and security of Customer data?

Breached security incidents

High / Critical

0

Medium

0

Low

2

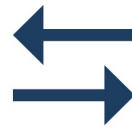
Security incidents prevented

0

Target - 0 high/critical , <=1 medium and <= 5 low incidents

2018/05

Change Management



Customer Feedback on how we managed the change and solution development

Due for reporting in Aug '18

Relationship Management



Customer Feedback on quality and efficiency of our engagement

Due for reporting in July '18

Data Services



Customer Feedback on the support provided by Xoserve in order to close/resolve the issue

Due for reporting as required

Issue Resolution

2018/05

Achieved
90.7%
 Target 90%

Feedback Requested: **482**
 Feedback Received: **150**
 Feedback Response Rate: **31%**

Display Percentages

