

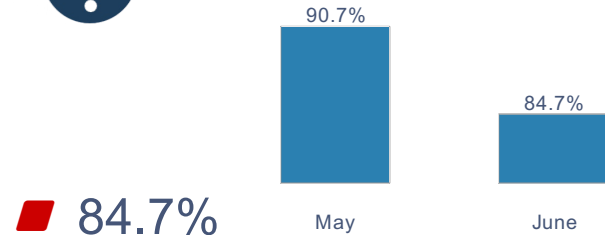
Key Value Indicators

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



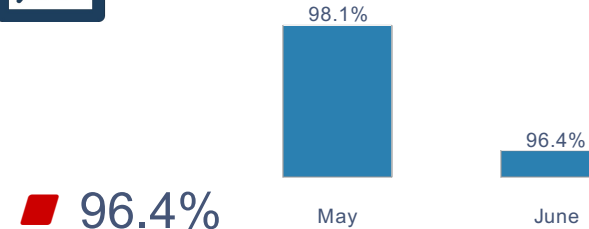
Target 90%

2018/06

Service Delivery



Did we meet our commitment on P1/P2 KPIs?



Target 98%

2018/06

Financial Reporting



Did we provide visibility of quarterly financial reports?

Presented in July CoMC

Due for next reporting in Oct '18

2018/06

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

3

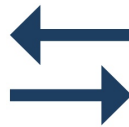
Security incidents prevented

0

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

2018/06

Change Management



Customer Feedback on how we managed the change and solution development

Due for next reporting in Aug '18

Data Services



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

No set date, report as required

Relationship Management



Customer Feedback on quality and efficiency of our engagement

Strategic Decision

20.6%

Target 95%

Operational Service

29.4%

Target 95%

Customer First

20.6%

Target 95%

Average

23.5%

Due for next reporting in Oct '18

2018/06