

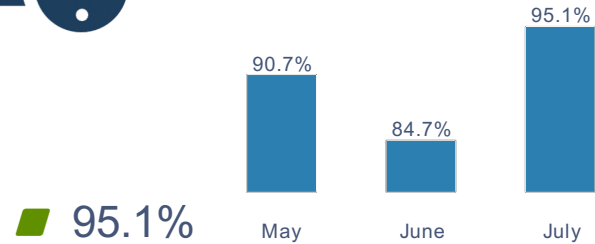
## Key Value Indicators

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



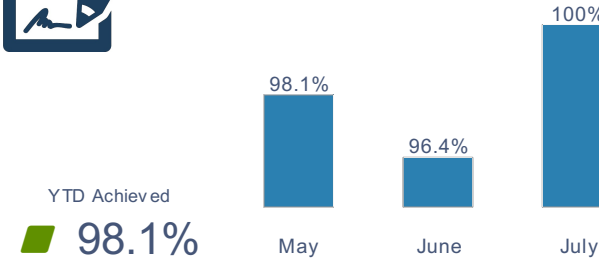
Target 90%

2018/07

### Service Delivery



Did we meet our commitment on P1/P2 KPIs?



Target 98%

2018/07

### 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

5

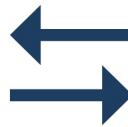
Security incidents prevented

1

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

2018/07

### Change Management



Customer Feedback on how we managed the change and solution development

82.2%

Target 90%

Due for next reporting in Nov '18

2018/07

### 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%

Operational Service

29.4%

Customer First

20.6%

Target 95%

Target 95%

Target 95%

Average

23.5%

Due for next reporting in Oct '18

2018/06