

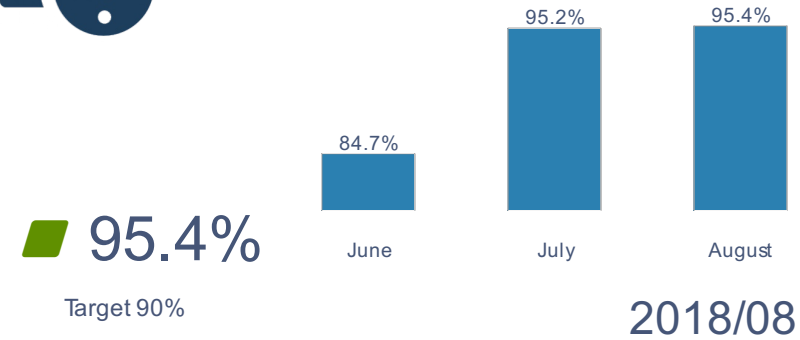
## Key Value Indicators

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



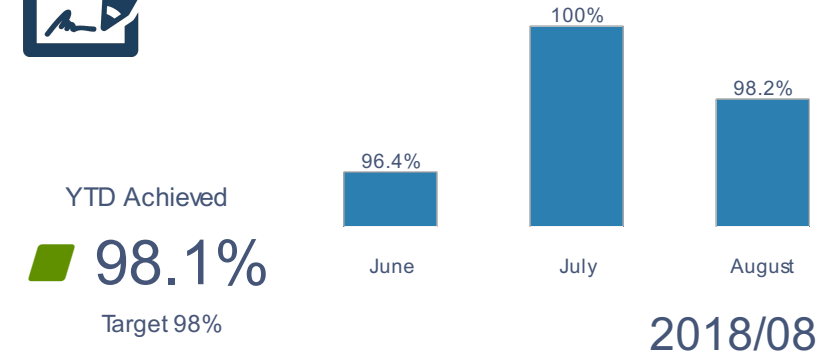
Feedback on customer experience



### Service Delivery



Did we meet our commitment on P1/P2 KPIs?



### 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	Medium	Low
0	0	3

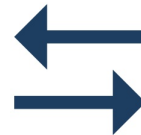
#### Security incidents prevented

1

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

2018/08

### 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	Operational Service	Customer First
<b>20.6%</b> Target 95%	<b>29.4%</b> Target 95%	<b>20.6%</b> Target 95%

Average  
**23.5%**

Due for next reporting in Oct '18

2018/06