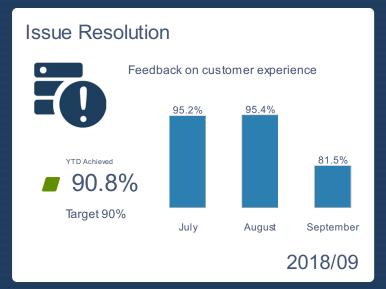
# **XX**>serve

#### 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



#### Service Delivery Did we meet our commitment on P1/P2 KPIs? 98.2% YTD Achieved 89.1% 96.6% Target 98% August September Note: For the 6 failures, analysis in progress to determine transaction level impacts. 2018/09

### **Financial Reporting**



Did we provide visibility of quarterly financial reports?

Presented in Oct CoMC

Due for next reporting in Jan '19

2018/09

#### **Customer Data Security**



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

#### Breached security incidents

High / Critical

Security incidents prevented

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

## Relationship Management



Customer Feedback on quality and efficiency of our engagement

Strategic Decision (YTD)

Operational Service (YTD)

Customer First (YTD)

**24.1%** 

**30.1%** 

22.9%

Target 95%

Target 95%

Target 95%

#### **Data Services**



Customer Feedback on the support provided by Xoserve in order to

Target 90%

**33.3%** 

No date set, report as required

2018/09

Due for next reporting in Jan 19

2018/09

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

2018/09