

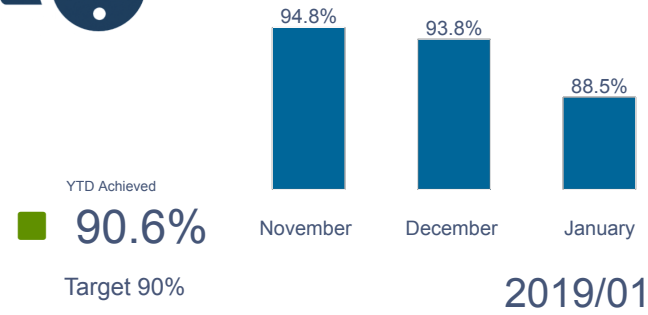
## Key Value Indicators

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



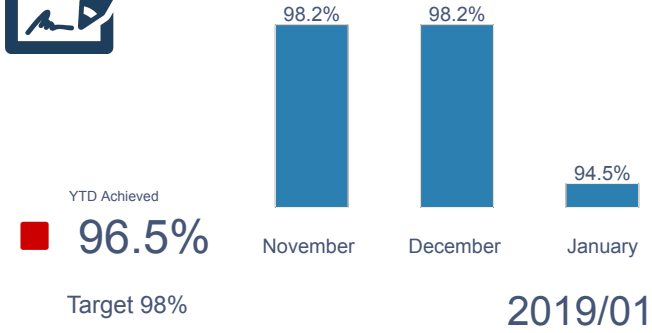
Feedback on customer experience



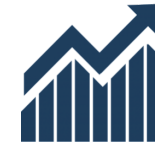
### Service Delivery



Did we meet our commitment on P1/P2 KPIs?



### Financial Reporting



Did we provide visibility of quarterly financial reports?

Presented in Jan CoMC

Due for next reporting in May '19 2018/12

### Customer Data Security



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

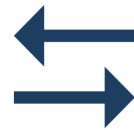
Breached security incidents

High / Critical: 0  
Medium: 0  
Low: 2

Security incidents prevented: 0

Target - 0 high/critical, <=1 medium and <= 5 low 2019/01

### Change Management



Customer Feedback on how we managed the change and solution development



### Data Services



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



### Relationship Management



Customer Feedback on quality and efficiency of our engagement

