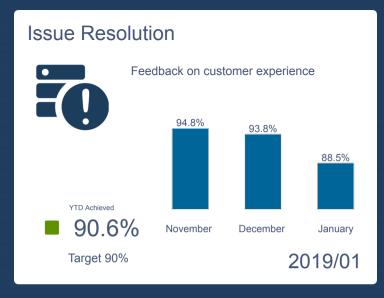
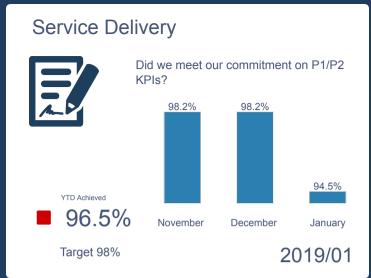
XX>serve

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





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

Medium

2

Security incidents prevented

U

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

Change Management



Customer Feedback on how we managed the change and solution development

76.1%

% 86.7%

Target 90%

Target 90%

Quarter Achieved

2019/01

2019/01

Data Services

Due for next reporting in Jun '19



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

100.0%

Target 90%

No date set, report as required

oort as required

Relationship Management



Customer Feedback on quality and efficiency of our engagement

Strategic Decisions (YTD)

23.8%

Target 95%

Operational Service (YTD)

28.7%

Target 95%

Customer First (YTD)

20.8%

Target 95%

Strategic Decisions (Quarter)

22.2%

Operational Service (Quarter)

Customers First (Quarter)

Due for next reporting in Apr 19

2018/12