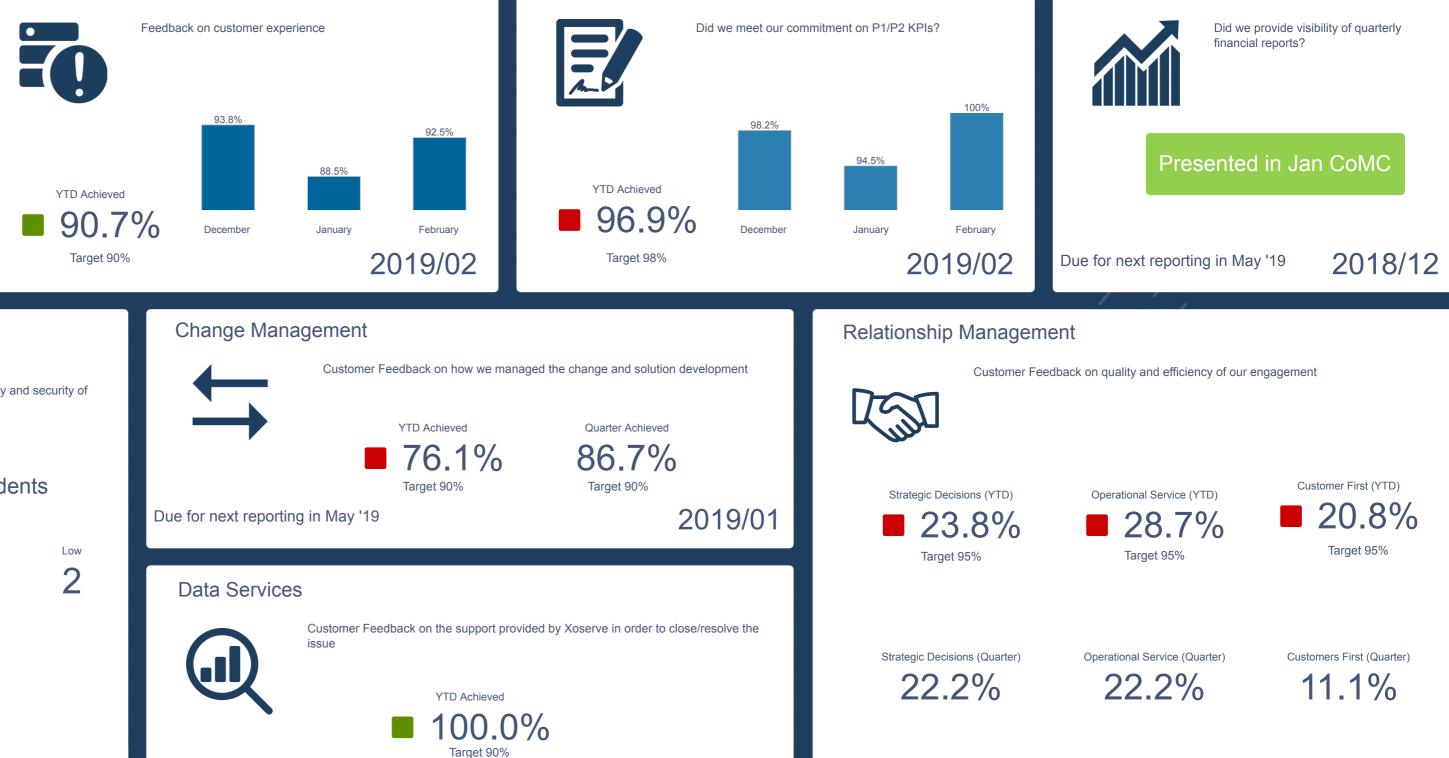
X()Serve

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

Issue Resolution

Service Delivery



Customer Data Security



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

Breached security incidents

High / Critical	Medium	Low 2
:	Security incidents prevented	
Target - 0 high/critic	al , <=1 medium and <= 5 low	2019/02





No date set, report as required

2019/02

Financial Reporting

Due for next reporting in Apr 19

2018/12