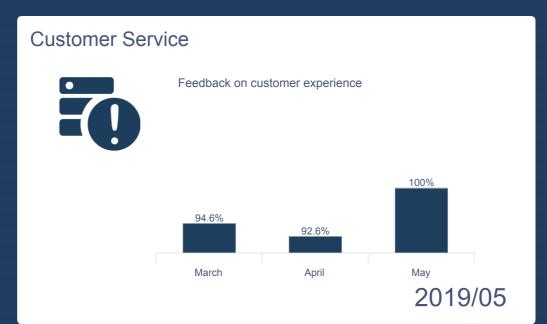
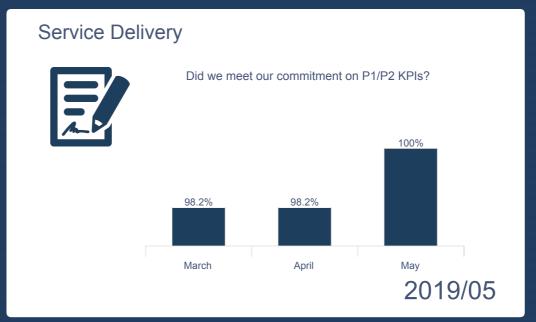
X()serve

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





Financial Reporting



Did we provide visibility of quarterly financial reports?

Presented in May CoMC

Due for next reporting in Aug '19

2019/04

Customer Data Security



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

Breached security incidents

High / Critical

0

Medium

3

2

Low

Security incidents prevented

0

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

2019/05

Change Management

Due for next reporting in Aug '19



Customer Feedback on how we managed the change and solution development

Quarter Achieved

95.0%

2019/04

Customer Issue Resolution



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

Latest Achieved

25.0% Target 90%

No date set, report as required

2019/03

Relationship Management

Customer Feedback on quality and efficiency of our engagement



Strategic Decisions

42.0%

Operational Service

32.0%

Customers First

38.0%

Due for next reporting in Jul 19

2019/03