

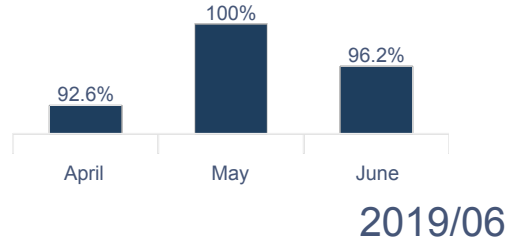
## Key Value Indicators

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

### Customer Service



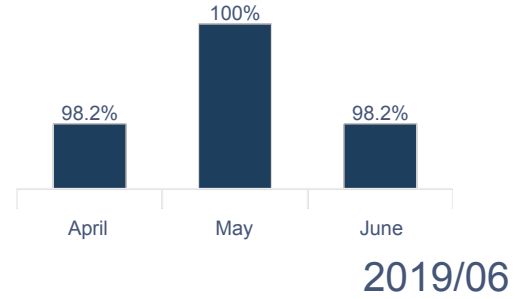
Feedback on customer experience



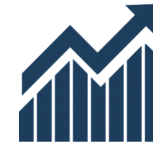
### Service Delivery



Did we meet our commitment on P1/P2 KPIs?



### Financial Reporting



Did we provide visibility of quarterly financial reports?

Presented in 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	Medium	Low
0	1	3

Security incidents prevented

0

Target - 0 high/critical , <=1 medium and <= 5 low 2019/06

### Change Management



Customer Feedback on how we managed the change and solution development

Quarter Achieved  
**95.0%**  
Target 90%

Due for next reporting in Aug '19 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	Operational Service	Customers First
<b>81.8%</b>	<b>84.8%</b>	<b>87.9%</b>

Due for next reporting in Oct 19 2019/06