

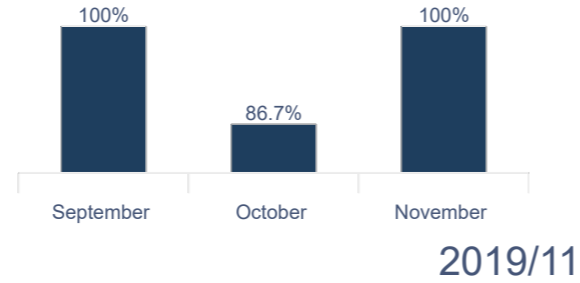
Key Value Indicators

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



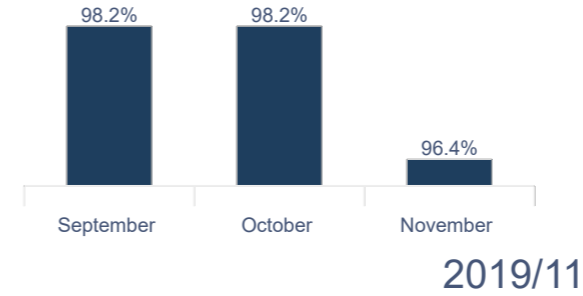
Feedback on customer experience



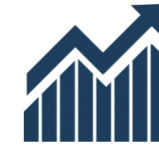
Service Delivery



Did we meet our commitment on P1/P2 KPIs?



Financial Reporting



Did we provide visibility of quarterly financial reports?

Presented in November CoMC

Due for next reporting in Feb '20 2019/10

Customer Data Security



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

Breached security incidents

High / Critical	Medium	Low
0	0	6

Security incidents prevented
0

Target - 0 high/critical , <=1 medium and <= 5 low 2019/11

Change Management



Customer Feedback on how we managed the change and solution development

Quarter Achieved
100.0%
Target 90%

Due for next reporting in Feb 20 2019/10

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 2019/3

Relationship Management



Customer Feedback on quality and efficiency of our engagement

Strategic Decisions	Operational Service	Customers First
90.0%	85.0%	85.0%

Due for next reporting in Jan 20 2019/9