



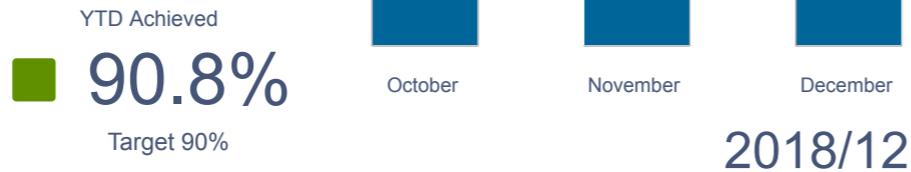
Key Value Indicators

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



Feedback on customer experience

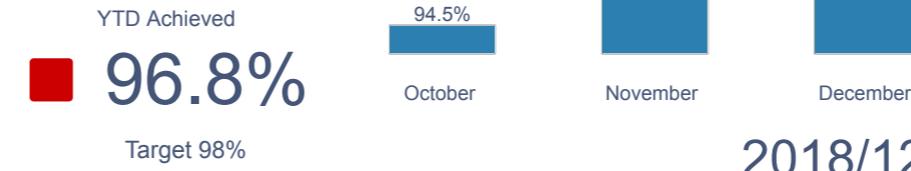


2018/12

Service Delivery



Did we meet our commitment on P1/P2 KPIs?



2018/12

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



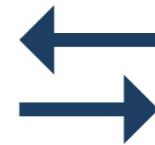
Security incidents prevented

0

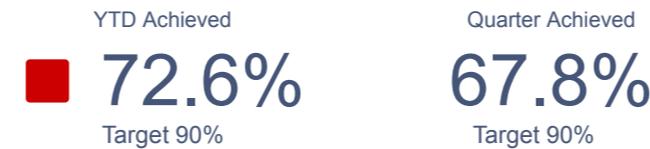
Target - 0 high/critical , <=1 medium and <= 5 low

2018/12

Change Management



Customer Feedback on how we managed the change and solution development



Due for next reporting in Feb '19

2018/10

Data Services



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



No date set, report as required

2018/12

Relationship Management



Customer Feedback on quality and efficiency of our engagement



Due for next reporting in Apr 19

2018/12