



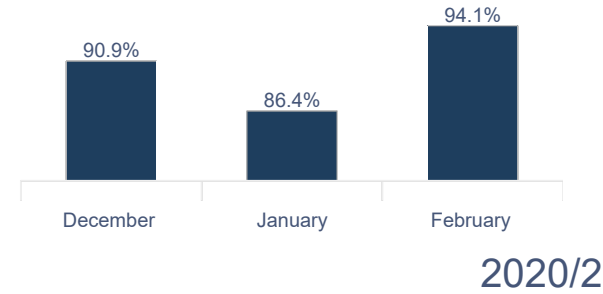
Key Value Indicators

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



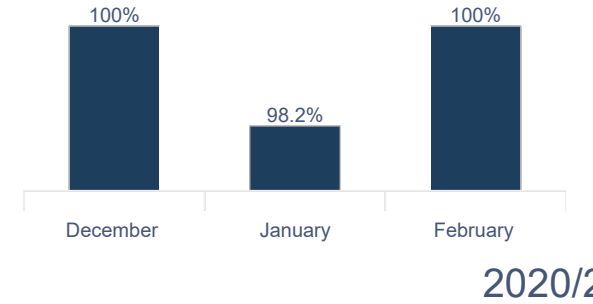
Feedback on customer experience



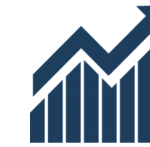
Service Delivery



Did we meet our commitment on P1/P2 KPIs?



Financial Reporting



Did we provide visibility of quarterly financial reports?

Presented in January CoMC

Due for next reporting in Apr '20 2020/1

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

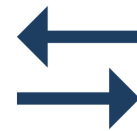
Security incidents prevented

0

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

2020/2

Change Management



Customer Feedback on how we managed the change and solution development

Quarter Achieved
85.0%
Target 90%

Due for next reporting in May 20

2020/1

Customer Issue Resolution



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

Latest Achieved
43.0%
Target 90%

No date set, report as required

2019/12

Relationship Management



Customer Feedback on quality and efficiency of our engagement

Strategic Decisions	Operational Service	Customers First
75.0%	67.3%	69.2%

Due for next reporting in Apr 20

2019/12