



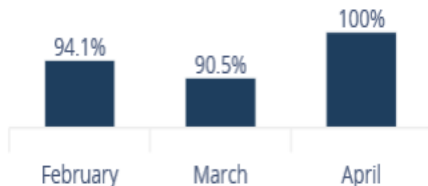
Key Value Indicators

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

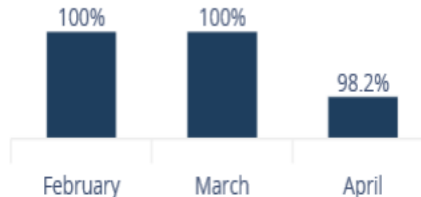


2020/4

Service Delivery



Did we meet our commitment on P1/P2 KPIs?



2020/4

Financial Reporting



Did we provide visibility of quarterly financial reports?

Presented in April CoMC

Due for next reporting in Jul '20

2020/3

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

2020/4

Change Management



Customer Feedback on how we managed the change and solution development

Quarter Achieved

97.1%

Target 90%

Due for next reporting in Aug 20

2020/4

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

75.0%

Operational Service

67.3%

Customers First

69.2%

Due for next reporting in Jul 20

2020/3