

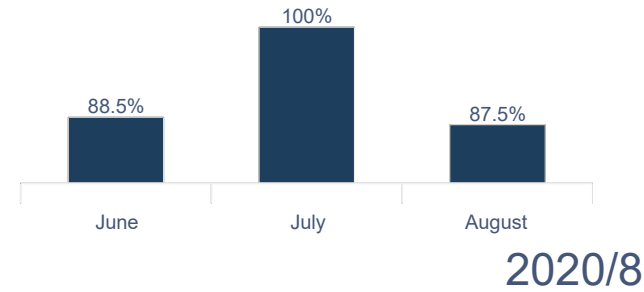
Key Value Indicators

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



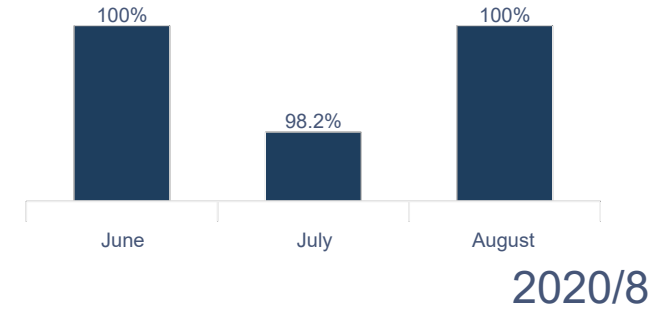
Feedback on customer experience



Service Delivery



Did we meet our commitment on P1/P2 KPIs?



Financial Reporting



Did we provide visibility of quarterly financial reports?

Presented in July CoMC

Due for next reporting in Oct '20

2020/6

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	2

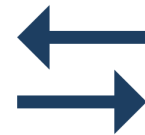
Security incidents prevented

0

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

2020/8

Change Management



Customer Feedback on how we managed the change and solution development

Quarter Achieved
97.1%
Target 90%

Due for next reporting in Nov 20

2020/7

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
83.6%	77.0%	95.1%

Due for next reporting in Oct 20

2020/6