



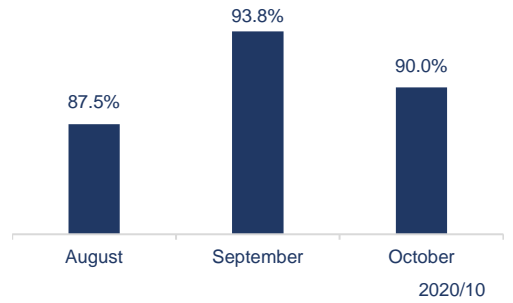
Key Value Indicators

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



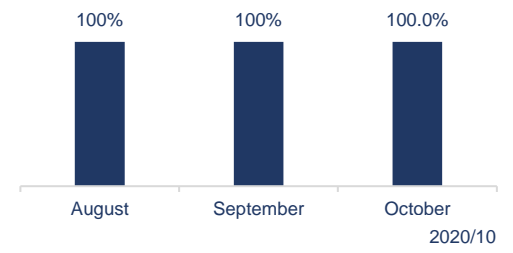
Feedback on customer experience



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 '21 2020/10

Customer Data Security



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

Security Incidents



Target - 0 high/critical, <=1 medium and <= 5 low 2020/10

Change Management



Customer Feedback on how we managed the change and solution development

100%

Target 90%

Due for next reporting in Feb '21 2020/10

Customer Issue Resolution



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

Latest Achieved 43.0%

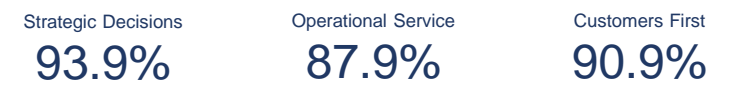
Target 90%

No date set, report as required 2019/12

Relationship Management



Customer Feedback on quality and efficiency of our engagement



Due for next reporting in Jan '21 2020/09