

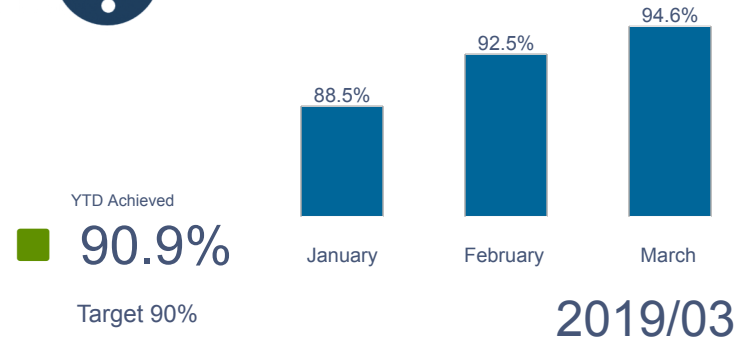
Key Value Indicators

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



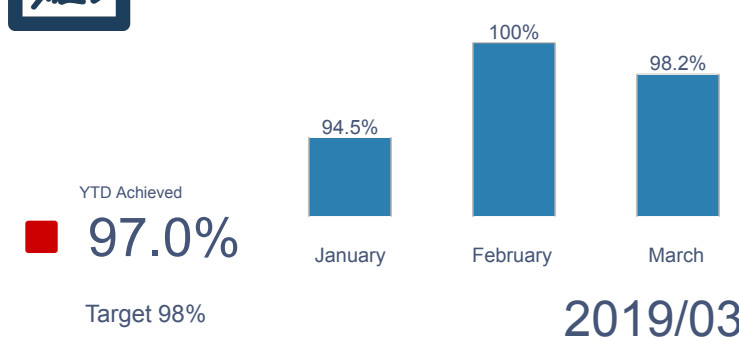
Feedback on customer experience



Service Delivery



Did we meet our commitment on P1/P2 KPIs?



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?

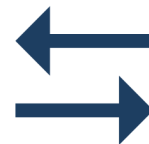
Breached security incidents

High / Critical: 0 Medium: 1 Low: 2

Security incidents prevented: 0

Target - 0 high/critical, <=1 medium and <= 5 low **2019/03**

Change Management



Customer Feedback on how we managed the change and solution development

YTD Achieved: **76.1%** (Target 90%)
Quarter Achieved: **86.7%** (Target 90%)

Due for next reporting in May '19 **2019/01**

Data Services



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

YTD Achieved: **25.0%** (Target 90%)

No date set, report as required **2019/03**

Relationship Management



Customer Feedback on quality and efficiency of our engagement

Strategic Decisions (YTD): **29.1%** (Target 95%)
Operational Service (YTD): **29.7%** (Target 95%)
Customer First (YTD): **25.7%** (Target 95%)

Strategic Decisions (Quarter): **40.4%**
Operational Service (Quarter): **31.9%**
Customers First (Quarter): **36.2%**

Due for next reporting in Jun 19 **2019/03**