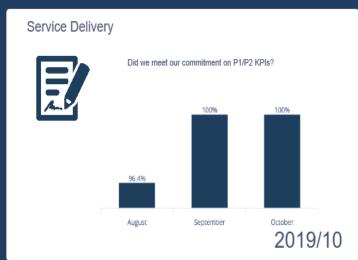
X()serve

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







To be reported at November CoMC

Due for next reporting in Feb '20

2019/10

Customer Data Security



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

Breached security incidents

High/Critical

Medium

Low

0

 \cap

6

Security incidents prevented

0

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

2019/10

Change Management



Customer Feedback on how we managed the change and solution development

Quarter Achieved

100.0%

Due for next reporting in Feb 20

2019/10

Customer Issue Resolution



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

Latest Achieved

25.0%

No date set, report as required

2019/03

Relationship Management

90.0%

Customer Feedback on quality and efficiency of our engagement



Strategic Decisions Operational Service

85.0%

Customers First 85.0%

Due for next reporting in Jan 20

2019/09