

## 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



2018/09

### Service Delivery



Did we meet our commitment on P1/P2 KPIs?



Note: For the 6 failures, analysis in progress to determine transaction level impacts.

2018/09

### Financial Reporting



Did we provide visibility of quarterly financial reports?

Presented in Oct CoMC

Due for next reporting in Jan '19

2018/09

### Customer Data Security



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

Breached security incidents



Security incidents prevented  
1

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

2018/09

### Change Management



Customer Feedback on how we managed the change and solution development



Due for next reporting in Nov '18

2018/07

### Data Services



Customer Feedback on the support provided by Xoserve in order to



No date set, report as required

2018/09

### Relationship Management



Customer Feedback on quality and efficiency of our engagement



Due for next reporting in Jan 19

2018/09