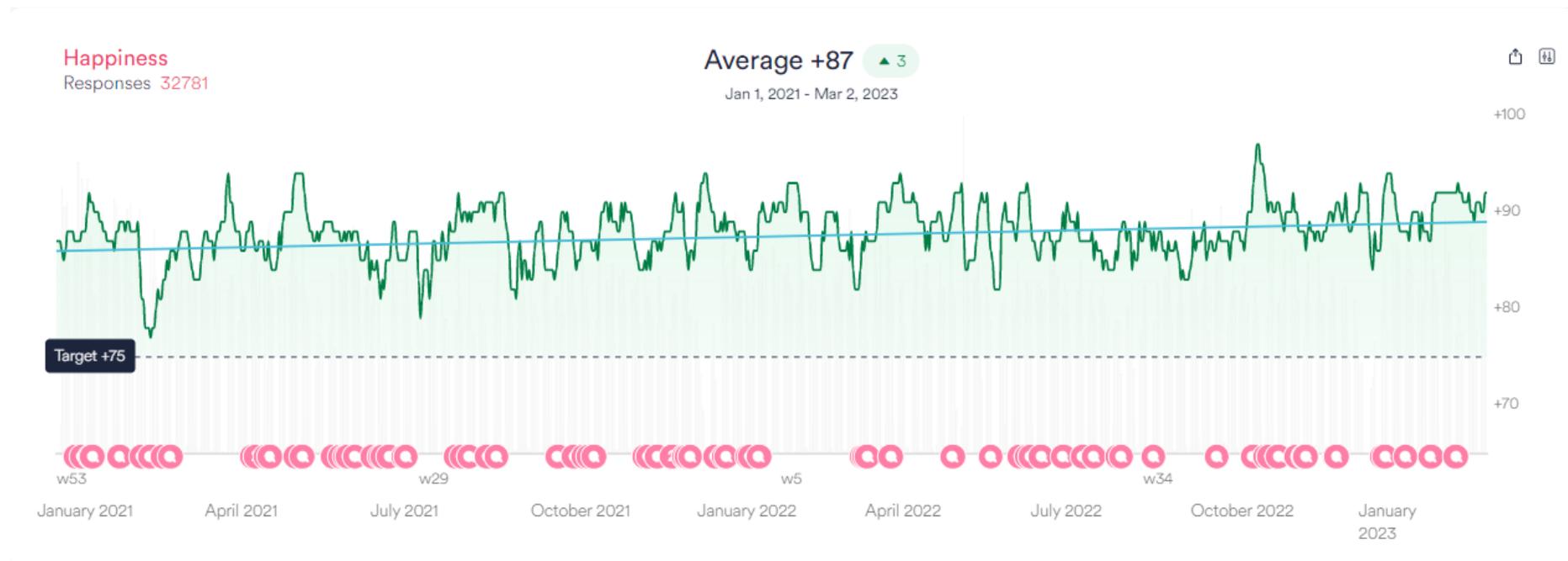


## Annex 10: Monthly Performance Reporting

### Customer Satisfaction

An indexed and globally benchmarked net promoter Score used as a measure for internal service user satisfaction. The aim is for a relatively high value. The target satisfaction score has been achieved consistently. An investigation is undertaken where the 'happiness' dips and the root cause is identified, and improvement activities are initiated if this relates to a service offering.



## Loss of time

The perception of work disruption caused by IT issues raised with the Service Hub - 'Average perceived time lost' based on all feedback received from support call closure surveys which have an average 18 per cent response rate. Whilst there can be isolated peaks in perceived time lost, the levels are well within tolerance of the target. As with the satisfaction score, the loss of time information is used to identify and correct any underlying issues with the service or technology provision.

