



Service Management System.

(SMS ISO/20000/2014)

Score For 2019/2020 Q2

Perspectives ScoreCard.	
Itsms Financial Perspective	
Strategic Objective Name.	Score.
Financial Namegement	100.00%
Itsms Customer Perspective	
Strategic Objective Name.	Score.
Business Relationship	96.83%
Service Desk	99.46%
SLM Voice Service SLA	84.92%
SLM Mobile Money SLA	99.66%
SLM Mobile Data SLA	77.48%
Itsms Internal Business Process Perspective	
Strategic Objective Name.	Score.
Change Proces	85.71%
Incident Management	64.25%
Problem Management	81.86%
Release Management	100.00%

Perspectives ScoreCard.	
Information Security	100.00%
Capacity Management CPU Utilisation	64.55%
Capacity Management Memory Utilisation	100.00%
Capacity Management License Utilisation	64.65%
Itsms Learning And Growth	
Strategic Objective Name.	Score.
Business Relationship, Training And Awareness.	66.67%
FINAL SCORE:	86.732226155493%