



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 | 93.33% |
| Service Desk | 96.00% |
| SLM Voice Service SLA | 93.44% |
| SLM Mobile Money SLA | 95.29% |
| SLM Mobile Data SLA | 84.95% |
| Itsms Internal Business Process Perspective | |
| Strategic Objective Name. | Score. |
| Change Proces | 95.97% |
| Incident Management | 92.80% |
| Problem Management | 66.02% |
| Release Management | 93.33% |

| Perspectives ScoreCard. | |
|--|---------------|
| Information Security | 66.29% |
| Capacity Management CPU Utilisation | 37.61% |
| Capacity Management Memory Utilisation | 100.00% |
| Capacity Management License Utilisation | 100.00% |
| Itsms Learning And Growth | |
| Strategic Objective Name. | Score. |
| Business Relationship, Training And Awareness. | 41.92% |
| FINAL SCORE: | 85.26% |