



Service Management System.

(SMS ISO/20000/2014)

Score For 2019/2020 Q1

Perspectives ScoreCard.	
Itsms Financial Perspective	
Strategic Objective Name.	Score.
Financial Namegement	100.00%
Itsms Customer Perspective	
Strategic Objective Name.	Score.
Business Relationship	100.00%
Service Desk	96.41%
SLM Voice Service SLA	98.17%
SLM Mobile Money SLA	66.70%
SLM Mobile Data SLA	78.67%
Itsms Internal Business Process Perspective	
Strategic Objective Name.	Score.
Change Proces	92.06%
Incident Management	63.82%
Problem Management	98.33%
Release Management	80.00%

Perspectives ScoreCard.	
Information Security	100.00%
Capacity Management CPU Utilisation	41.64%
Capacity Management Memory Utilisation	100.00%
Capacity Management License Utilisation	56.25%
Itsms Learning And Growth	
Strategic Objective Name.	Score.
Business Relationship, Training And Awareness.	34.75%
FINAL SCORE:	82.04100218156%