



# Service Management System

(SMS ISO/20000/2014)

Score For 2019/2020 Q3

Perspectives ScoreCard.	
Sms Financial Perspective	
Strategic Objective Name.	Score.
Financial Namegement	100.00%
Sms Customer Perspective	
Strategic Objective Name.	Score.
Business Relationship	60.00%
Service Desk	100.00%
SLM Voice Service SLA	98.89%
SLM Mobile Money SLA	66.67%
SLM Mobile Data SLA	99.99%
Sms Internal Business Process Perspective	
Strategic Objective Name.	Score.
Change Proces	81.91%
Incident Management	100.00%
Problem Management	95.67%
Release Management	94.68%

Perspectives ScoreCard.	
Information Security	100.00%
Capacity Management CPU Utilisation	100.00%
Capacity Management Memory Utilisation	100.00%
Capacity Management License Utilisation	100.00%
Sms Learning And Growth	
Strategic Objective Name.	Score.
Business Relationship, Training And Awareness.	90.74%
<b>FINAL SCORE:</b>	<b>92.59%</b>