



Service Management System

(SMS ISO/20000/2014)

Score For 2019/2020 Q2

Perspectives ScoreCard.	
Sms Financial Perspective	
Strategic Objective Name.	Score.
Financial Namegement	100.00%
Sms Customer Perspective	
Strategic Objective Name.	Score.
Business Relationship	93.33%
Service Desk	99.77%
SLM Voice Service SLA	99.34%
SLM Mobile Money SLA	100.00%
SLM Mobile Data SLA	98.30%
Sms Internal Business Process Perspective	
Strategic Objective Name.	Score.
Change Proces	100.00%
Incident Management	99.90%
Problem Management	90.17%
Release Management	95.26%

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.	100.00%
FINAL SCORE:	98.44%