Service Management System.

(SMS IS0/20000/2014)

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:	85.258644523331%