



Group Digital 2025

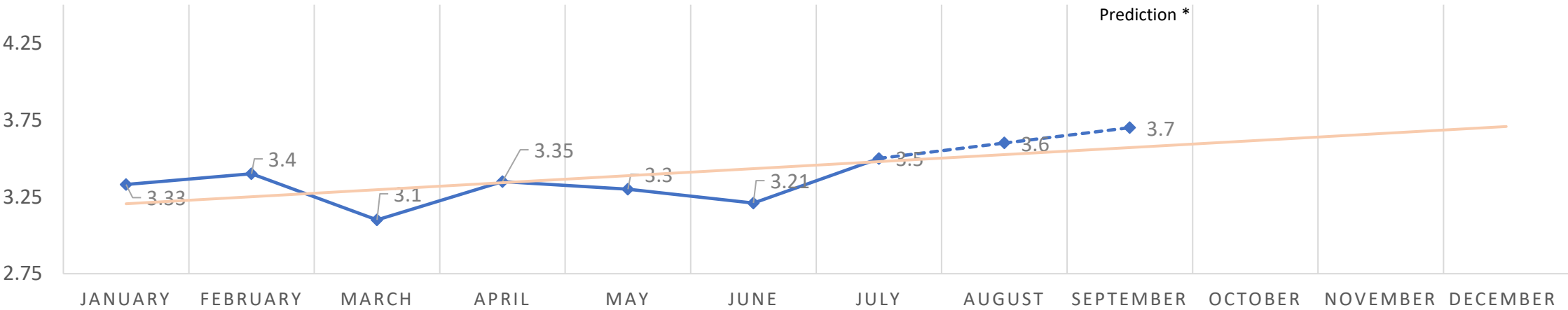
BSC – June (Mid-Year)

Refining YTD



Leadership Score Board	AGT	3	Refining	4.44
	ADNOC Onshore	3.19	Borouge	3.21
	ADNOC Offshore	3.91	Al Dhafra & Yasat	3.51
	Distribution	3.2	ADNOC L&S	3.65
	ADNOC Gas	3.75	ADNOC Drilling	3.88
	ADNOC Sour Gas	3.68		

REFINING



▲ Top KPIs	A/T
Digital Engagement Program	6/1
Microsoft Co Pilot Agents	4/0
% incidents resolved within SLA	100/97
Average User Satisfaction	100/93
Critical Application Availability	99.8/99.2

▼ ◆ Under Performing/ focus area KPI	A/T
% of reopened incidents	1.28/0.9

Recommendation

Normalization process as 1 re-opened can drop the KPI as per total number of tickets in Dhafra & Yasat due to low number of tickets. Need to investigate the re-opened tickets and cause behind them. This can be part of normalization as a valid case

For more breakdown details refer to the executive summary link below
https://bi.adnoc.ae/pmc/digital-gbdo/dashboard?company_id=854&month=6&year=2025&level=1

All Figures subject to GBDO approval*