



# Group Digital 2025

## BSC – June (Mid-Year)

### ADNOC Al Dhafra & Yasat YTD

Solid Performance

3.51/5

012345

Needs improvementUnderperformingSolid PerformanceExceed ExpectationOut-standing

Efficiency

3.43/5

★★★★☆

People

5/5

★★★★★

Profitability - Operations

3.44/5

★★★★☆

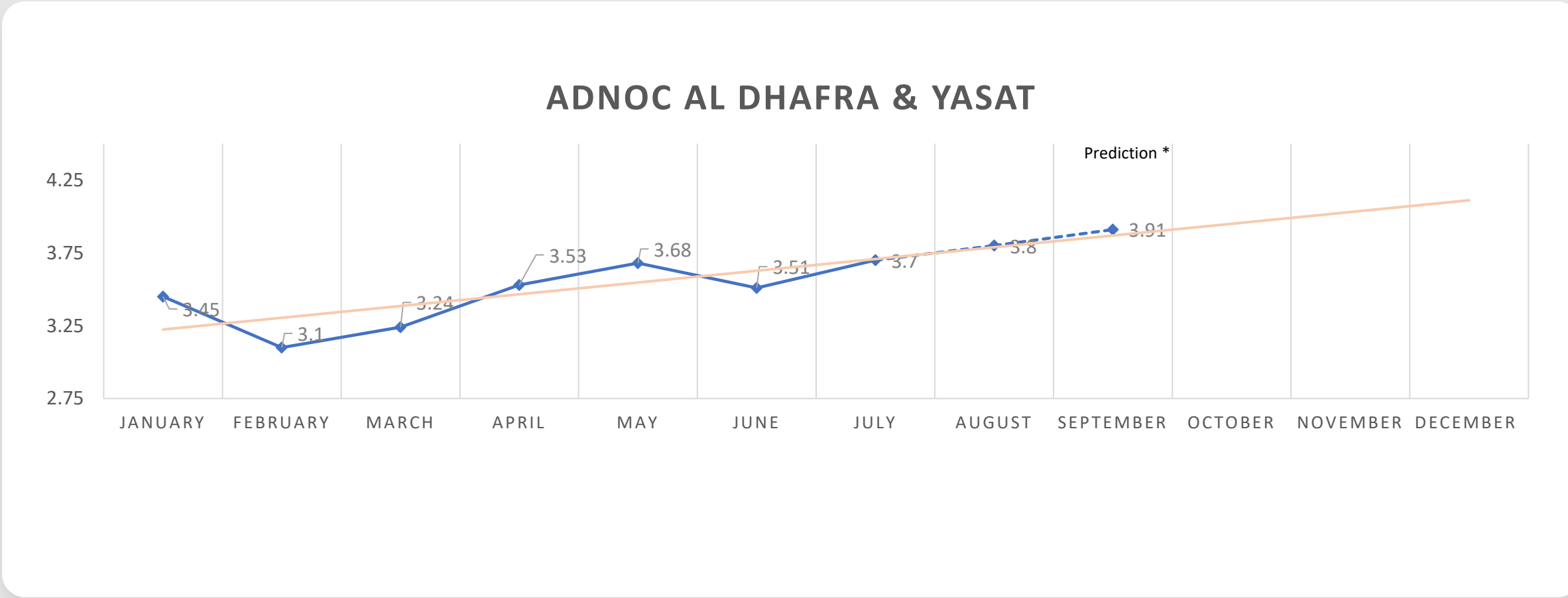
Profitability Financials

3/5

★★★★☆

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		



▲ 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
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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