

Operations Directorate

Operations Strategic Priorities

- Protect Daisy, our staff, and our customers by ensuring we adhere to all Policies, Procedures, Training and Governance
- Improve CSAT & NPS scores
- Deliver our Managed Service obligations to the required quality
- Improve customer interaction and service quality by leveraging Service Now functionality
- Consolidate and simplify operational services
- Drive SLA Achievement
- Develop internal systems and processes to improve Contract and Service Entitlement reconciliation
- Enhance the stability, security and resilience of the services we provide
- Improve operational efficiency by automation and workflow development
- Lower our cost to serve
- Improve Data Centre utilisation and profitability

Operations Objectives & KPIs

Business Goals	Operations Objectives	Operations KPIs
Drive Revenue Growth	Improve Data Centre utilisation and profitability	Reduce internal rack usage as per plan Ensure entitlement and billing for all customer data centre services
Drive Revenue Growth	Develop internal systems and processes to improve Contract and Service Entitlement reconciliation	Support timely delivery of the CMS and CMDB Projects Billable Activities = 75% of total hours
Shift to Modern Technologies	Enhance the stability, security and resilience of the services we provide	Deliver service improvements including Next Gen. Firewalls, Next Gen. AV Products, Vulnerability Scanning, Compliance Reporting, platform upgrades
Customer Experience & Support Optimisation	Improve CSAT & NPS scores	CSAT = 75% NPS = 50%
Customer Experience & Support Optimisation	Deliver our Managed Service obligations to the required quality	Report on and deliver contractual service obligations
Customer Experience & Support Optimisation	Improve customer interaction and service quality by leveraging Service Now functionality	Introduce Case Management, Agent Workspace and Skills Based Routing
Customer Experience & Support Optimisation	Drive SLA Achievement	90% Blended SLA Achievement

Operations Objectives & KPIs

Business Goals	Operations Objectives	Operations KPIs
Organisational Operations & Processes	Consolidate and simplify operational services	Average Resolution Time = 2000 mins
Organisational Operations & Processes	Lower our cost to serve	First Time Resolution = 75% Functional Escalations = 15%
IT & Systems Optimisation	Improve operational efficiency by automation and workflow development	Automation / Self Service = 7% of events
Evolving our People, Environment & Culture	Protect Daisy, our staff, and our customers by ensuring we adhere to all Policies, Procedures, Training and Governance	Incidents caused by failure to adhere = 0