

Draft criteria for FBU review

- Provision of operational services for FC customers
 - Value for money, affordability
 - Appropriate service levels
 - Continuous improvement drive
- Ease of transition
 - Lower short-term disruption
 - Manageability and acceptability
- Strategic robustness
 - Ability to meet changing requirements
 - Level of risk
- Financial impact
 - One-off costs
 - Level of payback