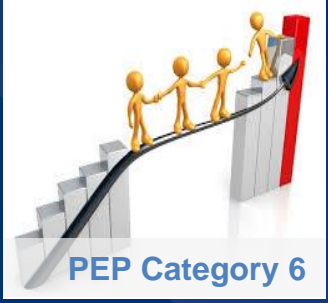




Performance Excellence Program

Category 6

Key Performance Indicators



Performance Excellence

1	Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.	<u>Weekly Results</u>	Met
2	Achieve network availability of 98% for core network and telecommunications services for mission critical systems.	<u>Weekly Results</u>	Met
3	Complete service requests within the designated target resolution times as agreed upon in our Service Level Agreement (SLA).	<u>Weekly Results</u>	Not Met



Performance Excellence Program

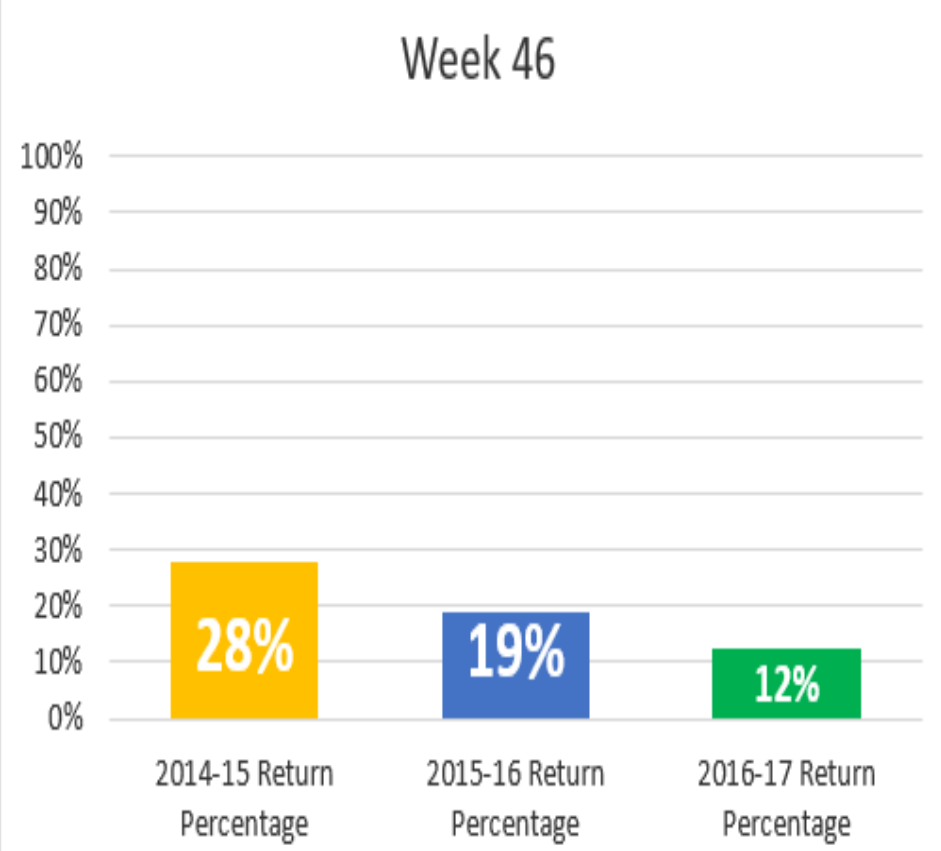
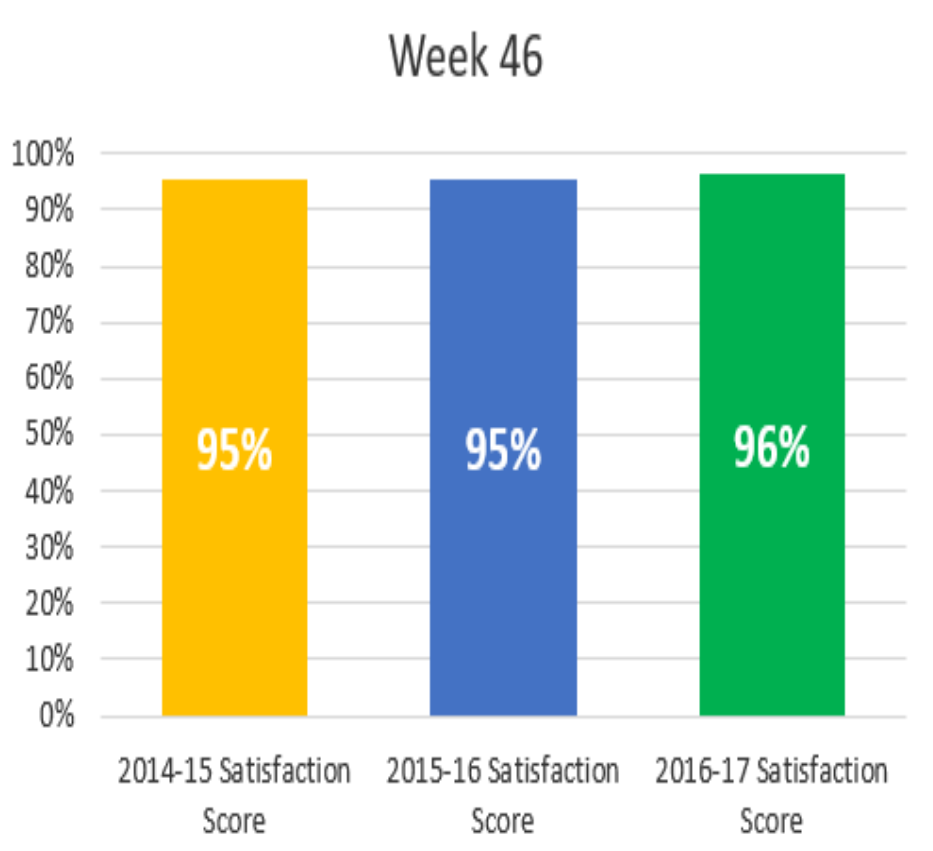
Category 7

Results

Customer Satisfaction Survey Results 3 Year Trend - Week 46 for the Week Ending May 19, 2017



[Table of Contents](#)



Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.



Performance Excellence Program

Category 7

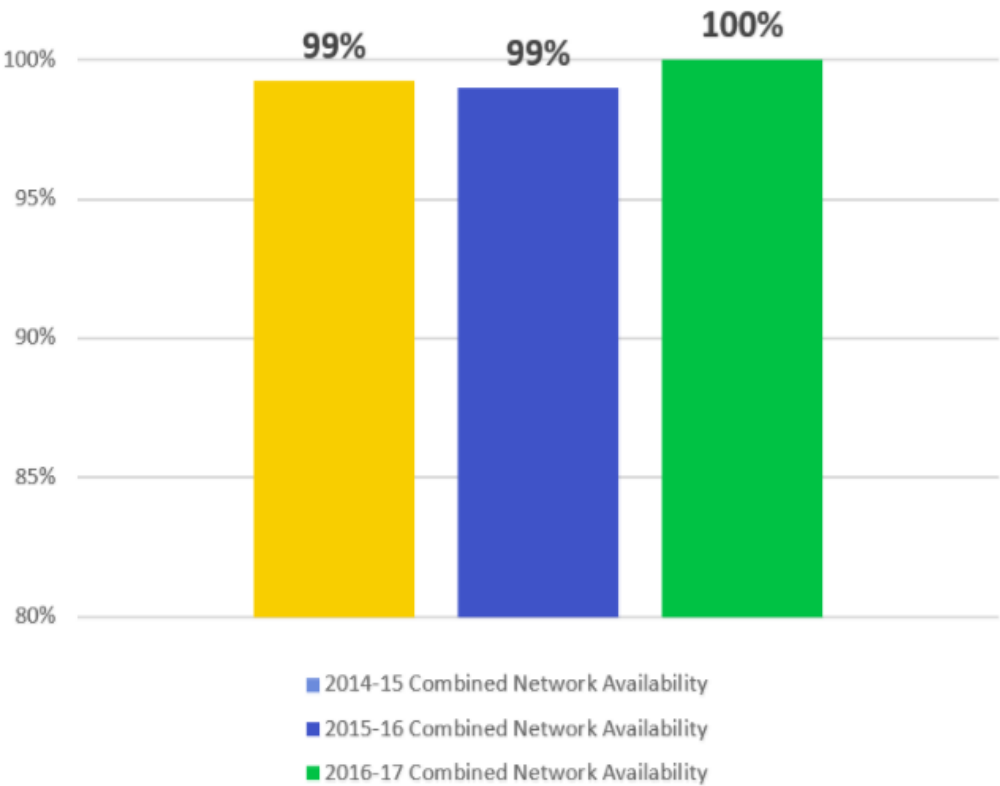
Network Availability Results

Mission Critical Technology Systems Network Availability for the Week Ending May 19, 2017 is 100%

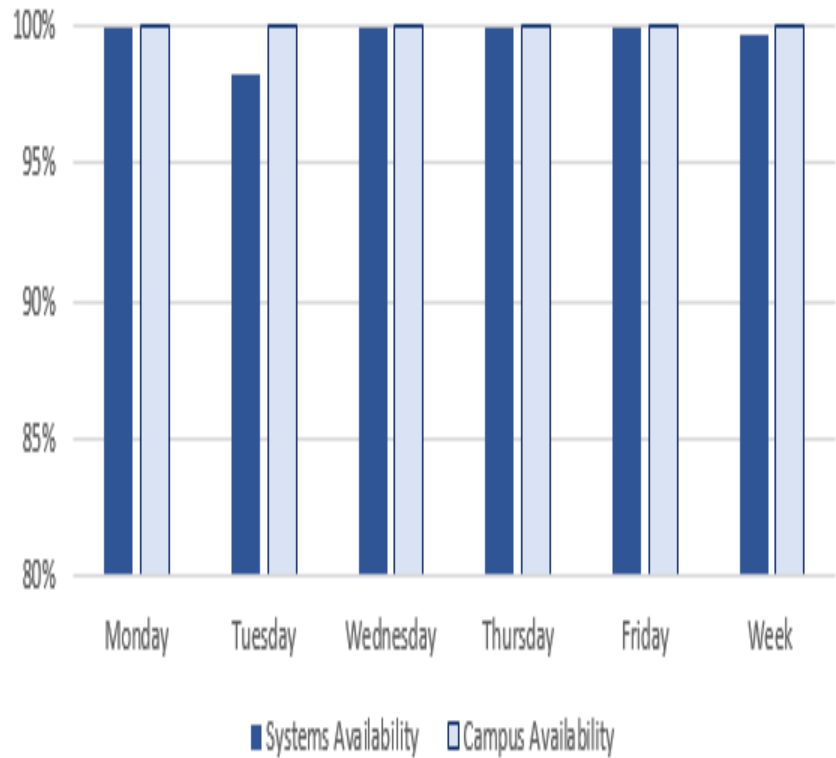


[Table of Contents](#)

Network Availability - Week 46 Comparison 2014-2017



Network Availability - Week 46
May 15-19, 2017



Achieve network availability of 98% for core network and telecommunications services for mission critical systems



Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of May 19, 2017



[Table of Contents](#)

Service Age Expectations and Counts	Target Resolution	2014-15 Results		2015-16 Results			2016-17 Results			15/16 - 16/17 Age Change
		Average	Count	Average	Count	%	Average	Count	%	
SLA Dependent Request	(Days)	2.1	1237	4.1	886	81%	2.8	1258	83%	-1.3
1-2 High/Testing Service Request	1	1.6	24	2.5	8		1.0	1		-1.5
1-3 Instructional Service Request	3	2.2	882	4.9	567		2.8	645		-2.1
1-4 Administrative Service Request	4	2.4	192	3.4	192		2.1	404		-1.3
2-2 High Security Access	1						1.0	1		
2-3 Instructional Security Access	3	1.1	16	1.0	19		1.0	31		0.0
2-4 Administrative Security Access	4	1.0	121	1.4	97		1.1	91		-0.3
2-7 VOIP Implementation Review	5						7.4	33		
3-3 Instructional Acquisition	3						9.0	1		
3-4 Administrative Acquisition	4	4.0	2	7.0	1		14.0	5		7.0
7-1 Inventory Information Query	3			1.0	1		2.0	1		1.0
7-2 Inventory Audit Process	20						36.3	4		
7-3 Inventory Submitted Discrepancy	4			1.0	1		4.0	2		3.0
7-5 Inventory Equipment Moves - New	2						5.0	13		
7-6 Inventory Equipment Moves - Existing	3						8.5	25		
Non SLA Dependent				12.6	210	19%	13.0	265	17%	0.4
Total				5.7	1096		4.6	1523		-1.1



Complete service requests within the designated target resolution times as agreed upon in our Service Level Agreement.