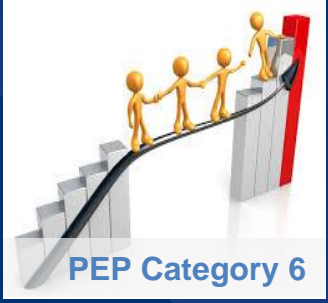




# Performance Excellence Program

## 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>	<b>Met</b>
2	Achieve network availability of 98% for core network and telecommunications services for mission critical systems.	<u>Weekly Results</u>	<b>Met</b>
3	Complete service requests within the designated target resolution times as agreed upon in our Service Level Agreement (SLA).	<u>Weekly Results</u>	<b>Not Met</b>



# Performance Excellence Program

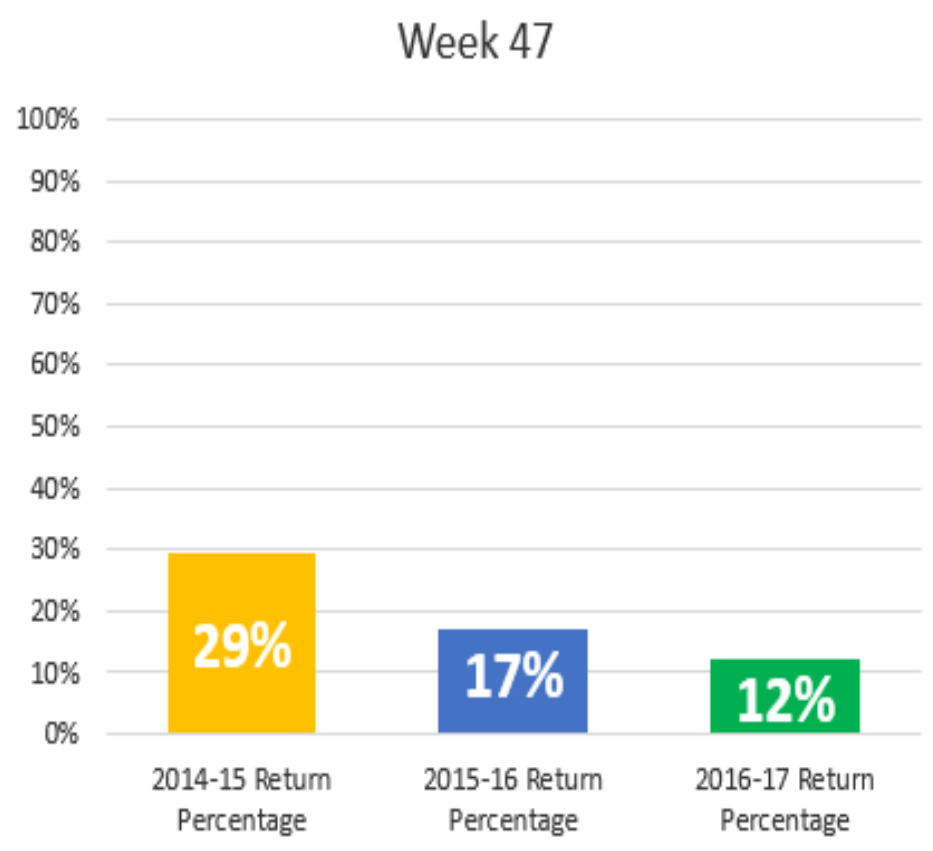
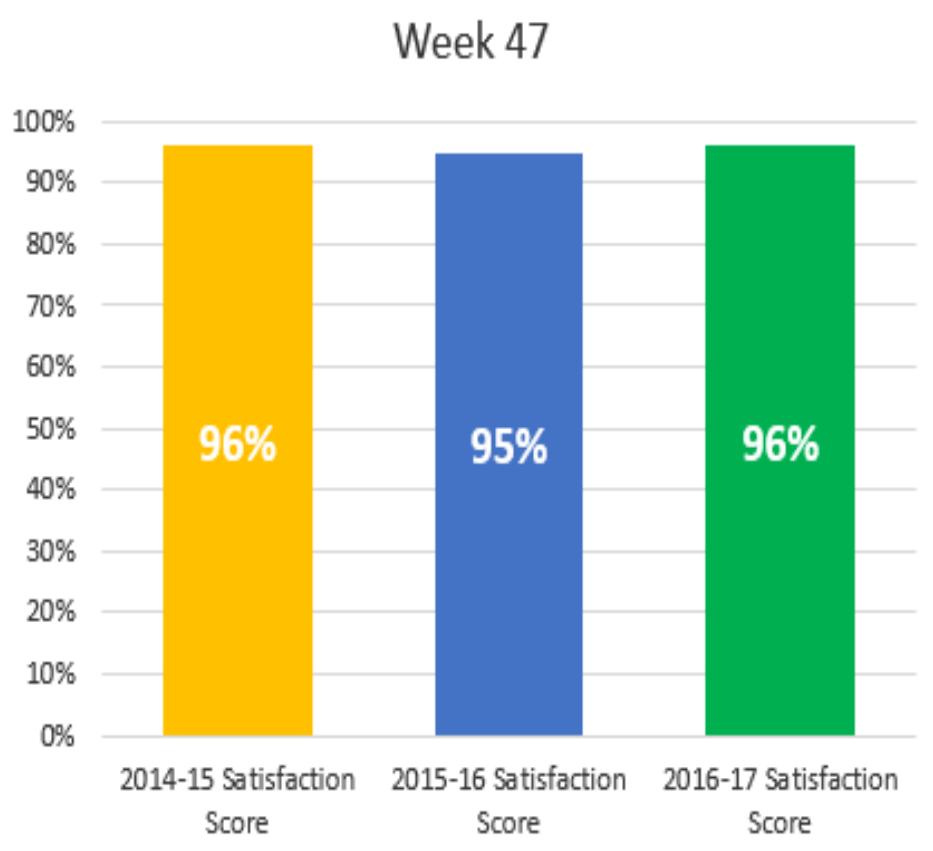
## Category 7

### Results

## Customer Satisfaction Survey Results 3 Year Trend - Week 47 for the Week Ending May 26, 2017



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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

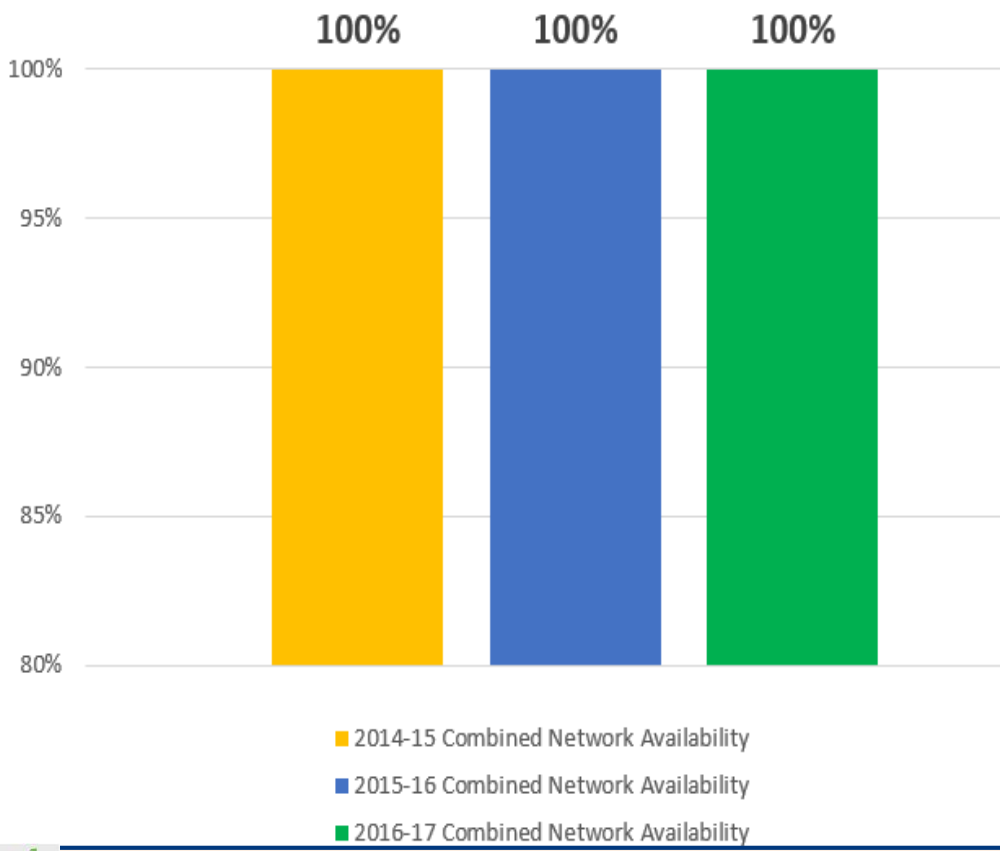
### Network Availability Results

Mission Critical Technology Systems Network Availability for the Week Ending May 26, 2017 is 100%



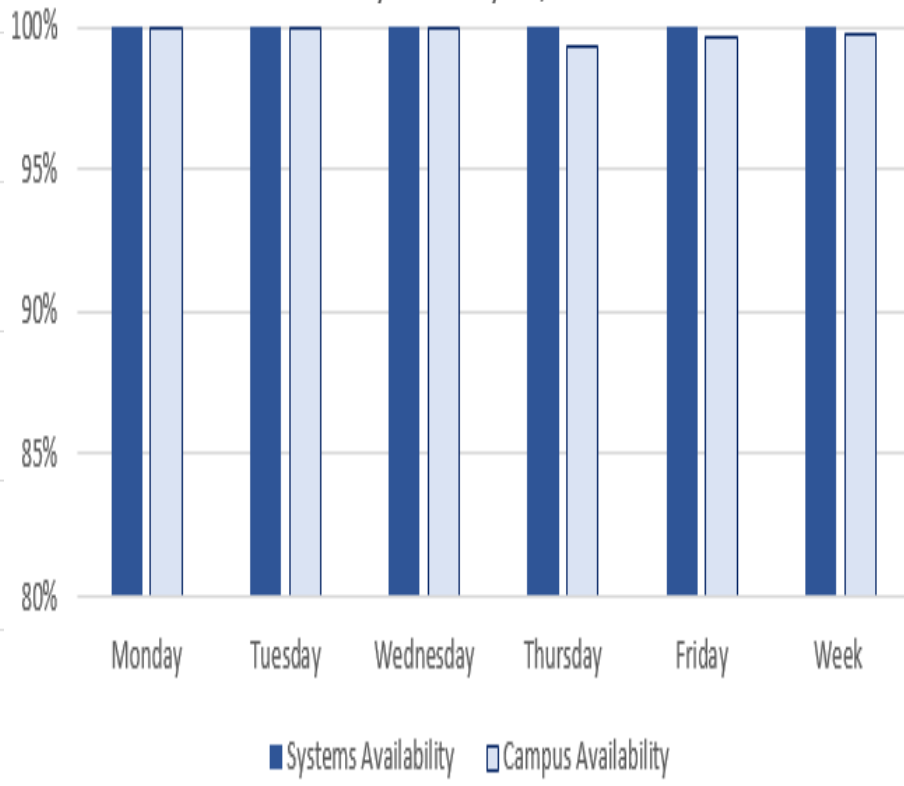
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Network Availability - Week 47 Comparison 2014-2017



Network Availability - Week 47

May 22 - May 26, 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 26, 2017



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Service Age Expectations and Counts	Target Resolution (Days)	2014-15 Results		2015-16 Results			2016-17 Results			15/16 - 16/17 Age Change
		Average	Count	Average	Count	%	Average	Count	%	
<b>SLA Dependent Request</b>		<b>2.5</b>	<b>741</b>	<b>2.7</b>	<b>1093</b>	<b>83%</b>	<b>2.6</b>	<b>989</b>	<b>79%</b>	<b>-0.1</b>
1-2 High/Testing Service Request	1	2.5	8	1.5	6		2.0	1		0.5
1-3 Instructional Service Request	3	2.7	543	2.8	799		2.8	544		0.0
1-4 Administrative Service Request	4	2.5	95	3.3	162		1.7	325		-1.6
2-3 Instructional Security Access	3	1.2	6	1.1	28		1.1	34		0.0
2-4 Administrative Security Access	4	1.5	86	1.0	95		1.1	41		0.1
2-7 VOIP Implementation   Review							6.6	18		6.6
3-3 Instructional Acquisition	3						2.0	1		2.0
3-4 Administrative Acquisition	4	3.4	3	2.0	1					
7-1 Inventory Information Query	3			1.0	1					
7-2 Inventory Audit Process	40						8.0	1		8.0
7-3 Inventory Submitted Discrepancy	4			7.0	1		3.0	1		-4.0
7-5 Inventory Equipment Moves - New	6						4.4	11		4.4
7-6 Inventory Equipment Moves - Existing	5						16.8	12		16.8
<b>Non SLA Dependent</b>				<b>14.8</b>	<b>228</b>	<b>17%</b>	<b>15.7</b>	<b>262</b>	<b>21%</b>	
<b>Total</b>				<b>4.8</b>	<b>1321</b>		<b>5.3</b>	<b>1251</b>		<b>0.5</b>



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