



Performance Excellence Program

Category 7

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



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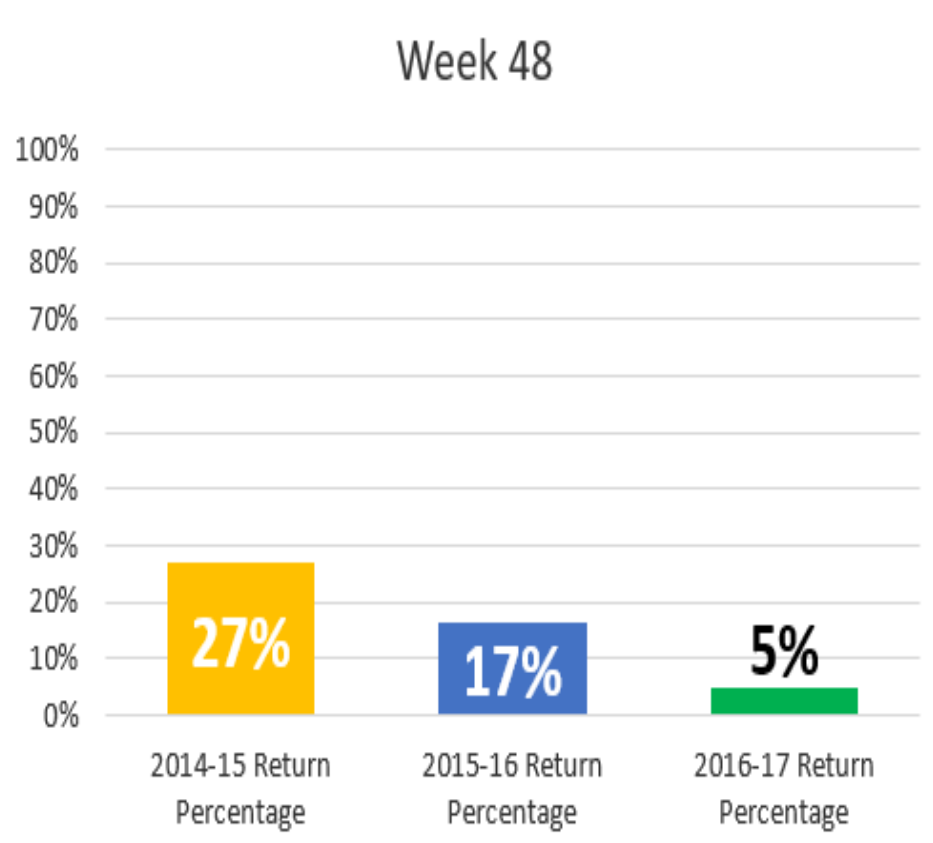
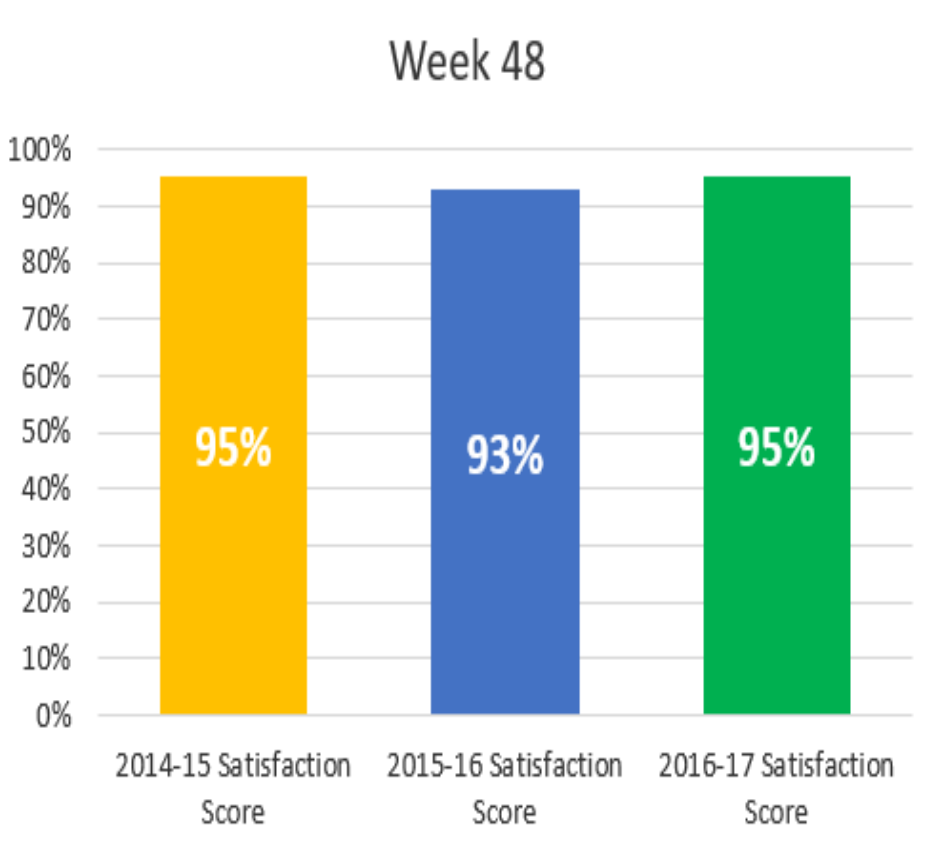
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Results

Customer Satisfaction Survey Results 3 Year Trend - Week 48 for the Week Ending June 2, 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.



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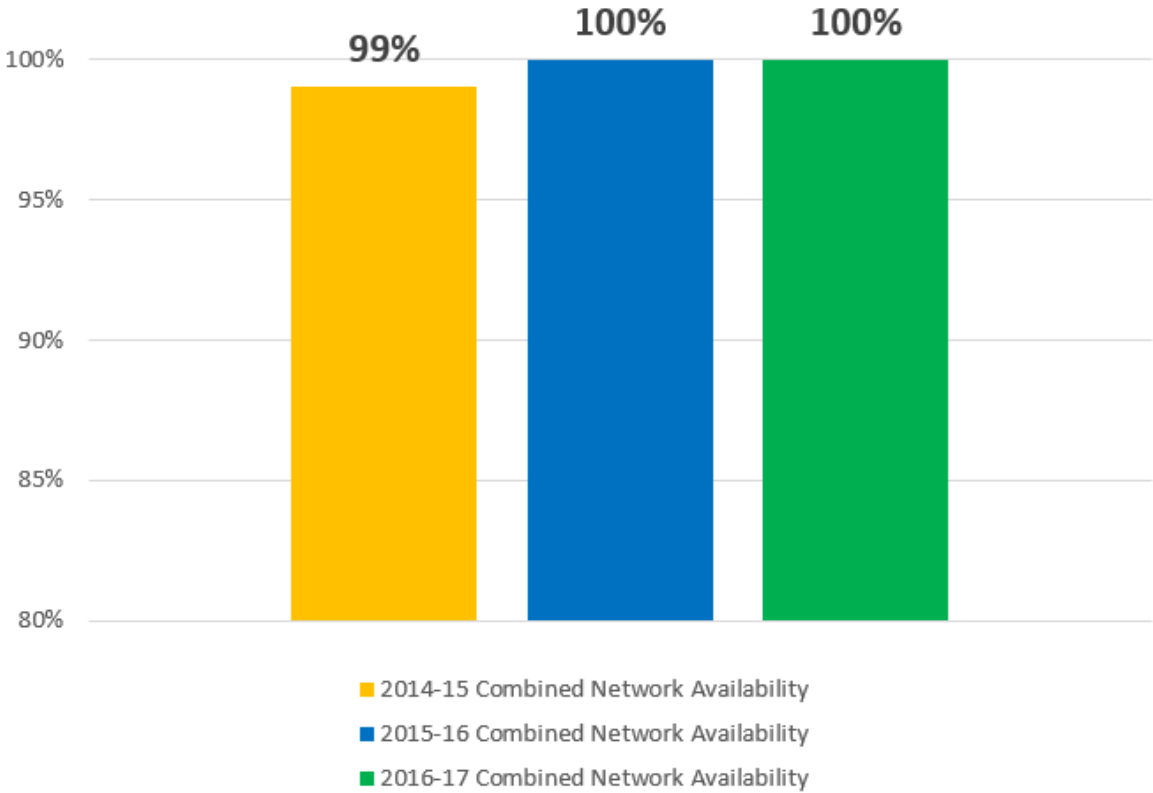
Network Availability Results

Mission Critical Technology Systems Network Availability for the Week Ending June 2, 2017 is 100%

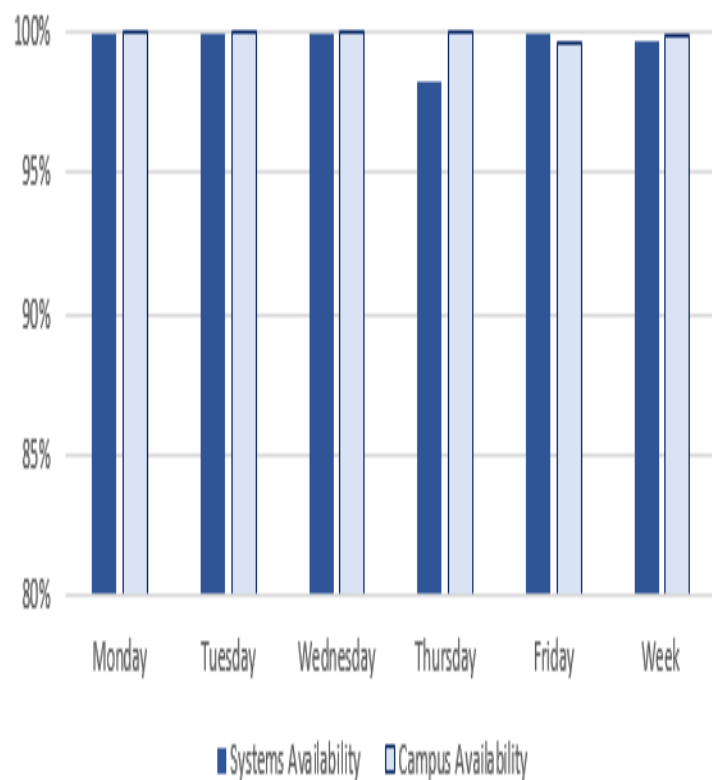


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Network Availability - Week 48 Comparison 2014-2017



Network Availability - Week 48
May 29 - June 2, 2017



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



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Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of June 2, 2017



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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	1131	2.9	919	83%	10.6	566	72%	0
1-2 High/Testing Service Request	1	1.8	16	2.2	5					
1-3 Instructional Service Request	3	2.2	759	2.9	663		20.0	216		17.1
1-4 Administrative Service Request	4	2.8	159	3.4	138		4.2	228		0.8
2-3 Instructional Security Access	3	1.0	10	1.0	22		1.0	44		0.0
2-4 Administrative Security Access	4	1.1	180	1.2	84		1.3	39		0.1
2-7 VOIP Implementation Review							5.3	24		
3-3 Instructional Acquisition	3						123.0	2		
3-4 Administrative Acquisition	4	5.7	7	5.0	3		12.0	3		7.0
7-1 Inventory Information Query	3			3.0	2					
7-2 Inventory Audit Process	40						138.0	1		
7-3 Inventory Submitted Discrepancy	4			6.0	1					
7-4 Inventory Reconciliation	10			73.0	1					
7-5 Inventory Equipment Moves - New	6						6.8	6		
7-6 Inventory Equipment Moves - Existing	5						13.7	3		
Non SLA Dependent				14.7	194	17%	61.7	224	28%	47.0
Total				4.9	1113		25.1	790		20.2



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