



# 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



# Performance Excellence Program

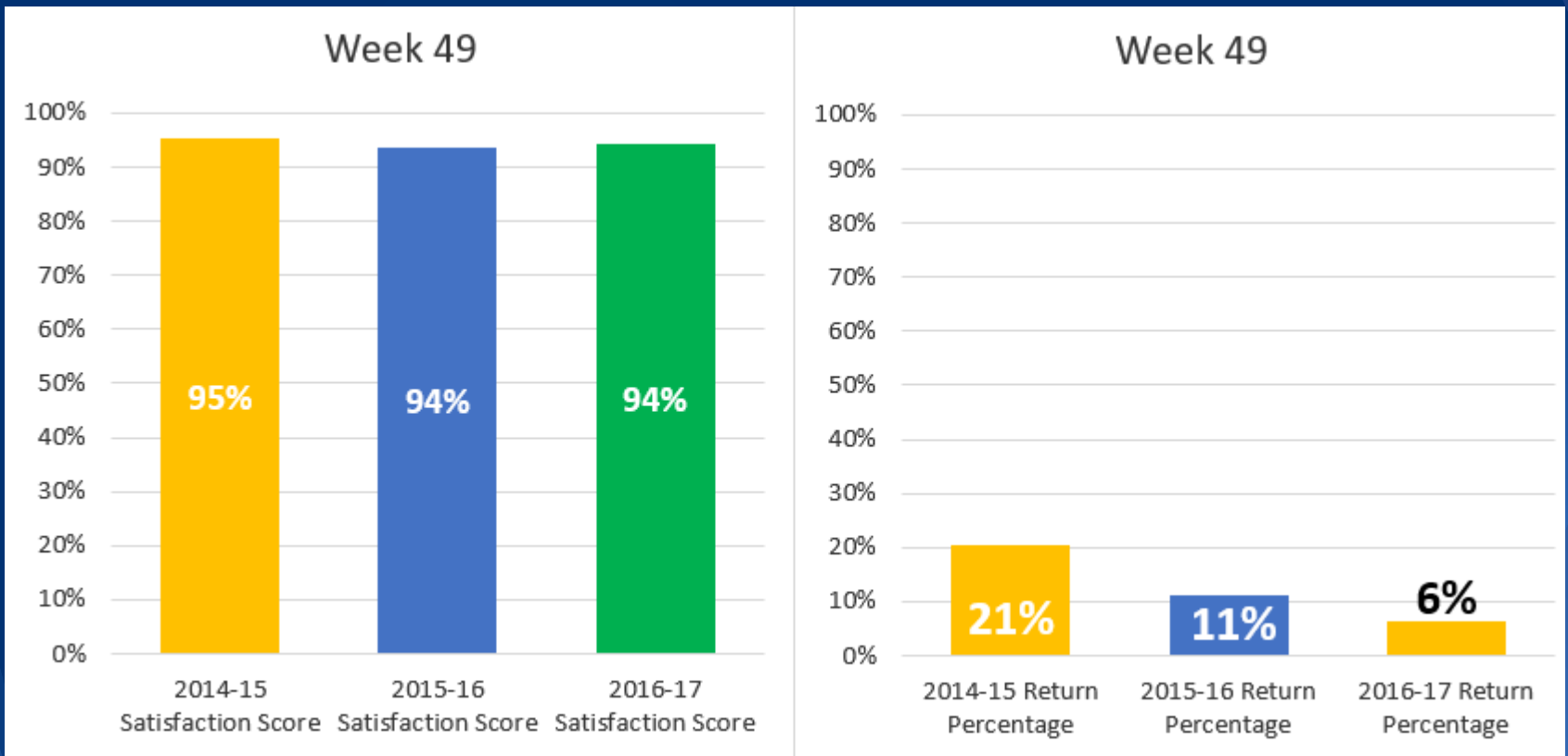
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### Results

## Customer Satisfaction Survey Results 3 Year Trend - Week 49 for the Week Ending June 9, 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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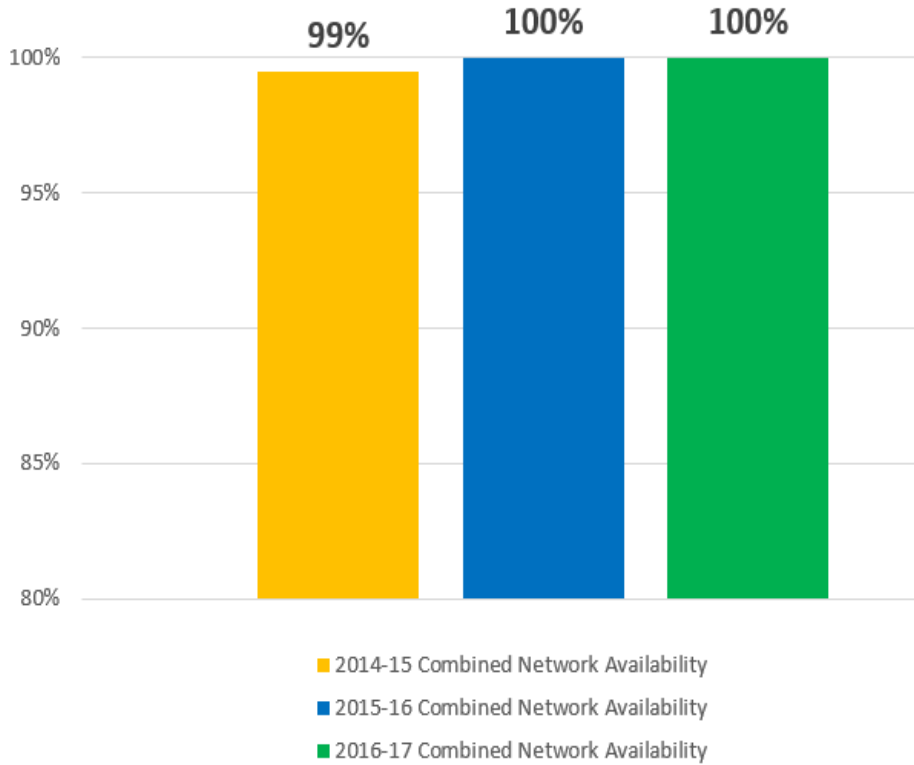
### Network Availability Results

Mission Critical Technology Systems Network Availability for the Week Ending June 9, 2017 is 100%



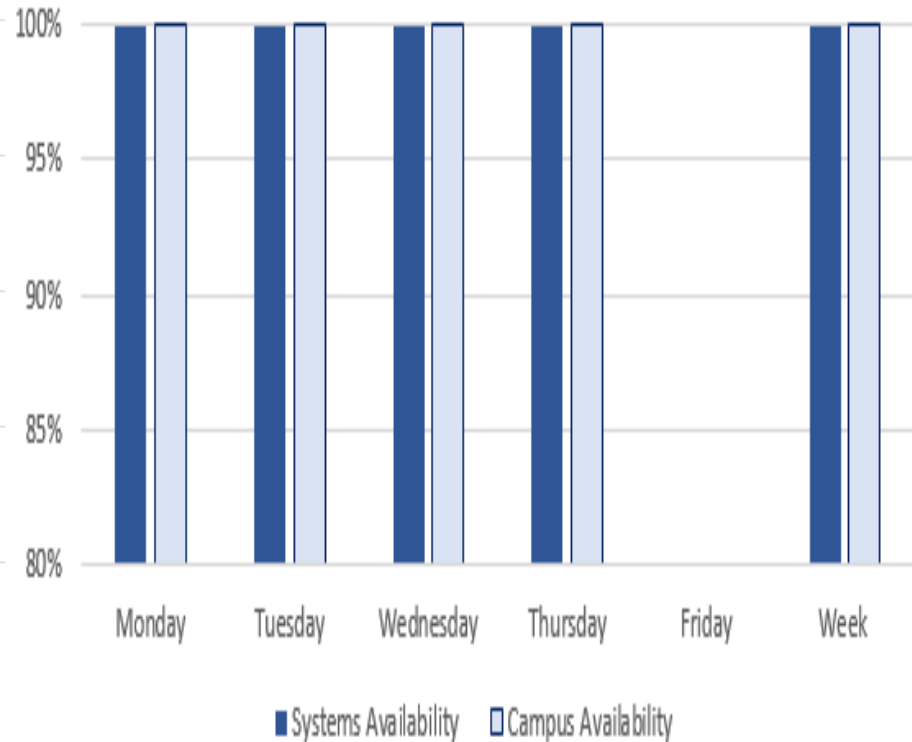
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Network Availability - Week 49 Comparison 2014-2017



Network Availability - Week 49

June 5 - 9, 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 9, 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	%	
<b>SLA Dependent Request</b>	<b>(Days)</b>	<b>3.2</b>	<b>453</b>	<b>2.6</b>	<b>832</b>	<b>82%</b>	<b>11.8</b>	<b>533</b>	<b>72%</b>	<b>9.2</b>
1-2 High/Testing Service Request	1	2.0	22	1.0	4					
1-3 Instructional Service Request	3	3.3	271	2.8	562		22.3	196		19.5
1-4 Administrative Service Request	4	4.2	110	3.4	115		6.4	202		3.0
2-3 Instructional Security Access	3	1.0	4	1.0	23		1.0	40		0.0
2-4 Administrative Security Access	4	1.2	43	1.1	124		1.3	45		0.2
2-7 VOIP Implementation   Review							5.5	8		
3-3 Instructional Acquisition	3	1.0	1	3.0	1		110.0	1		107.0
3-4 Administrative Acquisition	4	2.0	2	7.0	1					
7-1 Inventory Information Query	3			2.0	2		7.0	2		5.0
7-3 Inventory Submitted Discrepancy	4						9.0	2		
7-4 Inventory Reconciliation	10						46.0	1		
7-5 Inventory Equipment Moves - New	6						12.2	5		
7-6 Inventory Equipment Moves - Existing	5						8.2	31		
<b>Non SLA Dependent</b>				<b>26.8</b>	<b>187</b>	<b>18%</b>	<b>21.3</b>	<b>204</b>	<b>28%</b>	<b>-5.6</b>
<b>Total</b>				<b>7.0</b>	<b>1019</b>		<b>14.4</b>	<b>737</b>		<b>7.4</b>



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