



Performance Excellence Program

Category 7

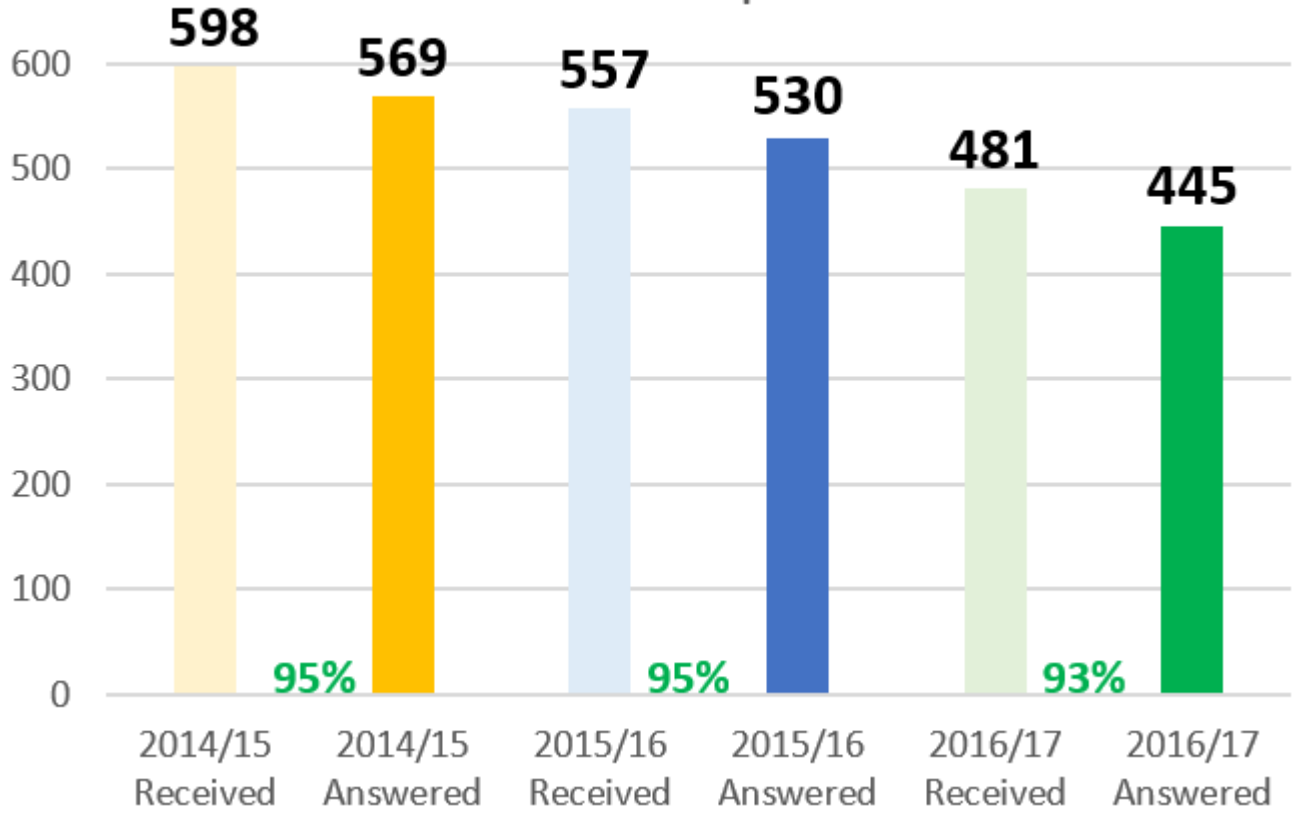
Customer Care Center Support Results

Answered Calls and Support Requests

Week 33 – 3 Year Trend Ending February 17, 2017 - 93%



Week 33 Comparison

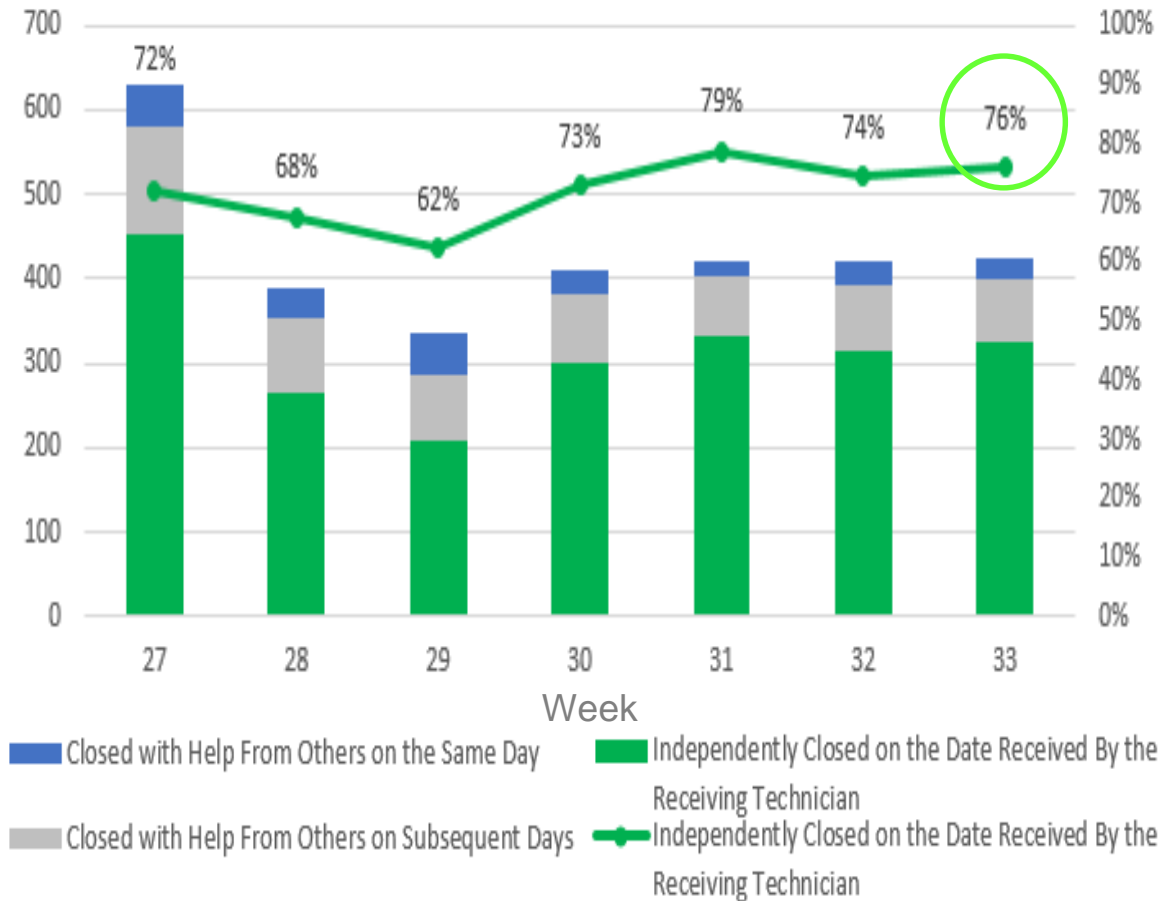


Answer 90% of the calls and support requests coming in to the Customer Care Center.



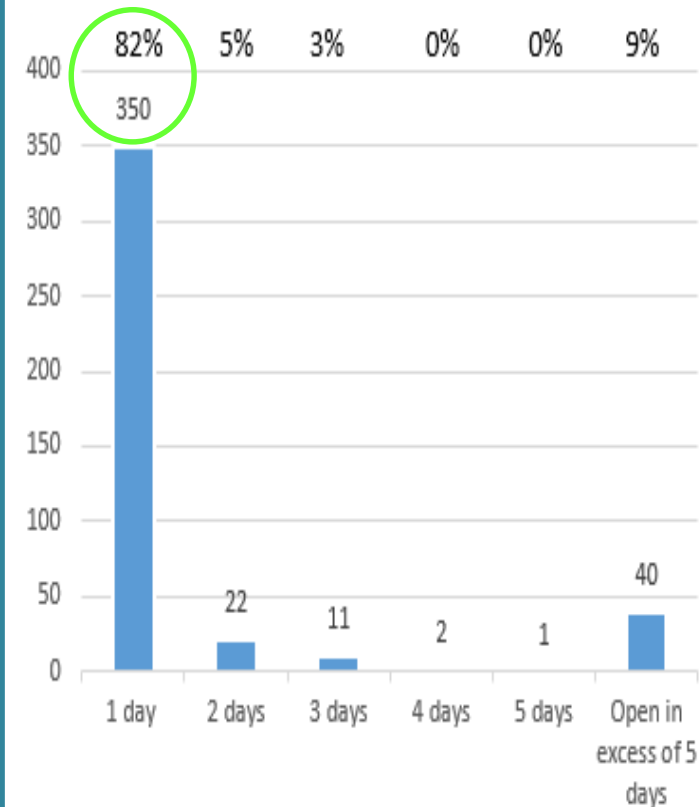
Service Request Resolution Distribution

January, 2016 – June, 2016



Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.

Age of Service Requests Created by the Customer Care Center

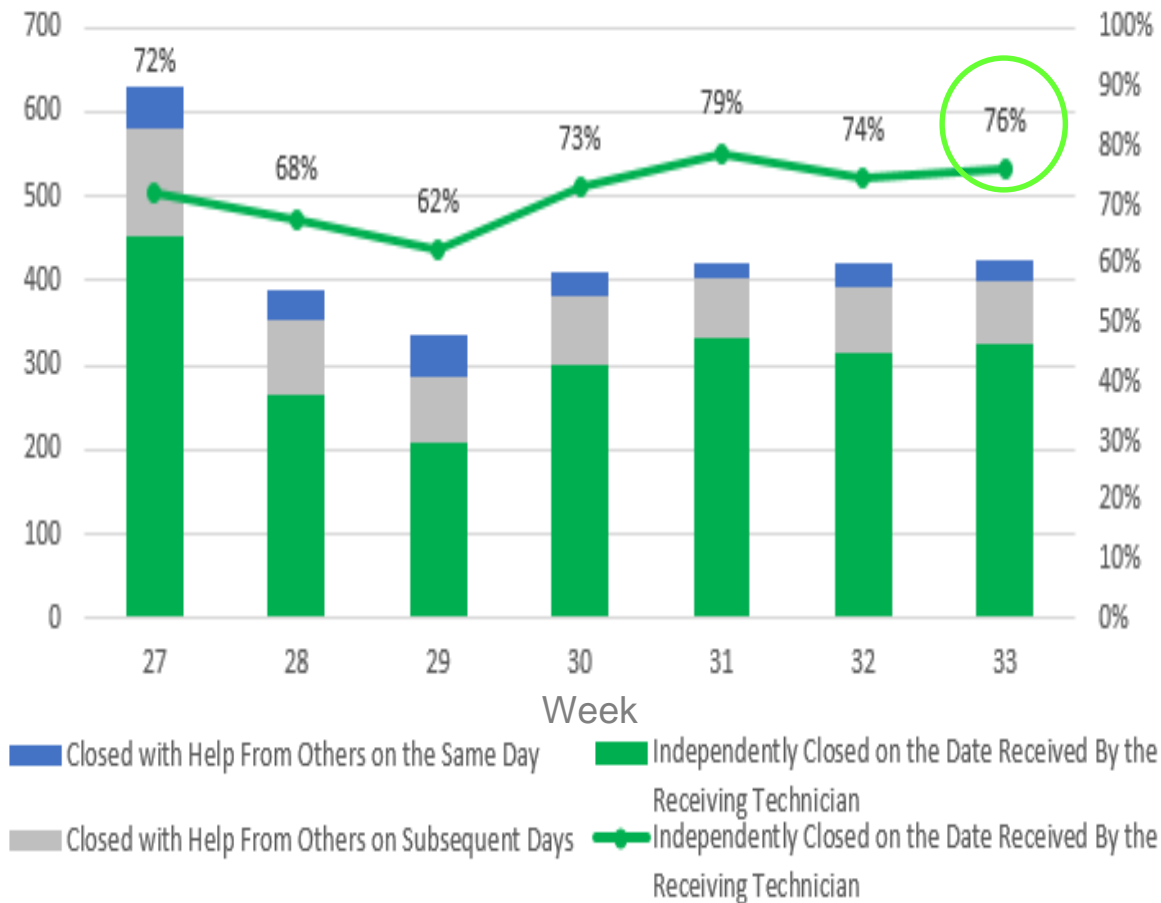


Key Performance Indicator: Resolve at least 50% of service requests created within one day.



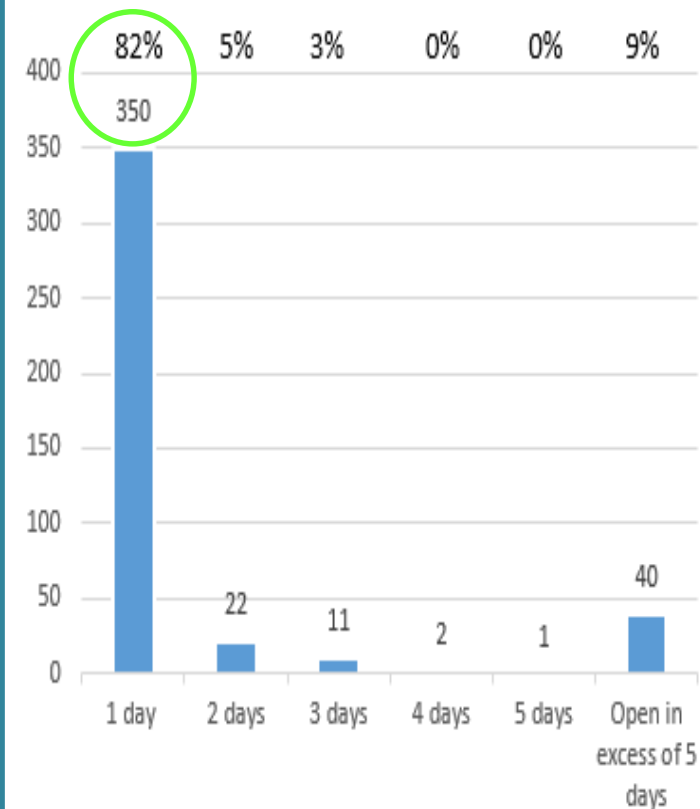
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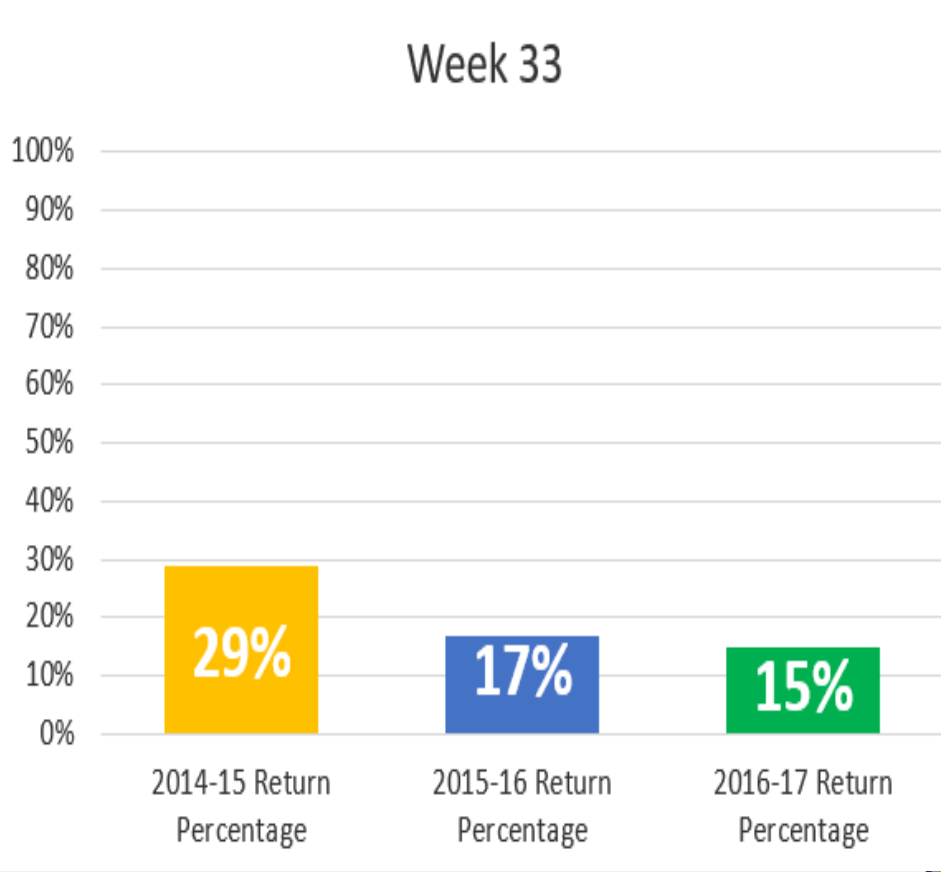
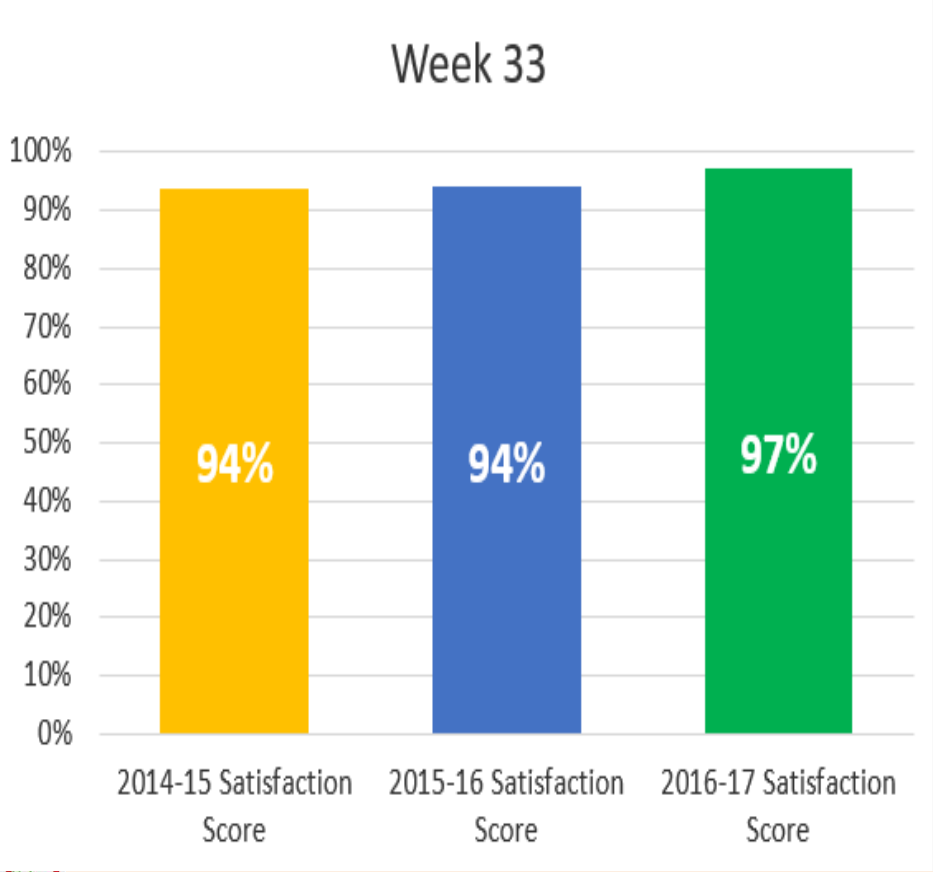


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Results

Customer Satisfaction Survey Results 3 Year Trend - Week 33 for the Week Ending February 17, 2017



Kpi 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 February 17, 2017 is 100%

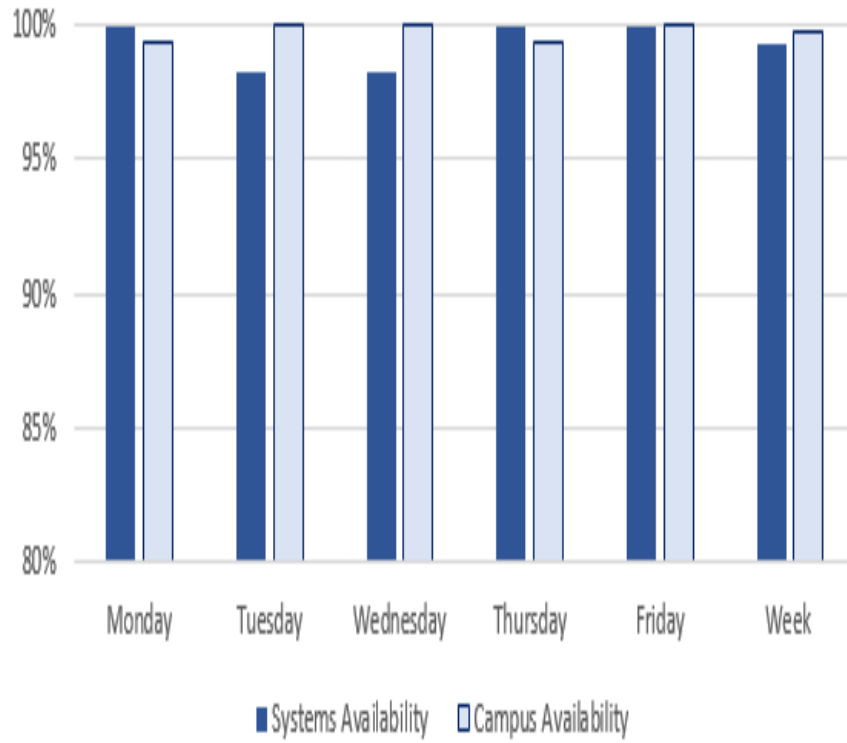


Network Availability - Week 33 Comparison 2014-2017



Network Availability - Week 33

February 13 - 17, 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 February 17, 2017



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	1378	2.8	1456	84%	2.5	1499	86%	-0.3
1-2 High/Testing Service Request	1	1.4	16	4.2	6		1.0	1		-3.2
1-3 Instructional Service Request	3	2.4	954	2.5	1055		2.6	902		0.1
1-4 Administrative Service Request	4	2.1	171	3.8	226		2.0	386		-1.8
2-2 High Security Access	1						1.0	1		
2-3 Instructional Security Access	3	1.1	23	3.8	15		1.6	37		-2.2
2-4 Administrative Security Access	4	1.1	211	1.3	145		1.3	109		0.0
2-7 VOIP Implementation Review	5						7.0	18		
3-3 Instructional Acquisition	3						1.0	1		
3-4 Administrative Acquisition	4	3.3	3	29.0	4		3.0	1		-26.0
7-1 Inventory Information Query	3						3.2	18		
7-3 Inventory Submitted Discrepancy	4			27.0	3					
7-4 Inventory Reconciliation	10			9.5	2		1.3	3		-8.2
7-5 Inventory Equipment Moves - New	2						3.5	8		
7-6 Inventory Equipment Moves - Existing	3						10.8	14		
Non SLA Dependent				13.7	273	16%	14.0	246	14%	0.3
Total				4.5	1729		4.1	1745		-0.4

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