



Performance Excellence Program

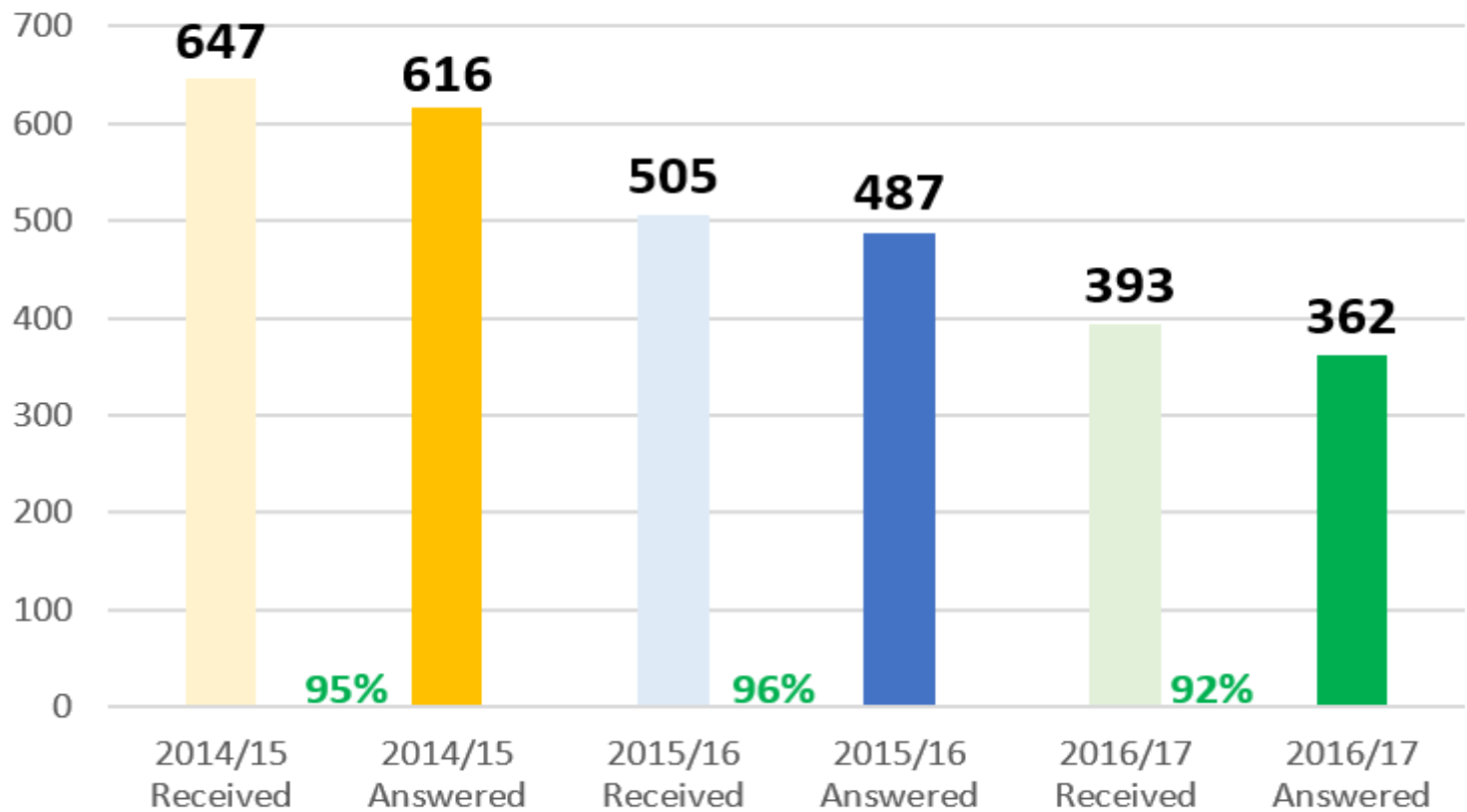
Category 7

Customer Care Center Support Results

Answered Calls and Support Requests
Week 36 – 3 Year Trend Ending March 10, 2017 - 92%



Week 36 Comparison

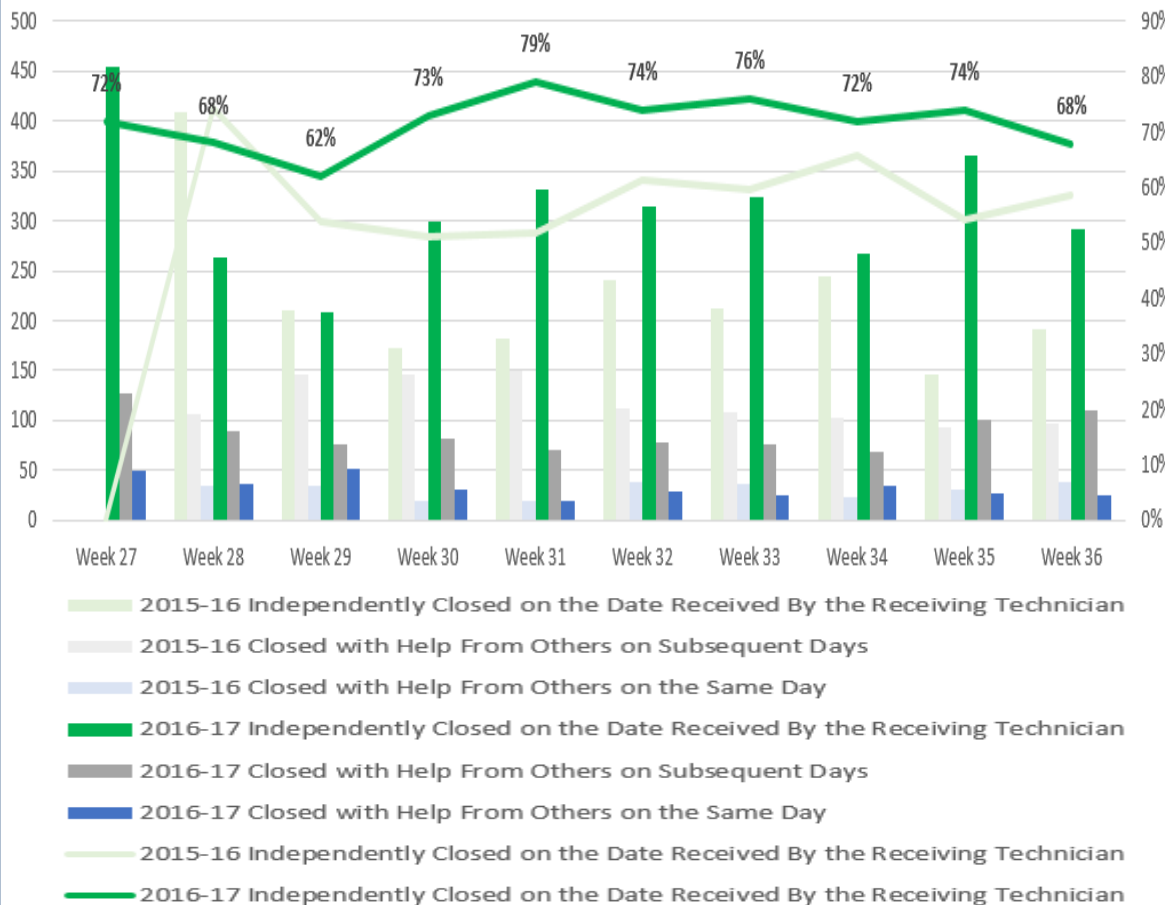


Answer 90% of the calls and support requests coming in to the Customer Care Center.

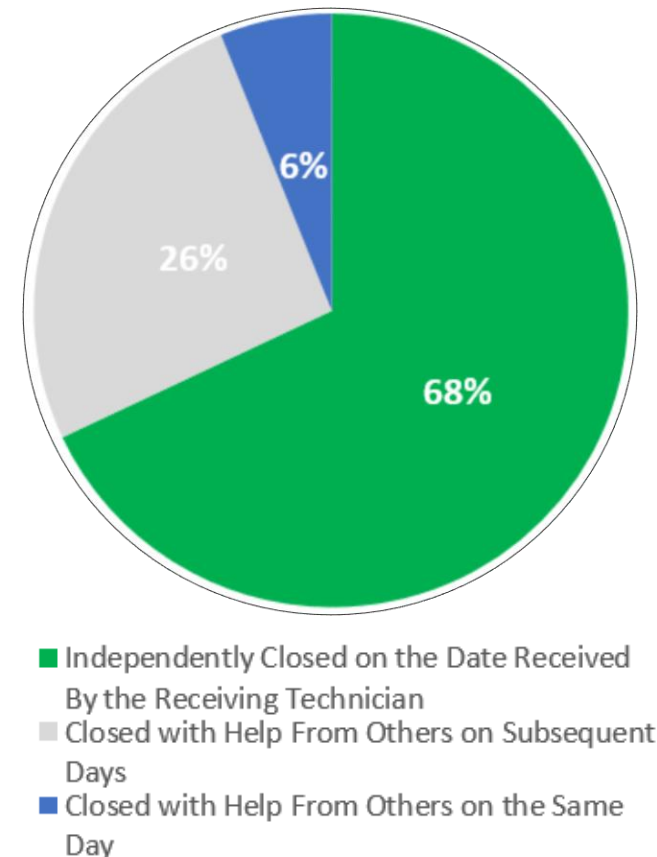


Service Request Support Distribution

2015-16 and 2016-2017 Customer Care Center Resolution Status



March 6–10, 2017
Customer Care Center
Service Request Resolution Distribution

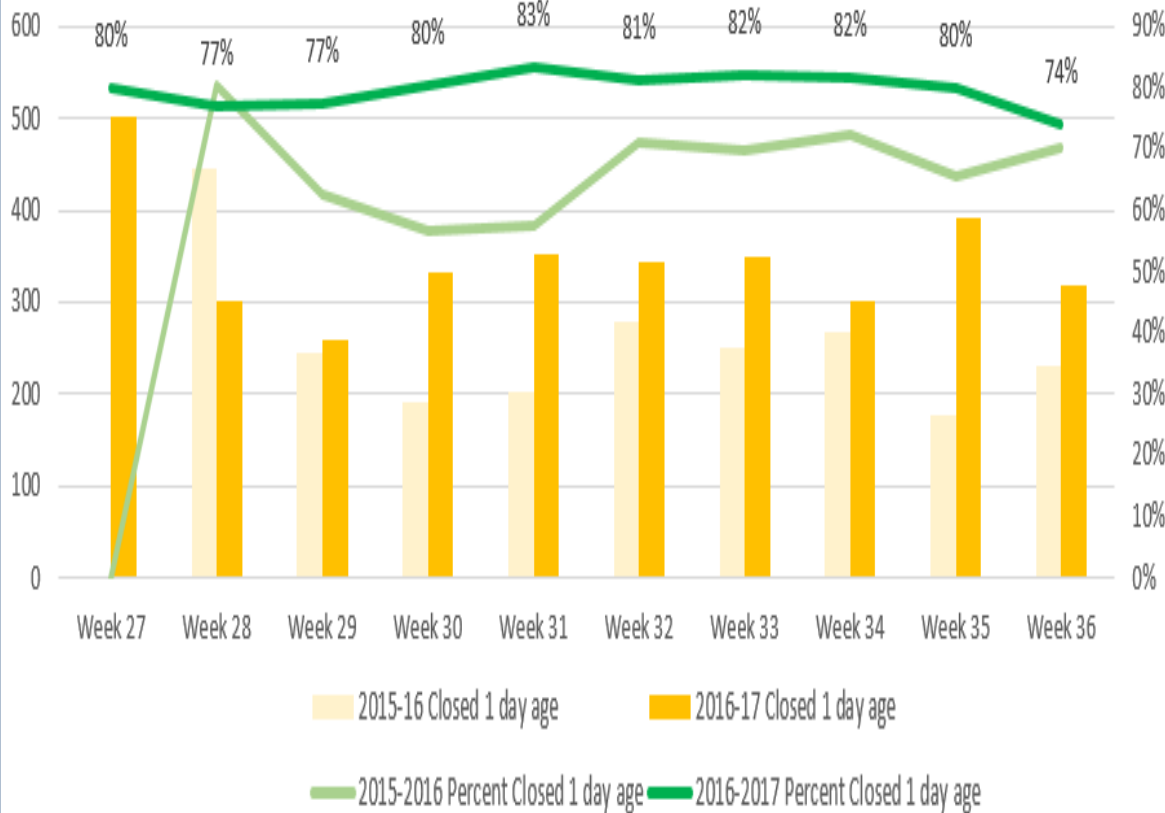


Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.

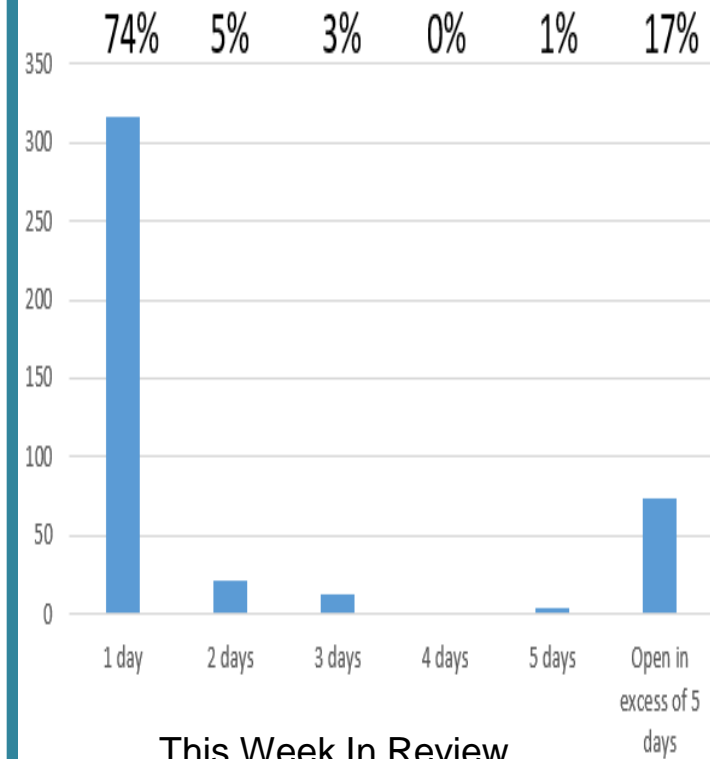


Service Request Age Resolution Distribution

2015-16 and 2016-17 Customer Care Center Service Requests Closed Within 1 Day



Age of Service Requests Created by the Customer Care Center



This Week In Review

Key Performance Indicator: Resolve at least 50% of received requests within one day at the Customer Care Center.

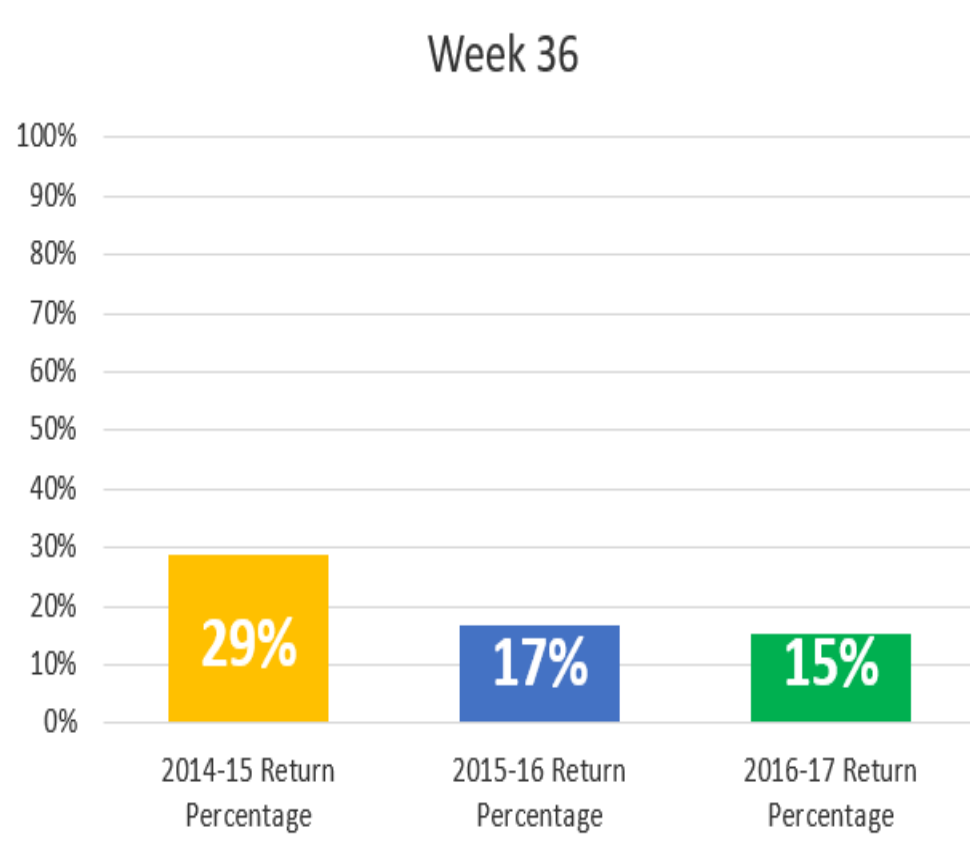
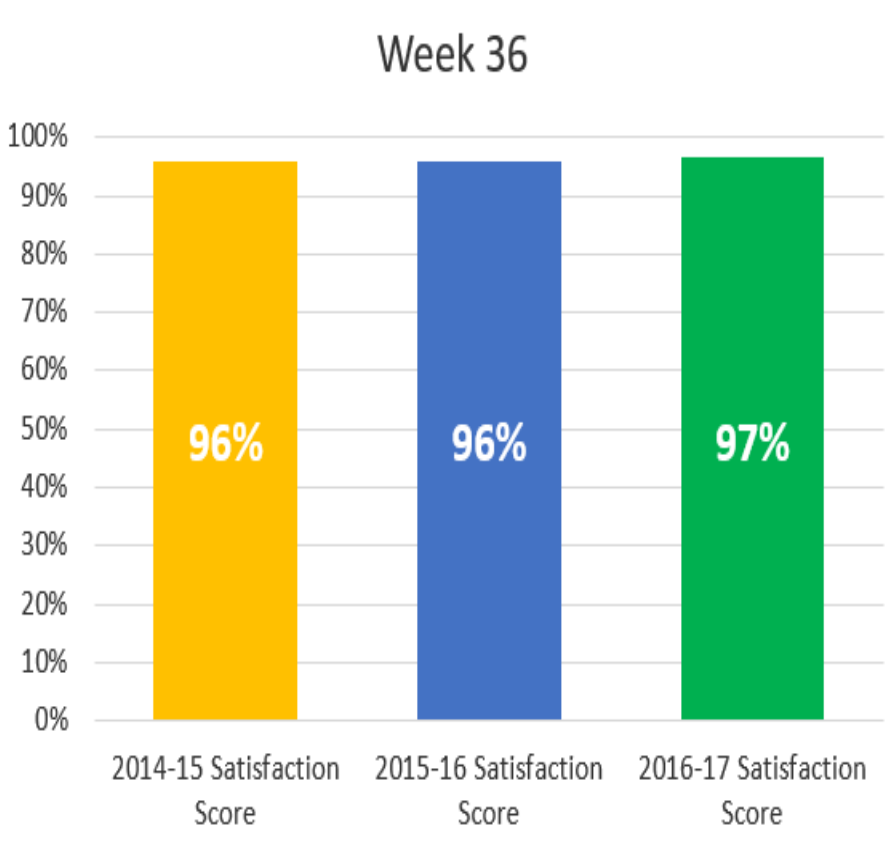


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Category 7

Results

Customer Satisfaction Survey Results 3 Year Trend - Week 36 for the Week Ending March 10, 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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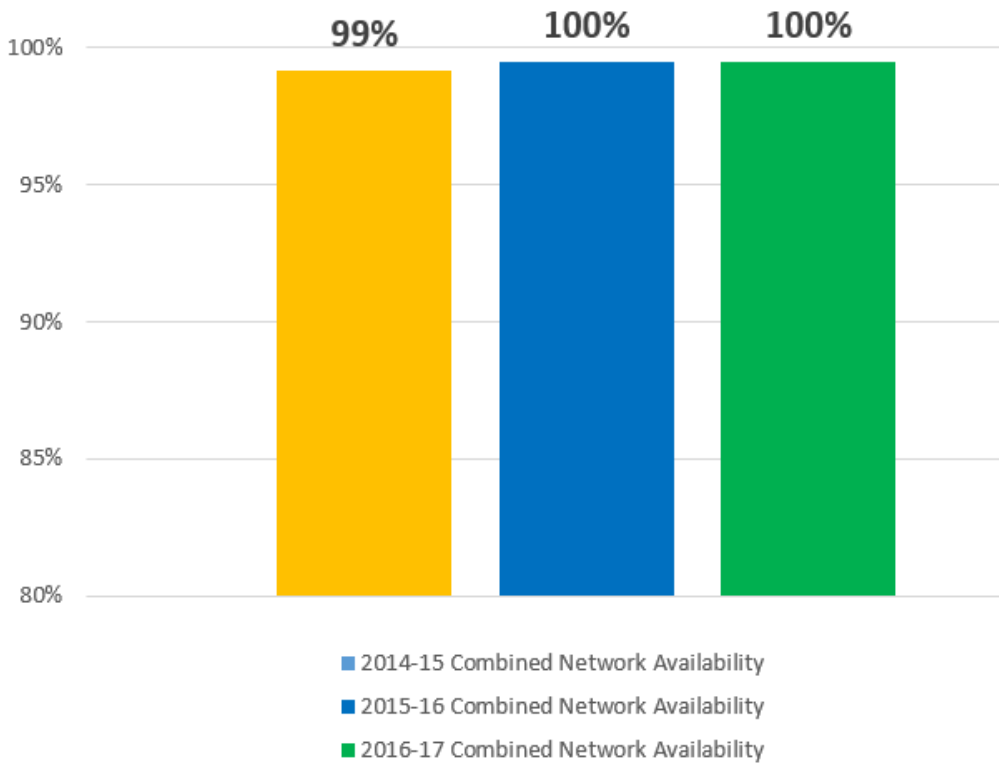
Category 7

Network Availability Results

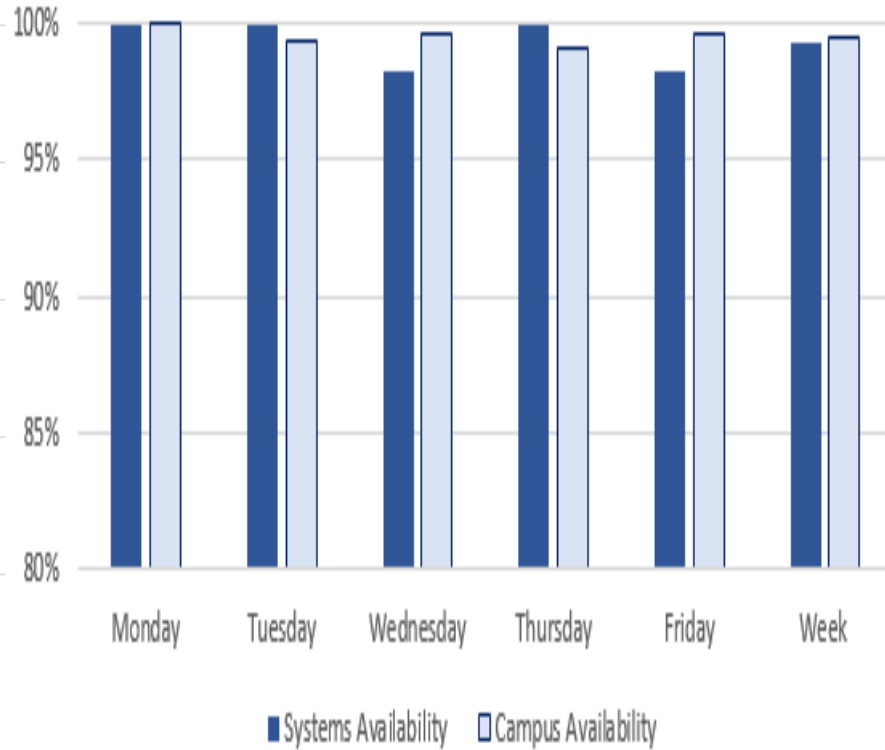
Mission Critical Technology Systems Network Availability for the Week Ending March 10, 2017 is 100%



Network Availability - Week 36 Comparison 2014-2017



Network Availability - Week 36 March 6 - March 10, 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 March 10, 2017



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	%	
SLA Dependent Request		2.3	1491	2.4	1341	83%	2.6	1358	81%	0.2
1-2 High/Testing Service Request	1	1.5	19	4.7	3		1.5	6		-3.2
1-3 Instructional Service Request	3	2.6	983	2.3	945		2.9	814		0.6
1-4 Administrative Service Request	4	2.3	191	3.3	215		1.7	401		-1.6
2-3 Instructional Security Access	3	1.2	40	1.5	23		2.0	32		0.5
2-4 Administrative Security Access	4	1.1	249	1.2	149		1.1	62		-0.1
2-7 VOIP Implementation Review	5						6.0	24		
3-2 High/Testing Acquisition	1						1.0	1		
3-3 Instructional Acquisition	3	4.0	1				22.0	1		
3-4 Administrative Acquisition	4	3.3	8	3.0	1					
7-1 Inventory Information Query	3			8.0	1		26.0	1		18.0
7-2 Inventory Audit Process	20			51.0	1					
7-4 Inventory Reconciliation	10			23.7	3					
7-5 Inventory Equipment Moves - New	2						3.0	2		
7-6 Inventory Equipment Moves - Existing	3						15.3	14		
Non SLA Dependent				17.3	265	17%	10.9	315	19%	
Total					1606		4.2	1673		



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