



Performance Excellence Program

Category 7

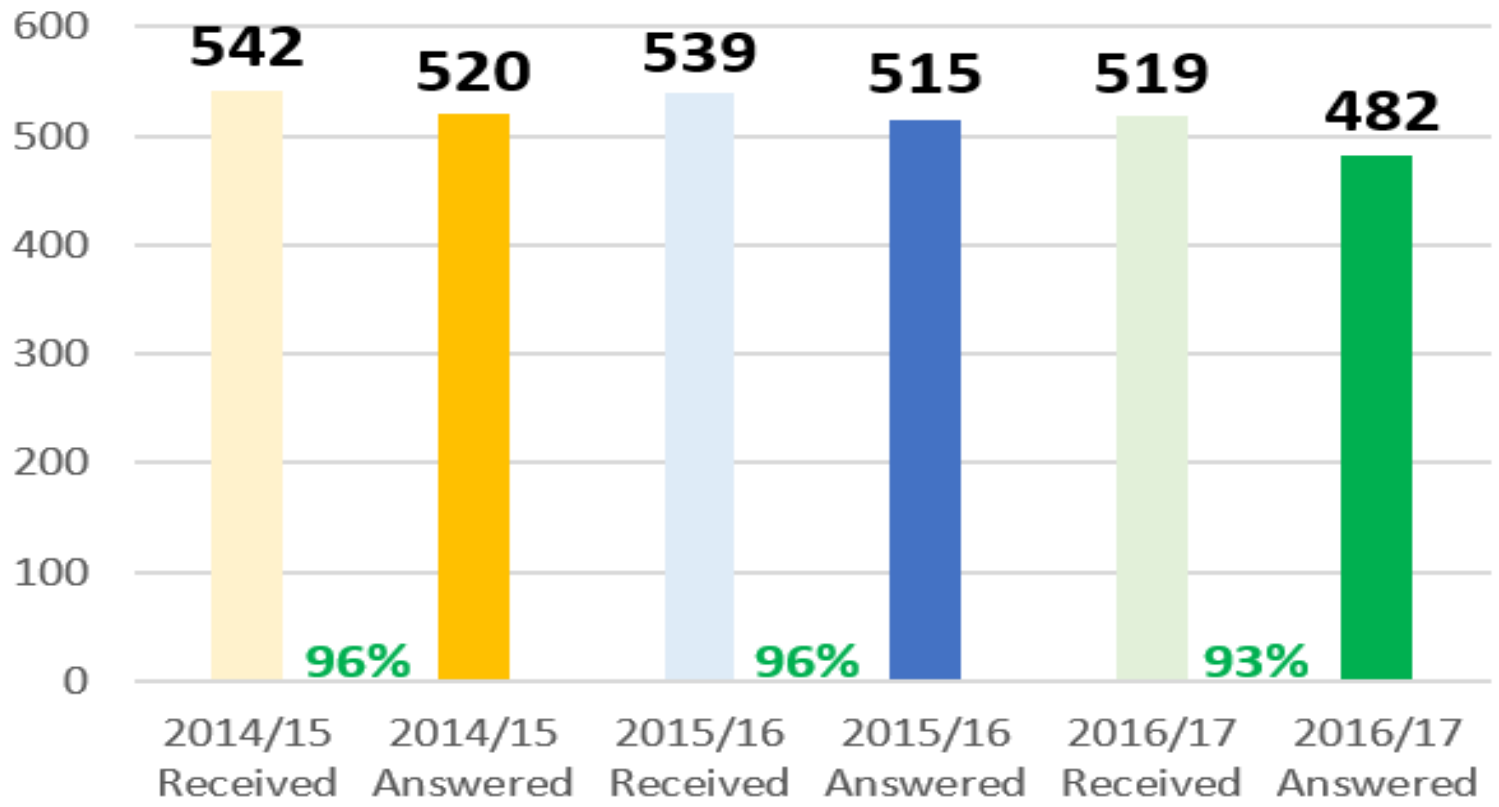
Customer Care Center Support Results

Answered Calls and Support Requests

Week 35 – 3 Year Trend Ending March 3, 2017 - 93%



Week 35 Comparison

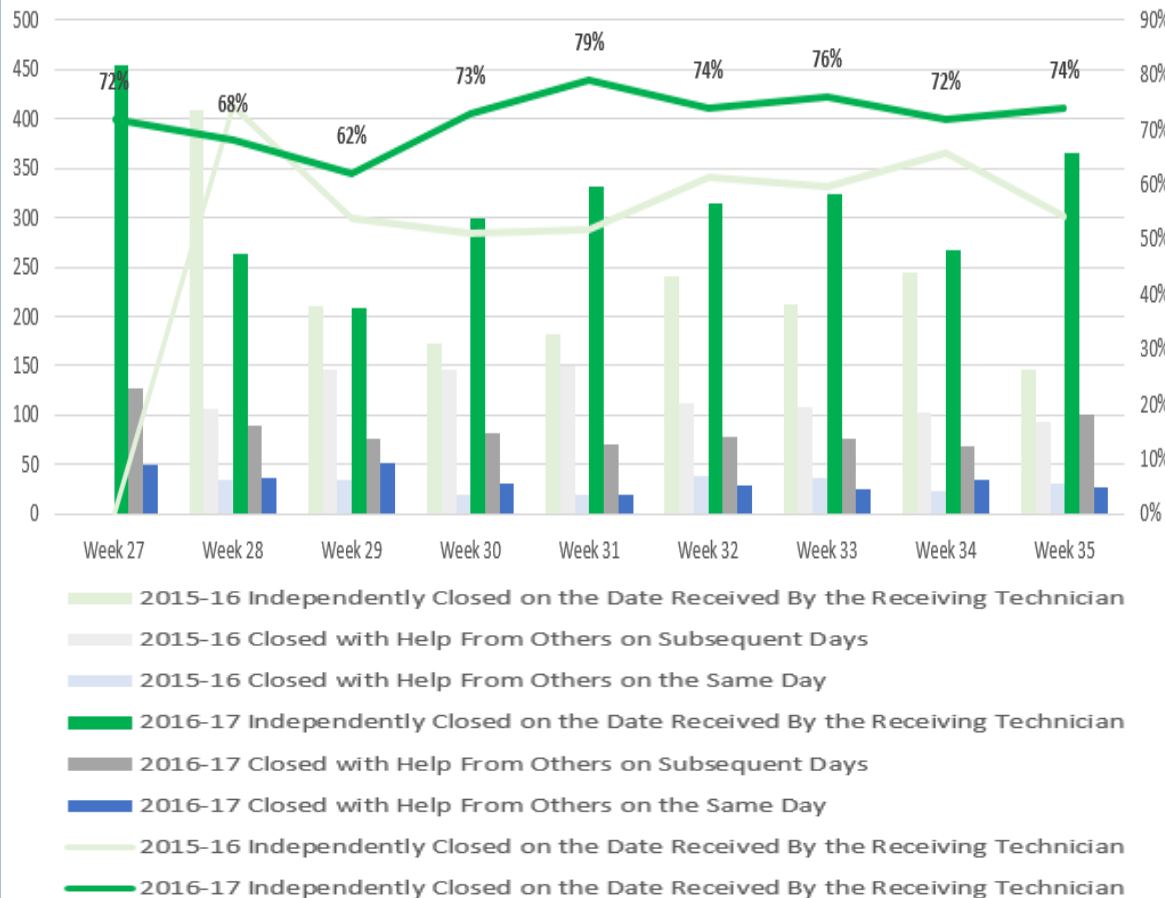


Answer 90% of the calls and support requests coming in to the Customer Care Center.

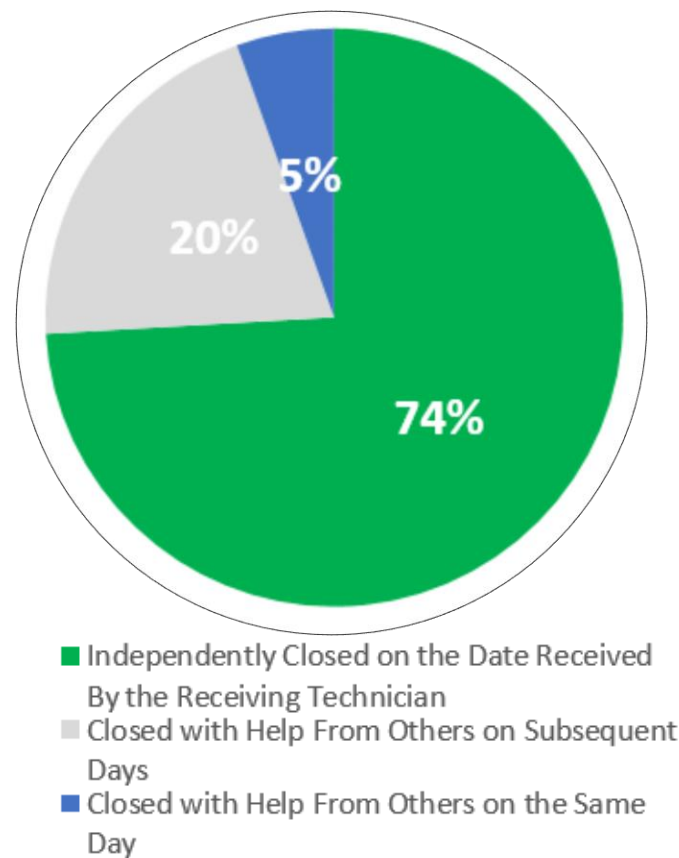


Service Request Support Distribution

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



February 27-March 3, 2017 Customer Care Center Service Request Resolution Distribution

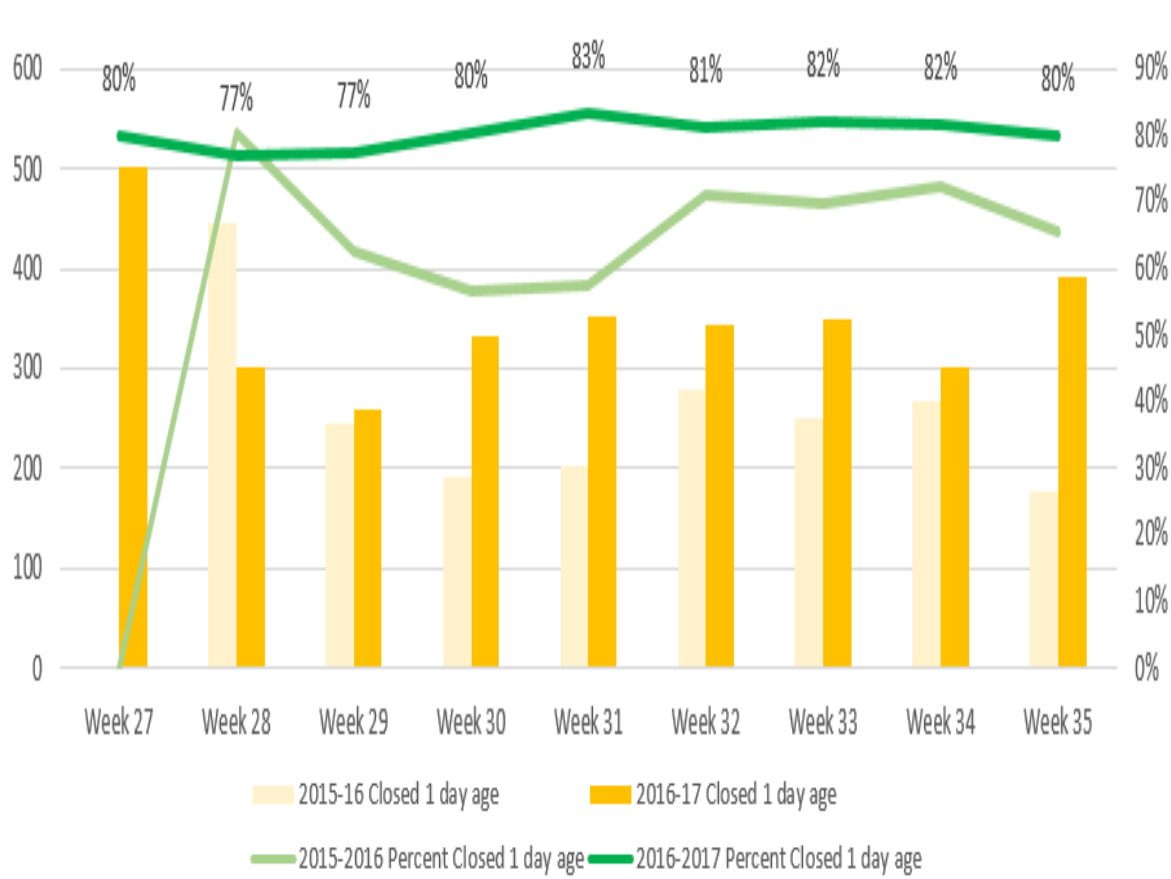


Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.

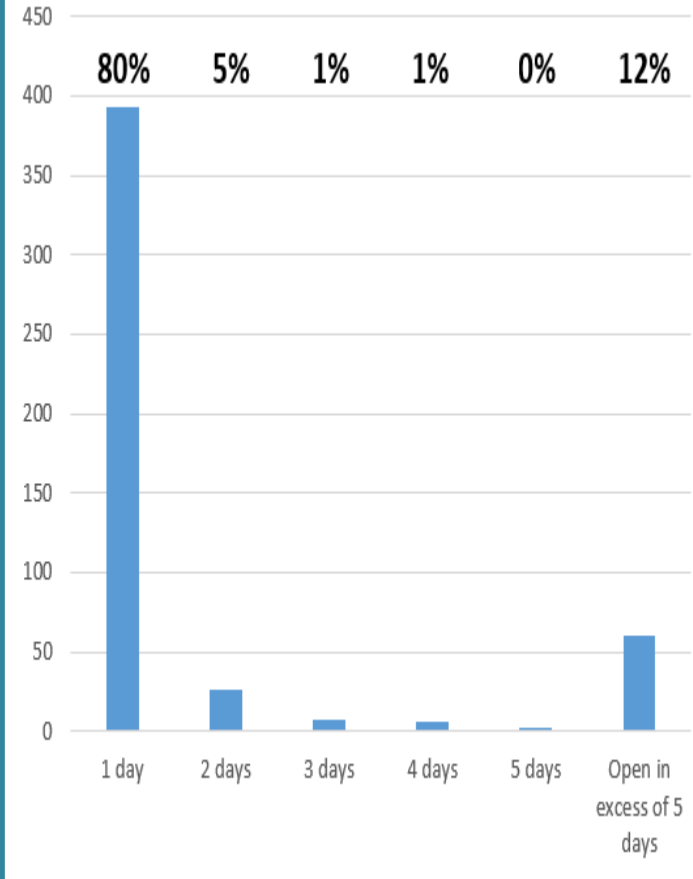


Service Request Age Resolution Distribution

2015-2016 and 2016-2017 Customer Care Center Created Service Requests Closed Within 1 Day



Age of Service Requests Created by the Customer Care Center



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

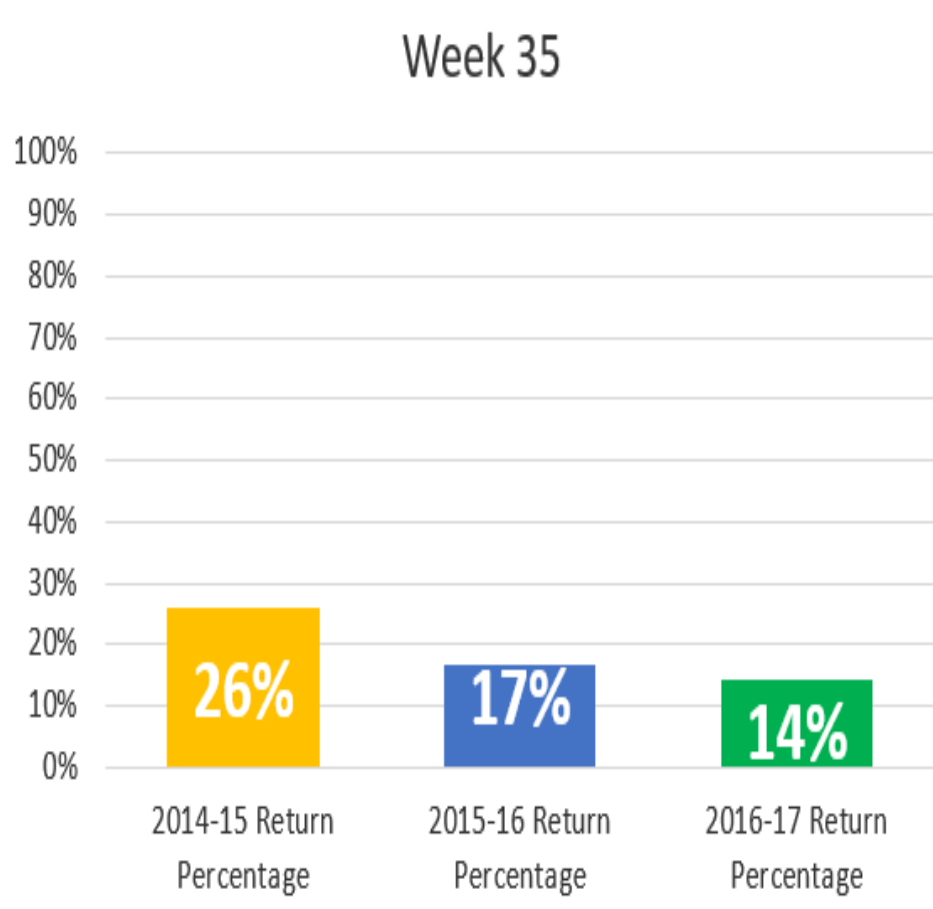
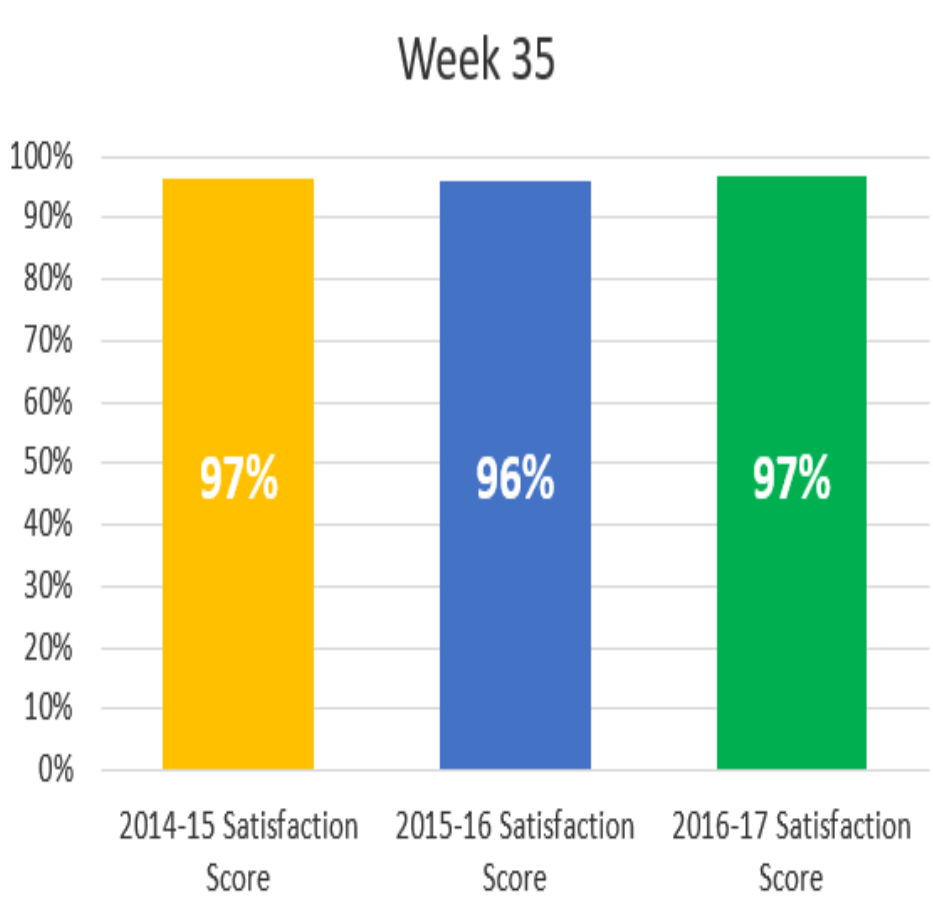


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Category 7

Results

Customer Satisfaction Survey Results 3 Year Trend - Week 35



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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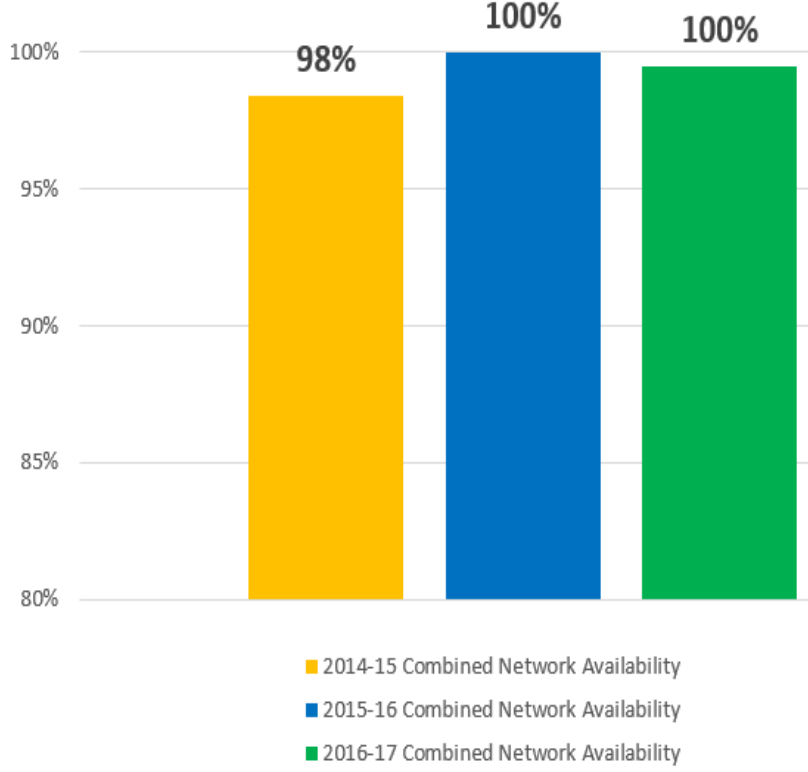


Category 7

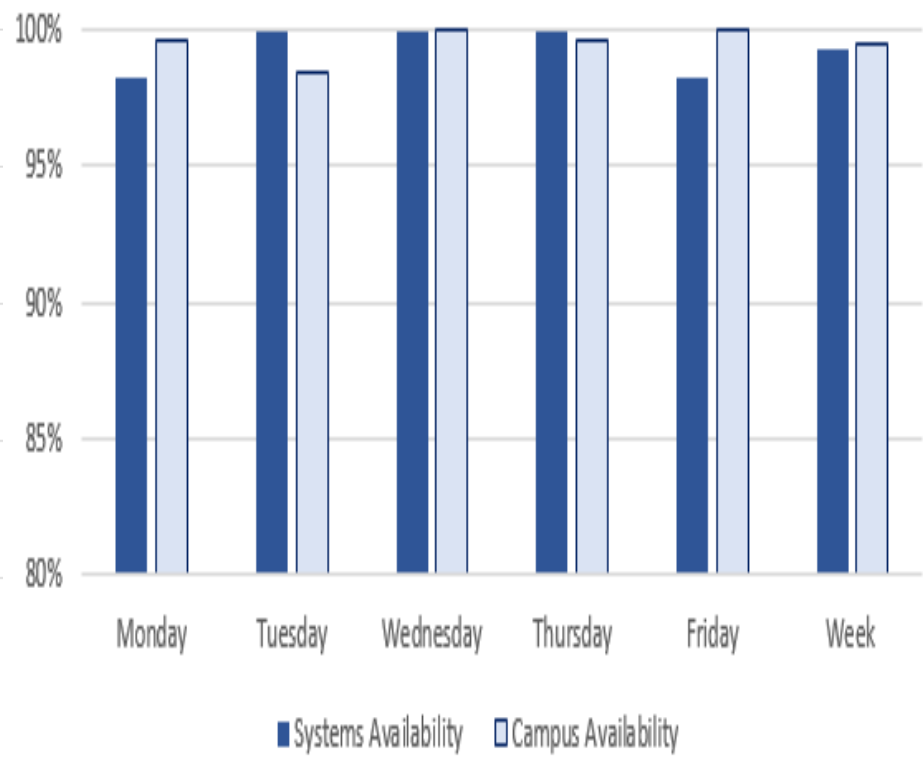
Network Availability Results

Mission Critical Technology Systems Network Availability for the Week Ending March 3, 2017 is 100%

Network Availability – Week 35
Comparison 2014 - 2017



Network Availability – Week 35
February 27 – March 3, 2017



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



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Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of March 3, 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)	2.3	1491	2.6	1466	84%	2.5	1513	83%	-0.1
1-2 High/Testing Service Request	1	1.5	19	2.5	6		1.3	6		-1.2
1-3 Instructional Service Request	3	2.6	983	2.6	1130		2.4	892		-0.2
1-4 Administrative Service Request	4	2.3	191	4.8	227		2.0	437		-2.8
2-3 Instructional Security Access	3	1.2	40	1.0	16		1.2	42		0.2
2-4 Administrative Security Access	4	1.1	249	1.3	79		1.2	81		-0.1
2-7 VOIP Implementation Review	5						7.8	20		
3-3 Instructional Acquisition	3	4.0	1				2.0	2		
3-4 Administrative Acquisition	4	3.3	8	21.0	3					
7-1 Inventory Information Query	3			6.0	2		1.5	2		-4.5
7-3 Inventory Submitted Discrepancy	4			3.0	1					-3.0
7-4 Inventory Reconciliation	10						1.3	3		
7-5 Inventory Equipment Moves - New	2			17.0	2		19.0	3		2.0
7-6 Inventory Equipment Moves - Existing	3						12.2	25		
Non SLA Dependent				12.0	271	16%	12.0	307	17%	
Total				4.3	1737		4.1	1820		-0.2



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