



Performance Excellence Program

Category 7

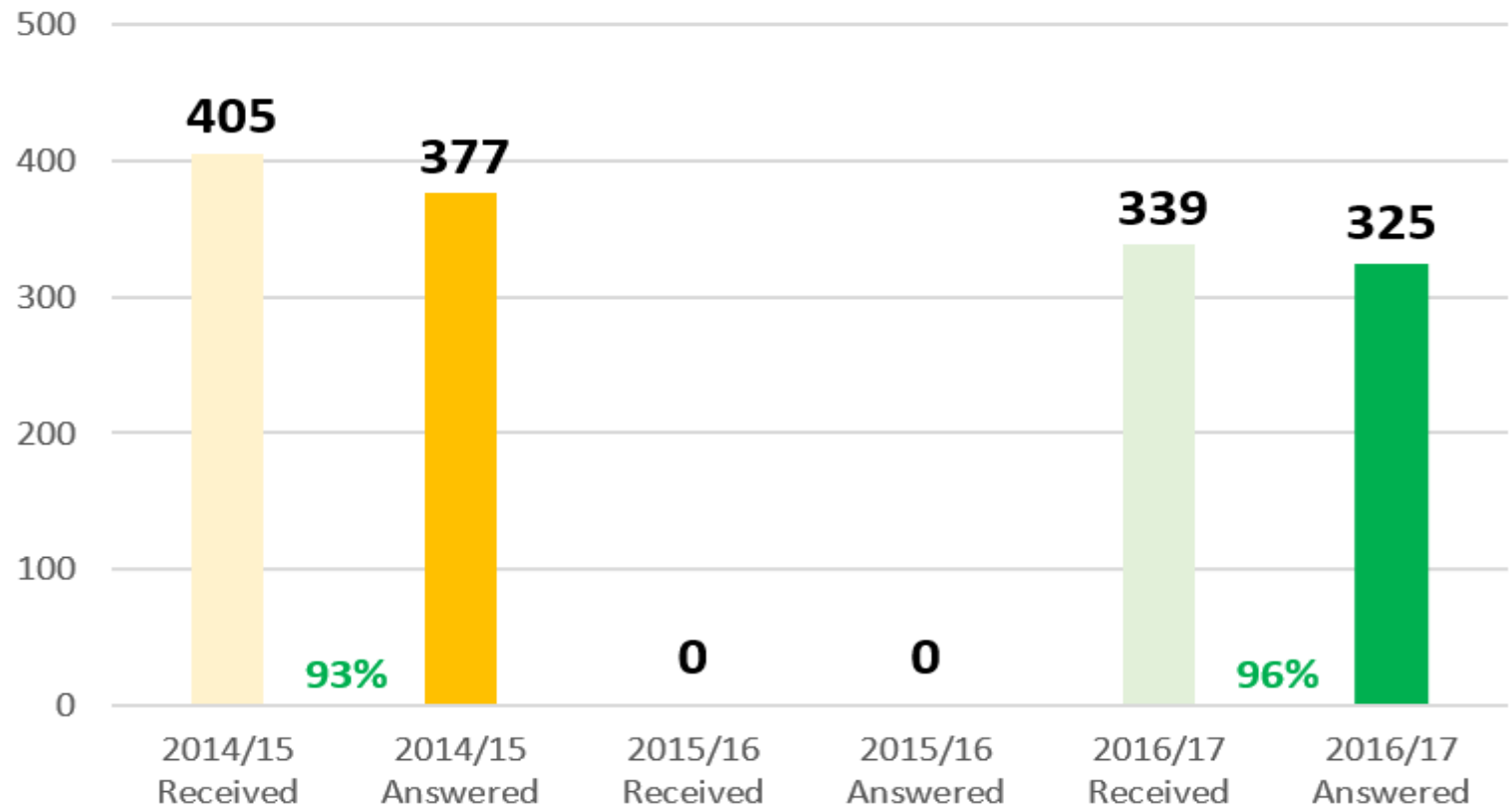
Customer Care Center Support Results

Answered Calls and Support Requests

Week 43 – 3 Year Trend Ending April 28, 2017 - 96%



Week 43 Comparison

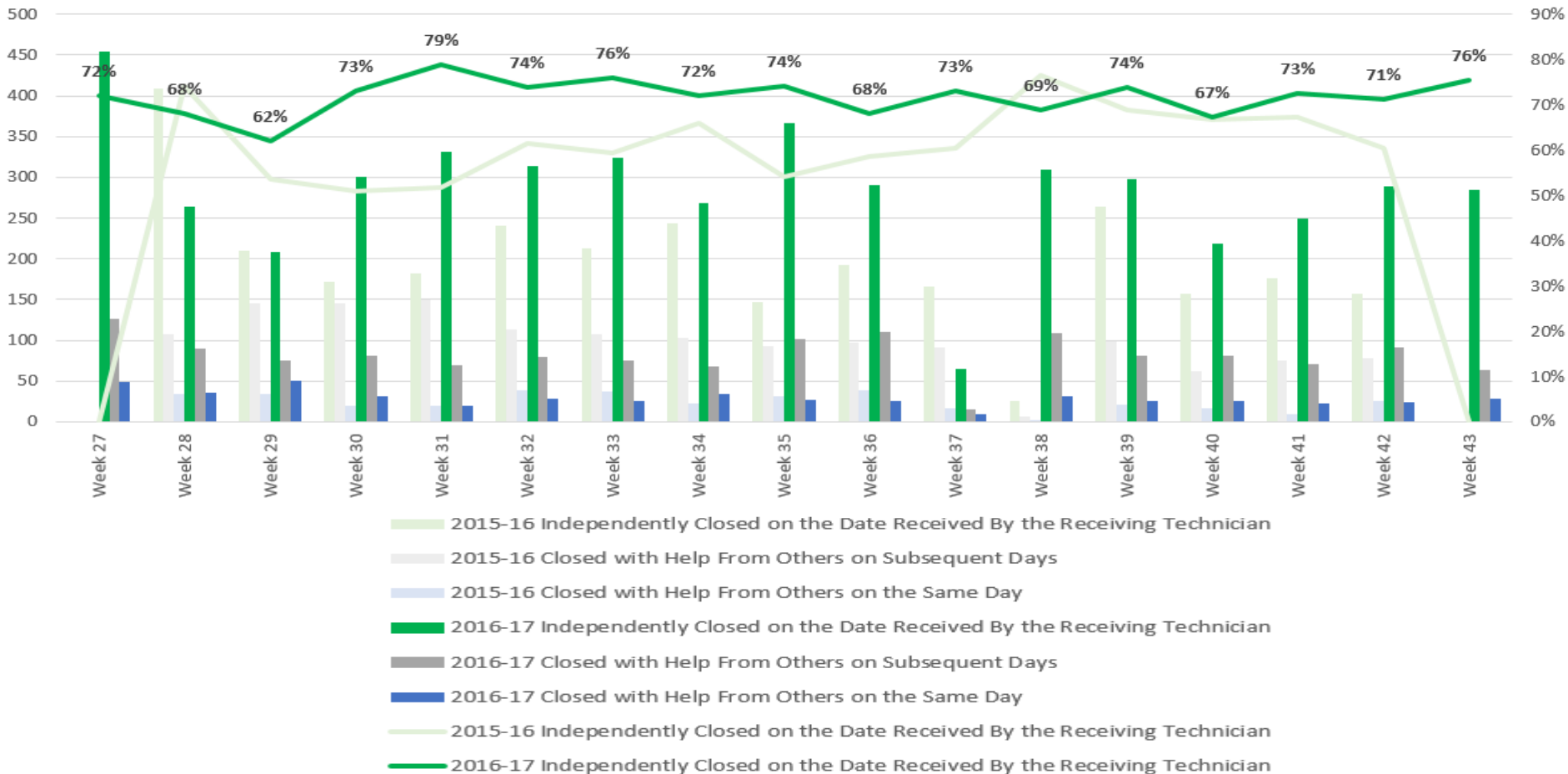


Answer 90% of the calls and support requests coming in to the Customer Care Center.



Service Request Support Distribution

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

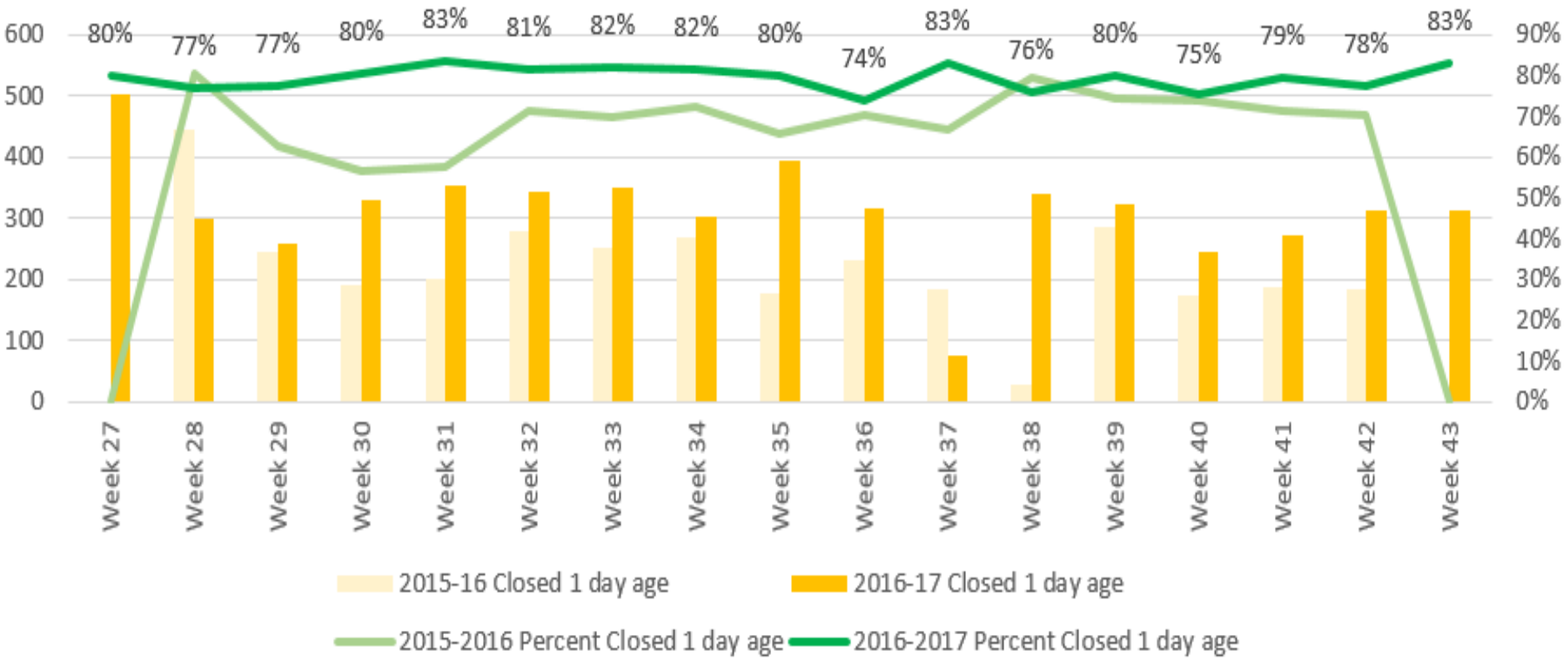


Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.



Service Request Age Resolution Distribution

2015-16 and 2016-2017 Customer Care Center
Service Requests Closed Within 1 Day



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



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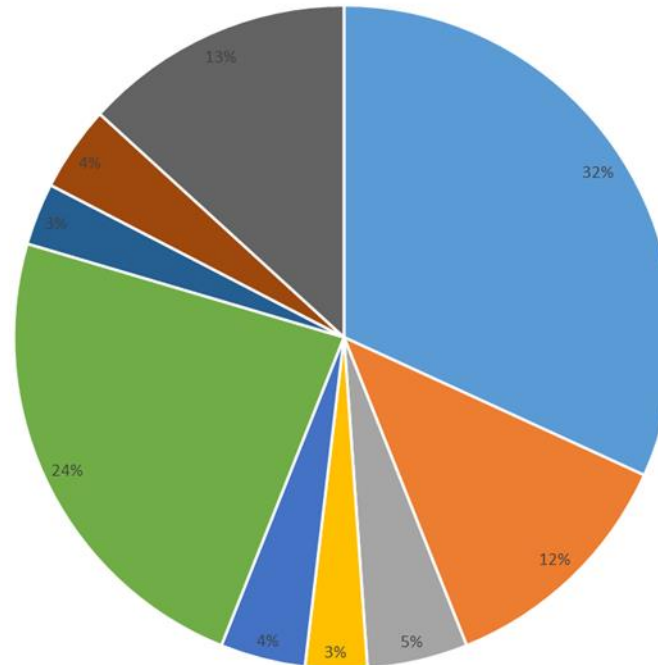
Category 6 Operations and Process Focus

Project Sheet Definition

Week Ending April 28, 2017 is 100%



Curriculum Evaluation Review
Period:
May 1st to July 31st



- Department
- Admin
 - CATE
 - LA/ English/ Reading
 - LOTE
 - Math
 - Other
 - Science
 - Social Studies/ History
 - SPED



Key Performance Indicator: Achieve 100% accuracy of project sheet definition

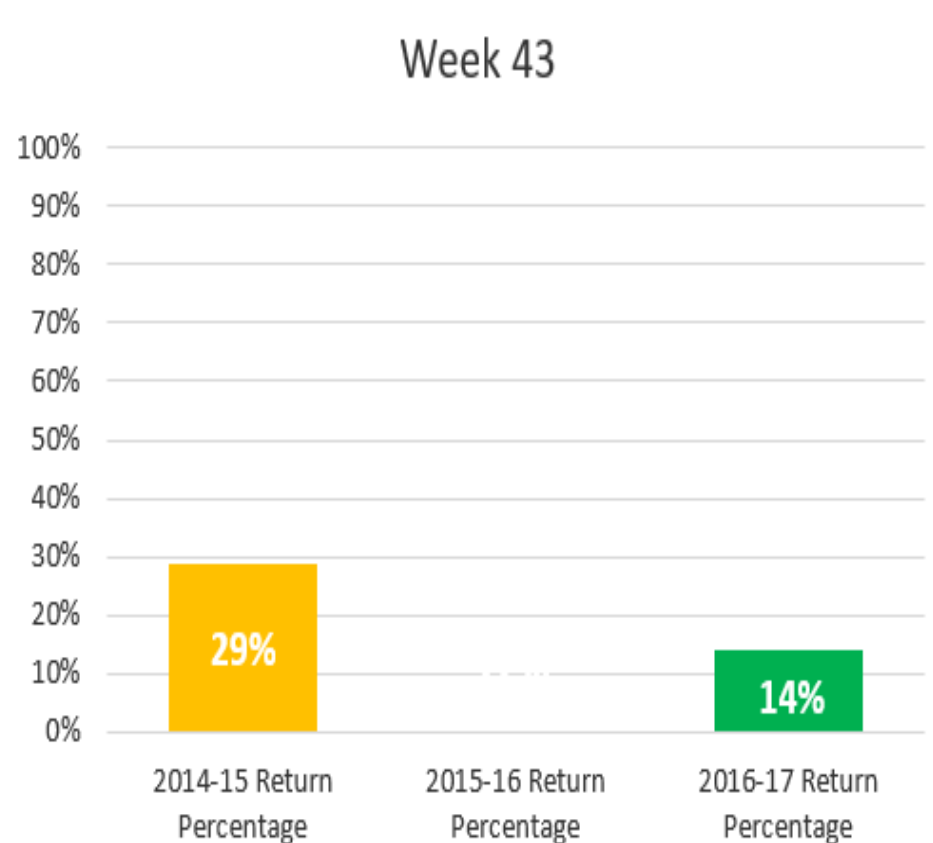
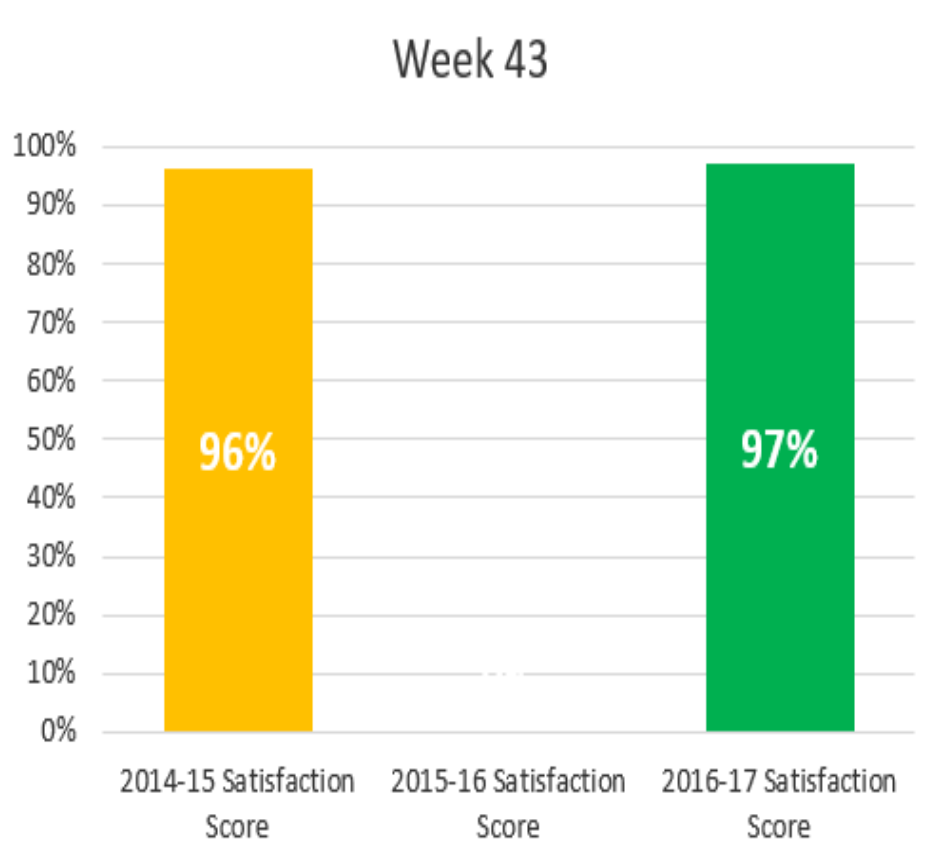


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Results

Customer Satisfaction Survey Results 3 Year Trend - Week 43 for the Week Ending April 28, 2017



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

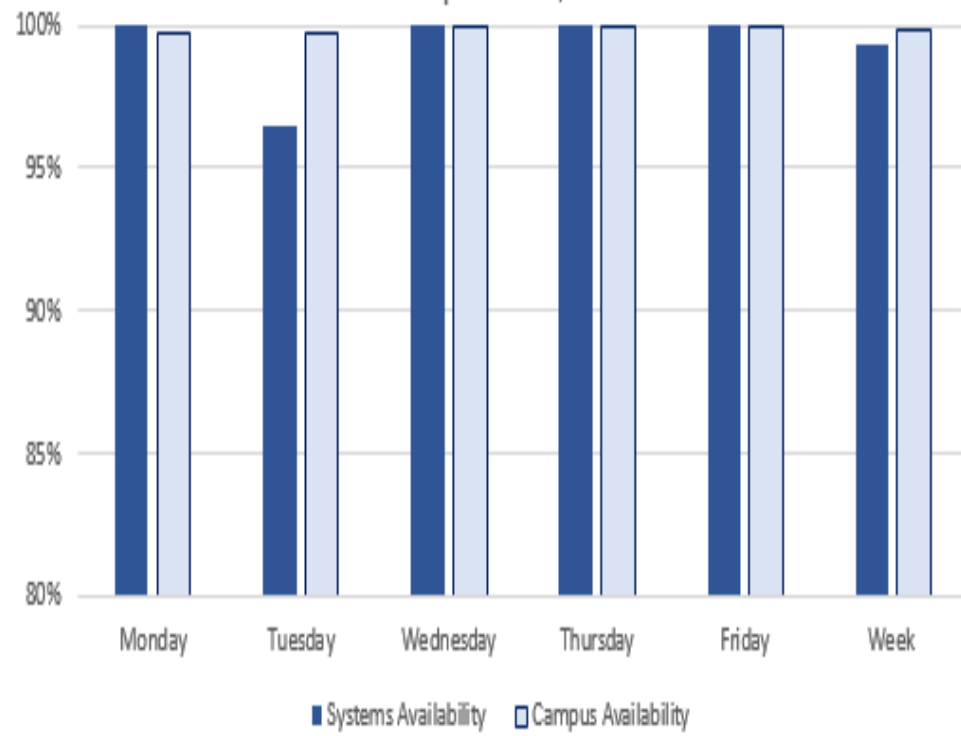
Mission Critical Technology Systems Network Availability for the Week Ending April 28, 2017 is 100%

Network Availability - Week 43 Comparison 2014-2017



Network Availability - Week 43

April 24-28, 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 April 28, 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)	2.2	1238				3.8	1382	84%	
1-2 High/Testing Service Request	1	1.5	24				1.7	3		
1-3 Instructional Service Request	3	2.3	940				5.0	853		
1-4 Administrative Service Request	4	2.4	179				1.7	401		
2-3 Instructional Security Access	3	1.0	7				1.0	29		
2-4 Administrative Security Access	4	1.1	86				1.1	57		
2-7 VOIP Implementation Review	5						8.6	13		
3-3 Instructional Acquisition	3						1.0	5		
3-4 Administrative Acquisition	4	1.5	2							
7-2 Inventory Audit Process	20						1.0	3		
7-5 Inventory Equipment Moves - New	2						8.0	3		
7-6 Inventory Equipment Moves - Existing	3						5.9	15		
Non SLA Dependent							12.4	271	16%	
Total							5.2	1653		

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