



Performance Excellence Program

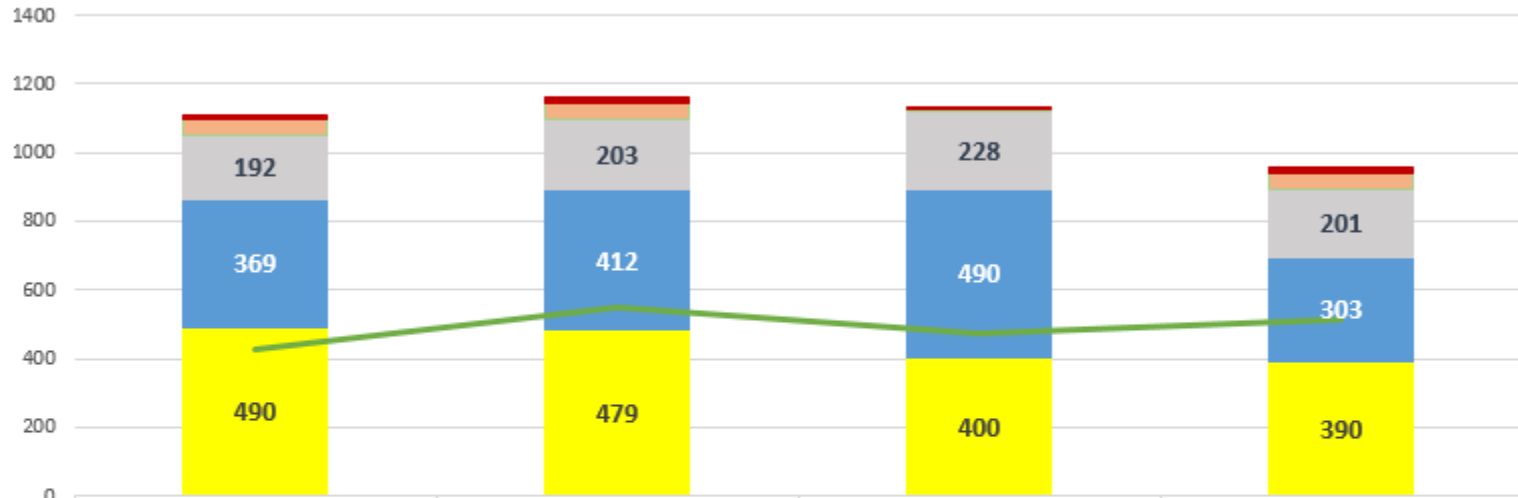
Category 6

Operations and Process Focus



Each day the Performance Excellence Team reviews the status of each SLA Dependent Service Request. One of the reasons for the wonderful results is the persistent dedication to continuous review and improvement. Below, please see the highlights that made up a very successful week.

Daily Progress September 28 - October 2, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
>20 days overdue (Tier 4)	14	18	6	19
10 - 19 days overdue (Tier 3)	45	49	8	44
1 - 9 days overdue (Tier 2)	192	203	228	201
Within SLA (Tier 1)	369	412	490	303
Created	490	479	400	390
Closed	427	548	474	513

Created Within SLA (Tier 1) 1 - 9 days overdue (Tier 2) 10 - 19 days overdue (Tier 3) >20 days overdue (Tier 4) Closed



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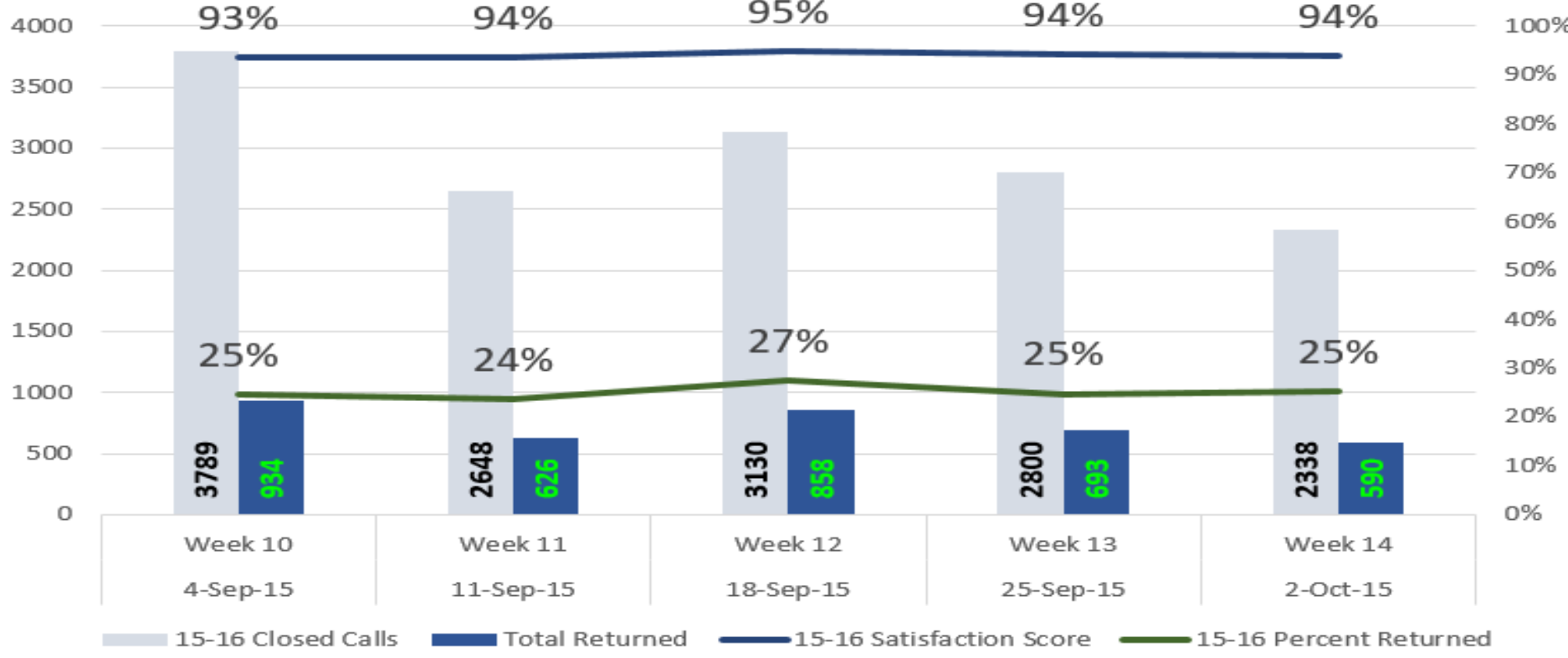
Category 7

Results

Customer Satisfaction Survey Results Week Ending October 2, 2015



2015-2016 Customer Satisfaction Results



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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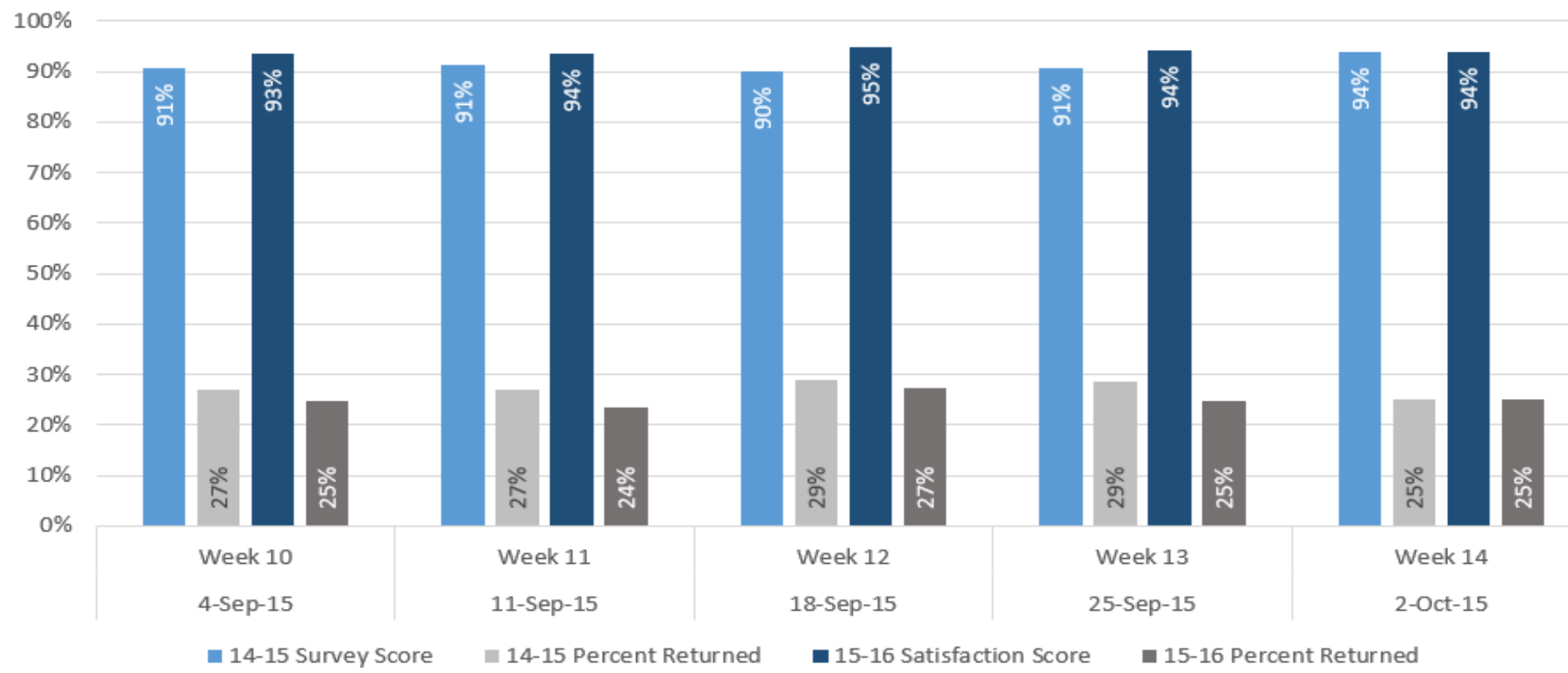
Category 7

Results

Customer Satisfaction Survey Results



2014/15 and 2015/16 Survey Results Comparison



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

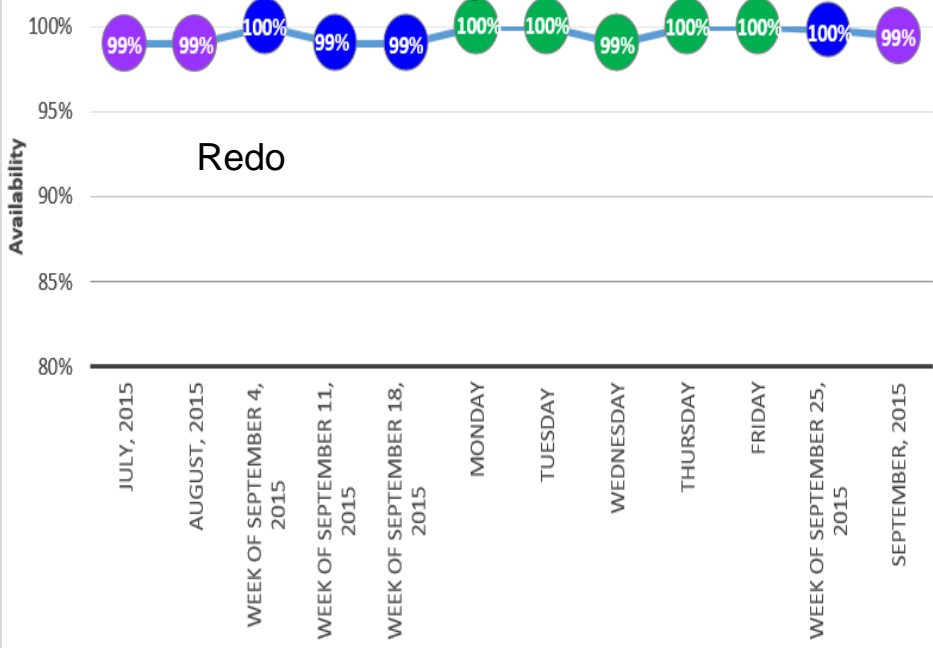
Network Availability Results

Mission Critical Technology Systems Network Availability for the Week Ending September 25, 2015 is 100%



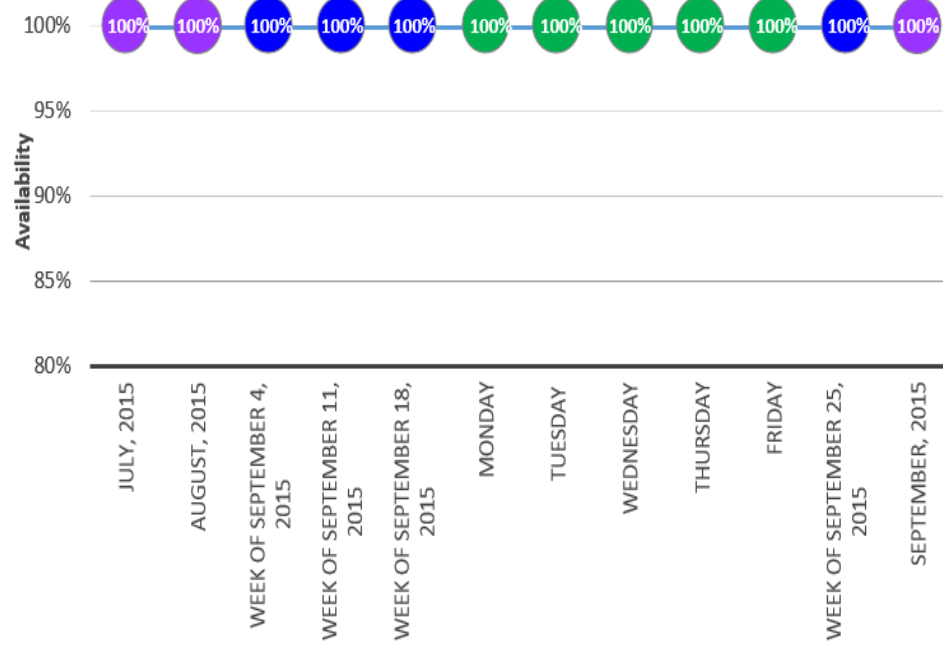
Technology Systems Network Location

Availability 2015-2016



Technology Network Systems Availability

2015-2016



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



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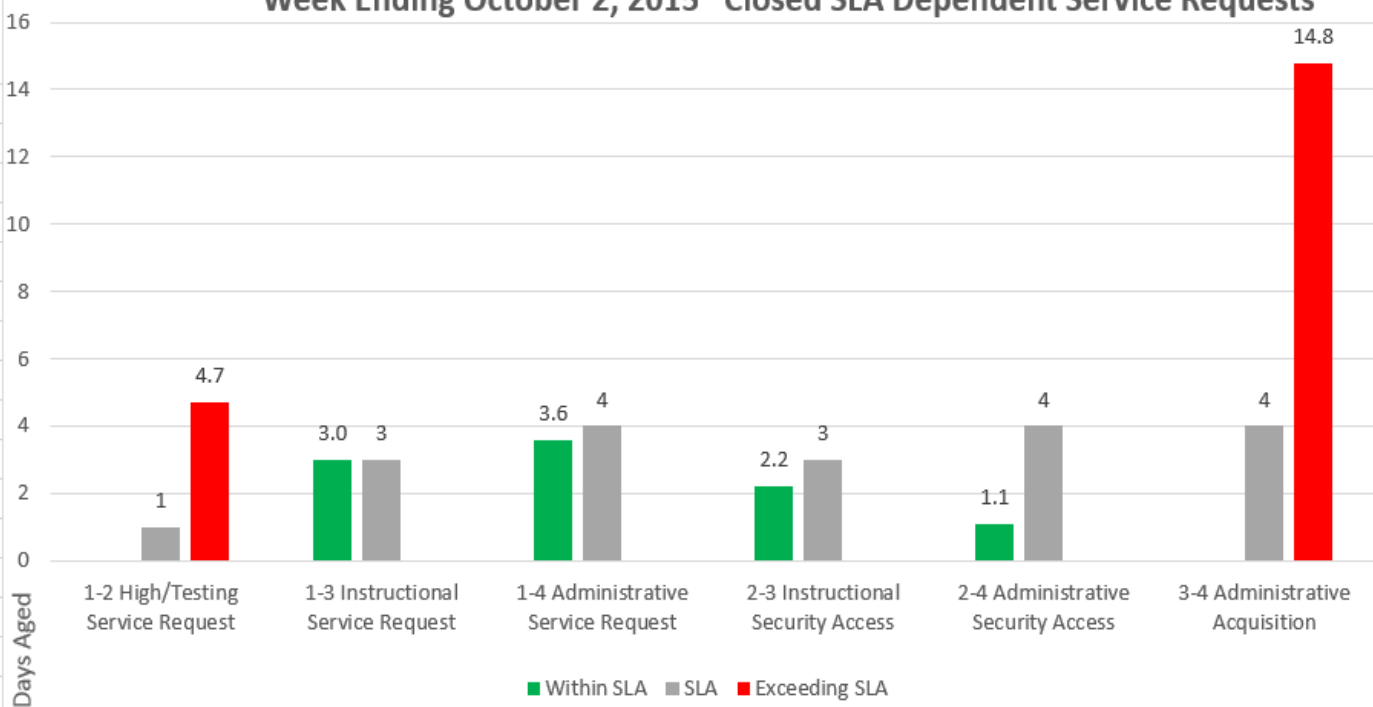
Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of October 2, 2015



Closed SLA Dependent Service Requests – Average Age = 3.1 days

Average Service Request Age
Week Ending October 2, 2015 Closed SLA Dependent Service Requests



SLA Dependent Service Request	2-Oct	
	Count	%
Weekly Count	1,903	
1-1 Emergency Service Request	0	0%
1-2 High/Testing Service Request	12	1%
1-3 Instructional Service Request	1453	76%
1-4 Administrative Service Request	302	16%
2-3 Instructional Security Access	9	0%
2-4 Administrative Security Access	117	6%
3-3 Instructional Acquisition	2	0%
3-4 Administrative Acquisition	8	0%

SLA Dependent Average Age Review		
September 4	2.8	4%
Last year	3.4	
September 11	3.3	18%
Last year	3.7	
September 18	3.4	3%
Last year	4.2	
September 25	3.2	-6%
Last year	4.2	
October 2	3.1	-3%
Last year	5.4	



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



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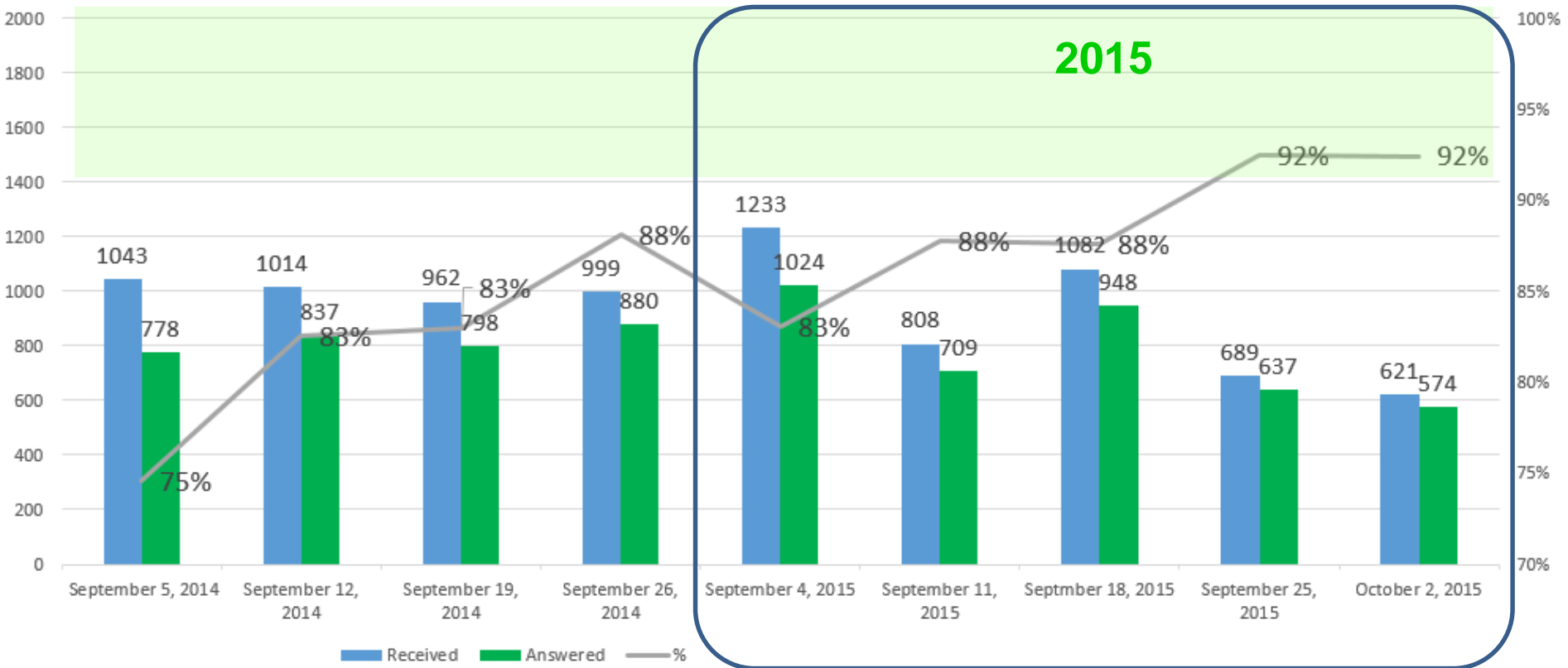
Category 7

Customer Care Center Support Results

Answered Calls and Support Requests
Week Ending October 2, 2015 - 92%



Call Center Call Service August
August Comparison - 2014/15 - 2015/16



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