



# Performance Excellence Program

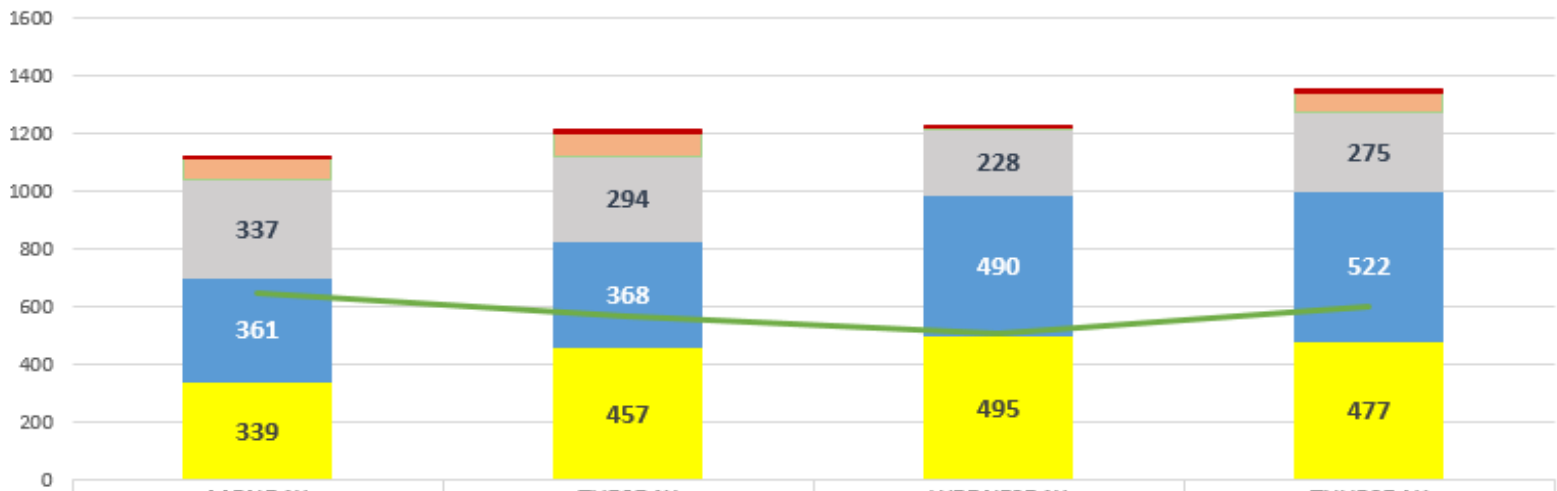
## Category 6

# 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 21 - 25, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
>20 days overdue (Tier 4)	6	13	6	15
10 - 19 days overdue (Tier 3)	75	81	8	63
1 - 9 days overdue (Tier 2)	337	294	228	275
Within SLA (Tier 1)	361	368	490	522
Created	339	457	495	477
Closed	648	570	509	600

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

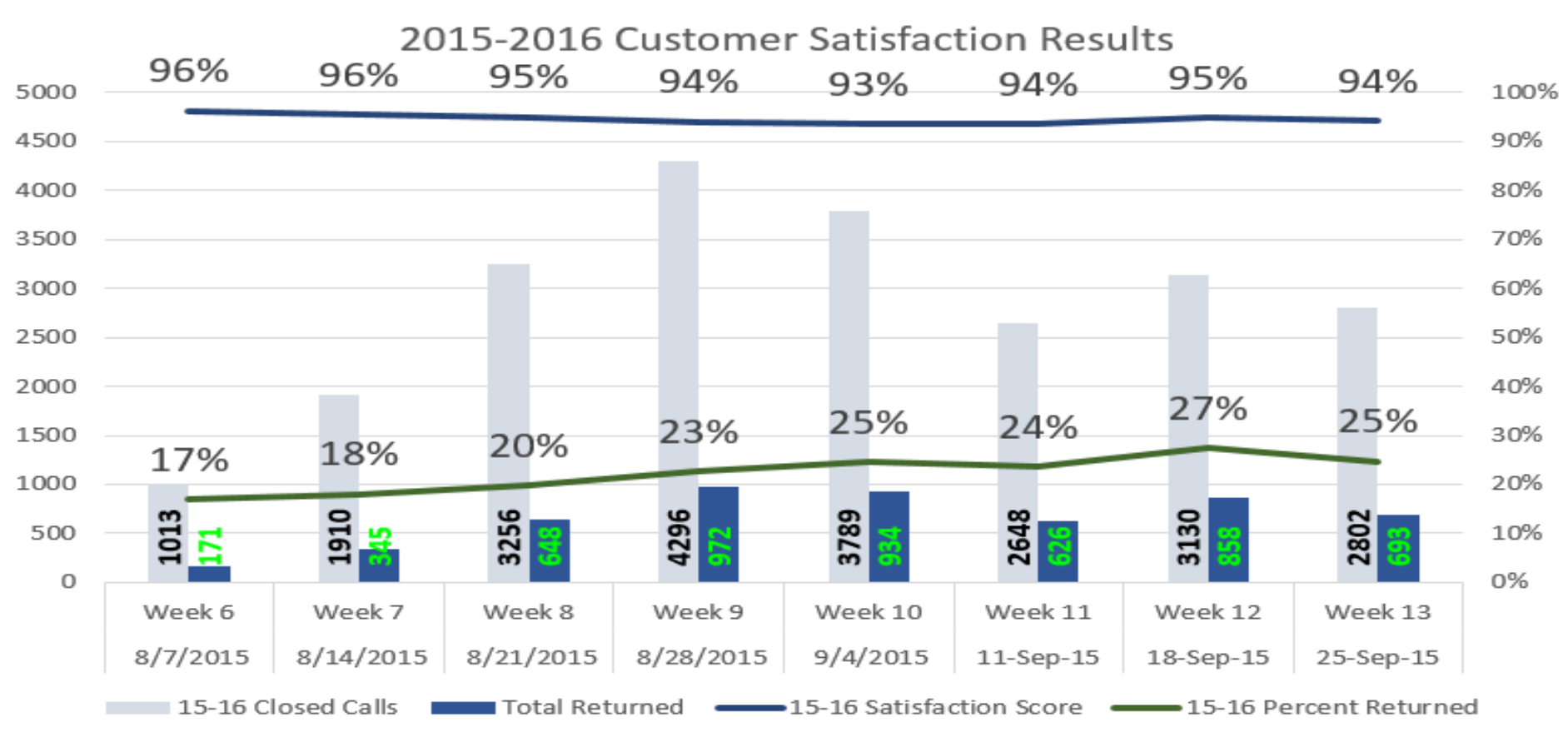


# Performance Excellence Program

## Category 7

### Results

## Customer Satisfaction Survey Results Week Ending September 25, 2015



Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.



# Performance Excellence Program

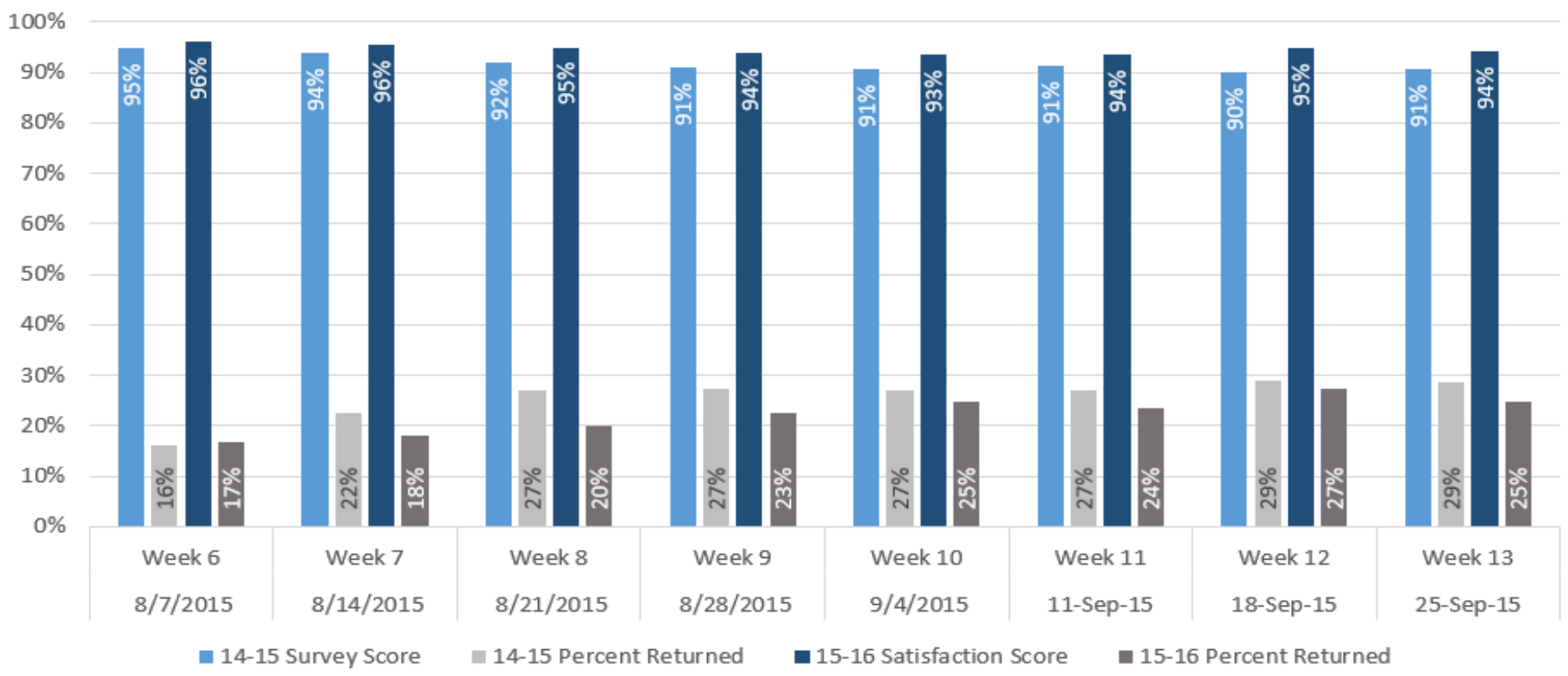
## Category 7

# 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.



# Performance Excellence Program

## Category 7

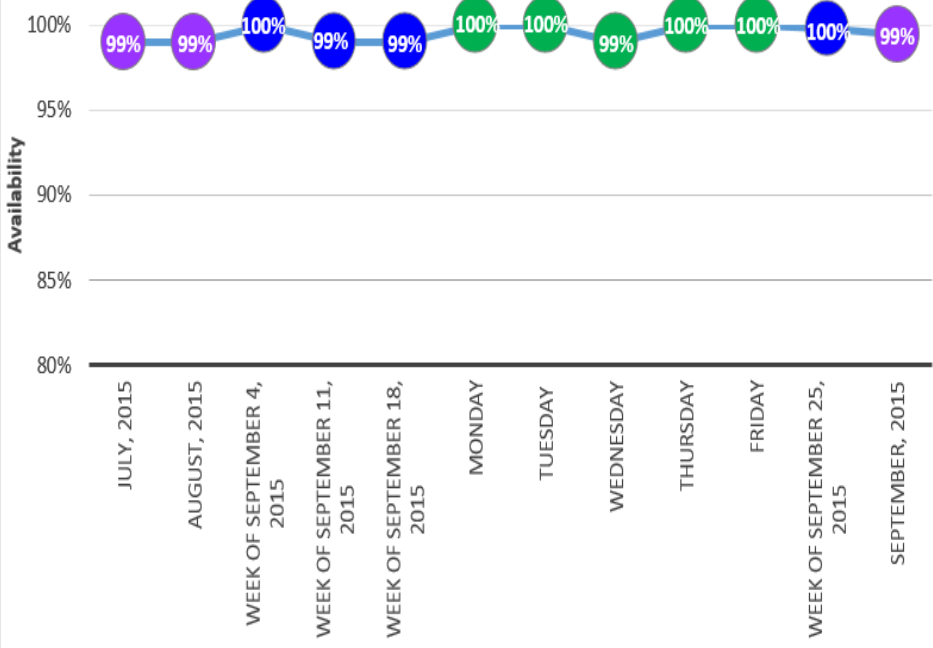
### Network Availability Results

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



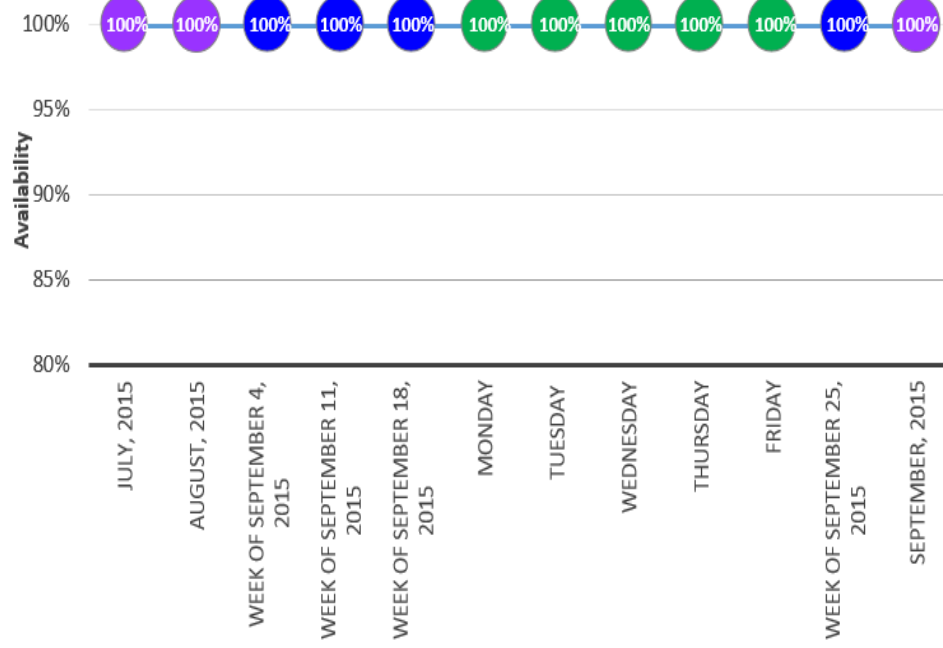
Technology Systems Network Location

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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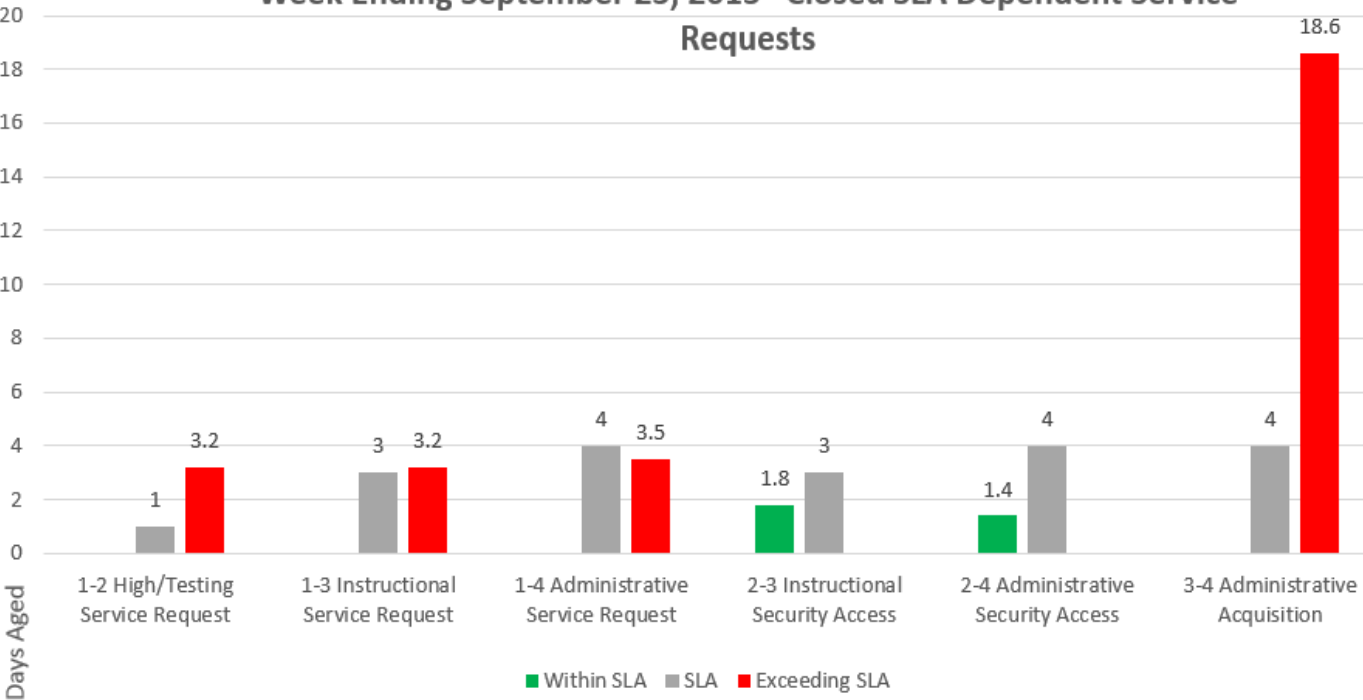
## Category 7

### Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of September 25, 2015



**Closed SLA Dependent Service Requests – Average Age = 3.2 days**

**Average Service Request Age**  
Week Ending September 25, 2015 Closed SLA Dependent Service Requests



SLA Dependent Service Request	25-Sep	
	Count	%
Weekly Count	2,312	
1-1 Emergency Service Request	0	0%
1-2 High/Testing Service Request	36	2%
1-3 Instructional Service Request	1779	77%
1-4 Administrative Service Request	322	14%
2-3 Instructional Security Access	17	1%
2-4 Administrative Security Access	145	6%
3-3 Instructional Acquisition	3	0%
3-4 Administrative Acquisition	10	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	



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



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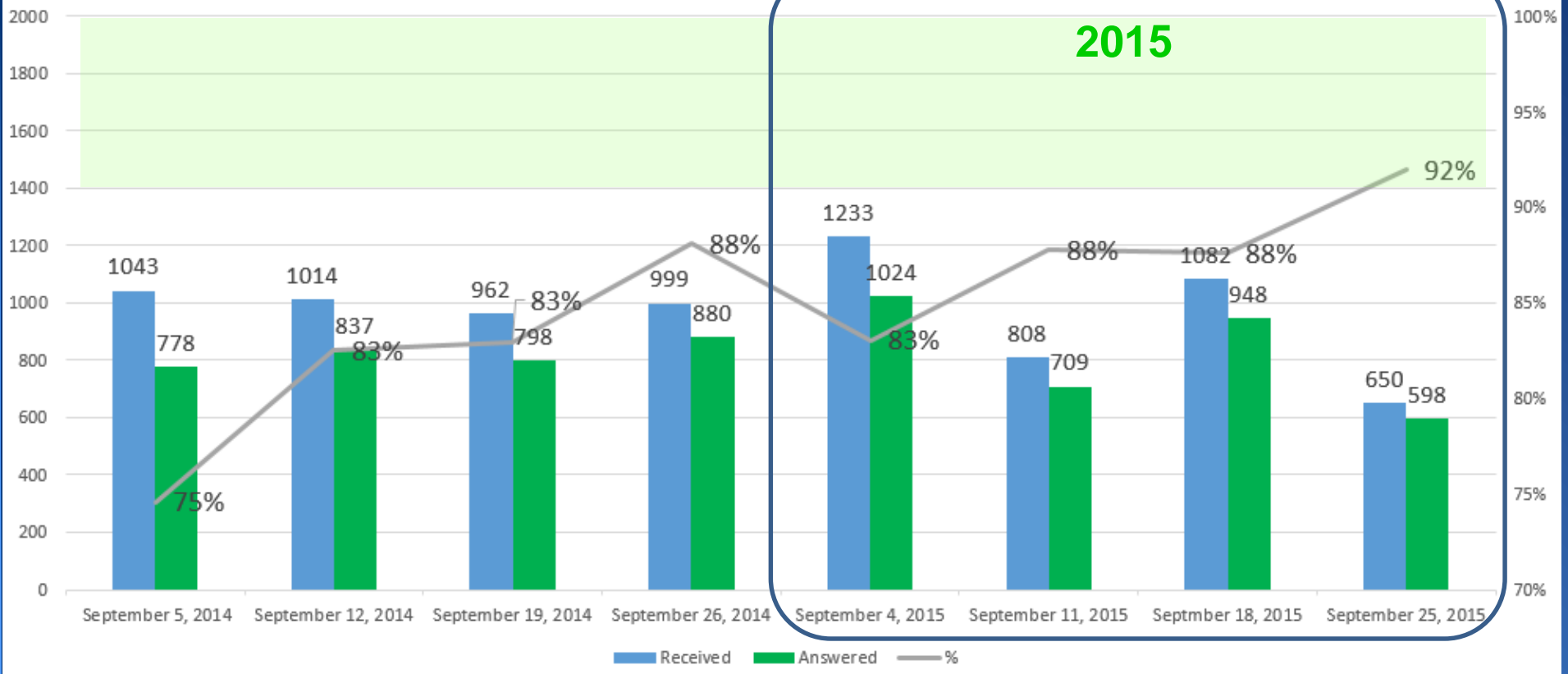
## Category 7

### Customer Care Center Support Results

Answered Calls and Support Requests  
Week Ending September 25, 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.