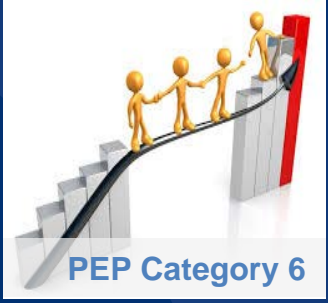




Performance Excellence Program

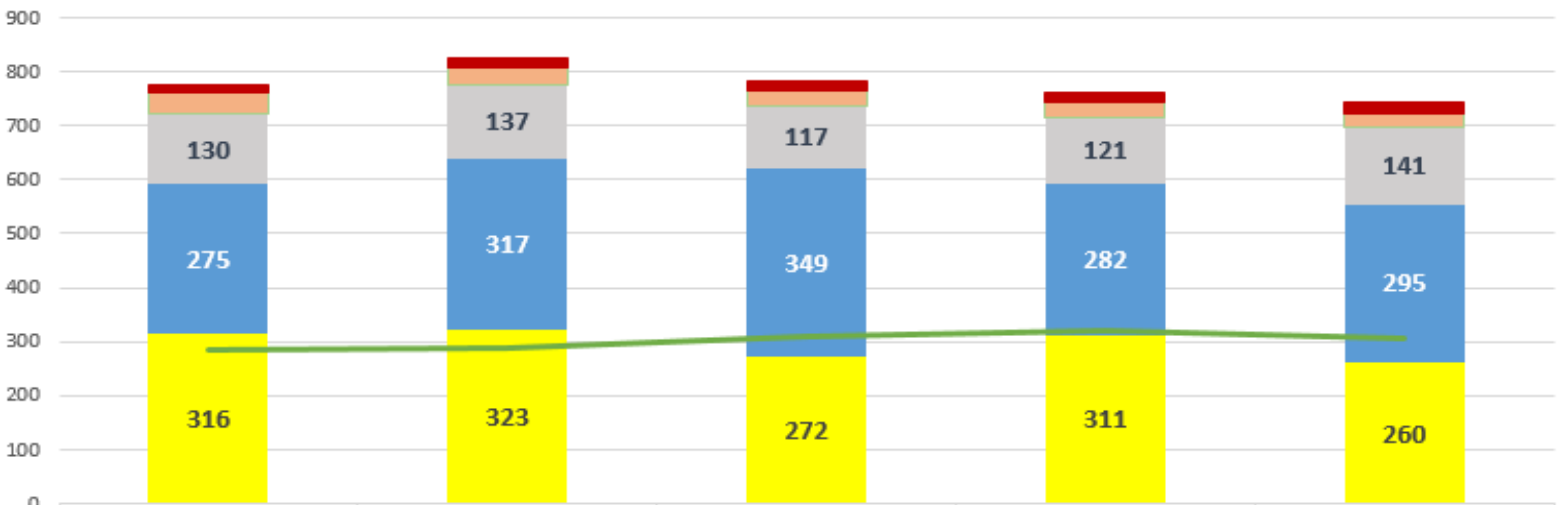
Category 6

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 December 7 - 11, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	11	19	18	17	21
10 - 19 days overdue (Tier 3)	42	29	27	30	27
1 - 9 days overdue (Tier 2)	130	137	117	121	141
Within SLA (Tier 1)	275	317	349	282	295
Created	316	323	272	311	260
Closed	286	288	310	322	305

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

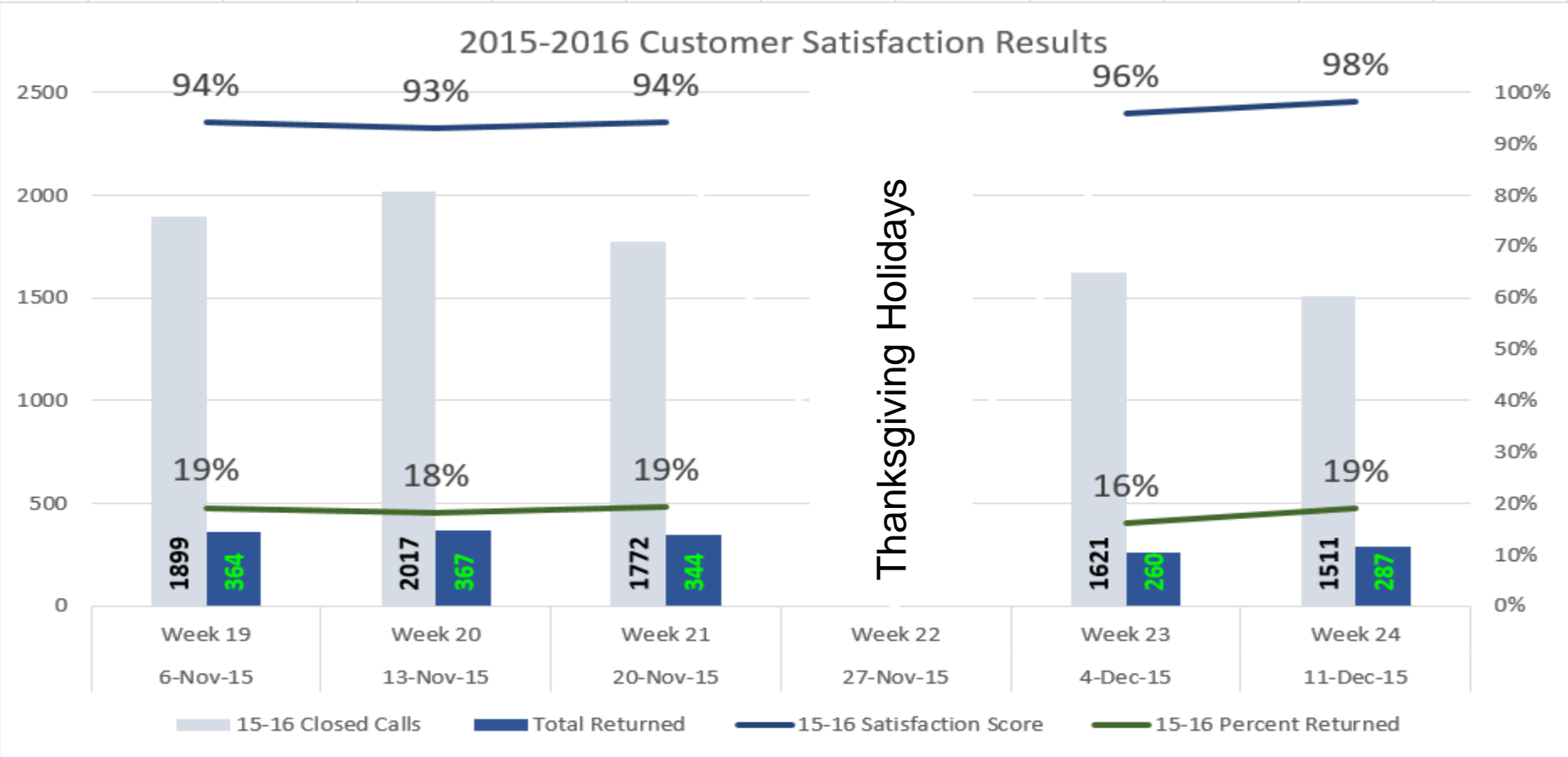


Performance Excellence Program

Category 7

Results

Customer Satisfaction Survey Results Week Ending December 12, 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

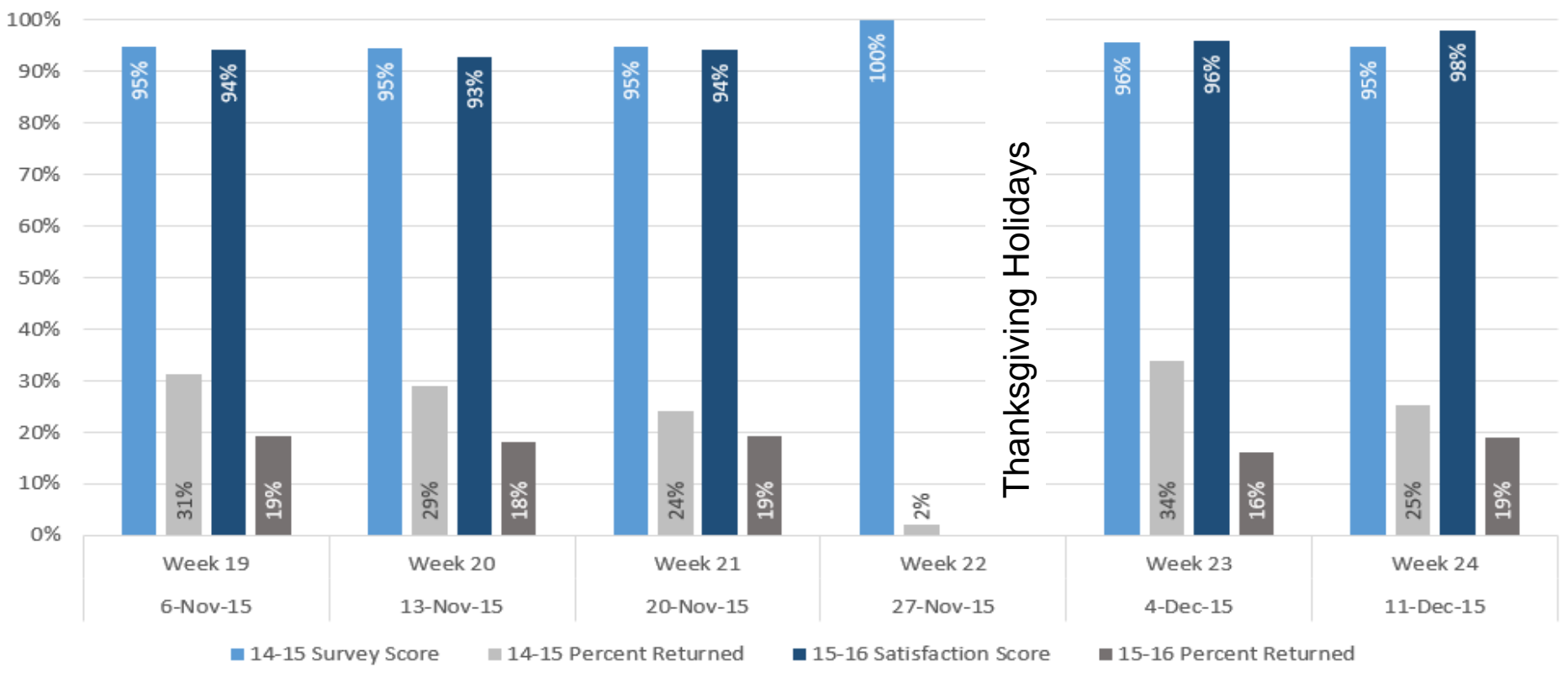
Category 7

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

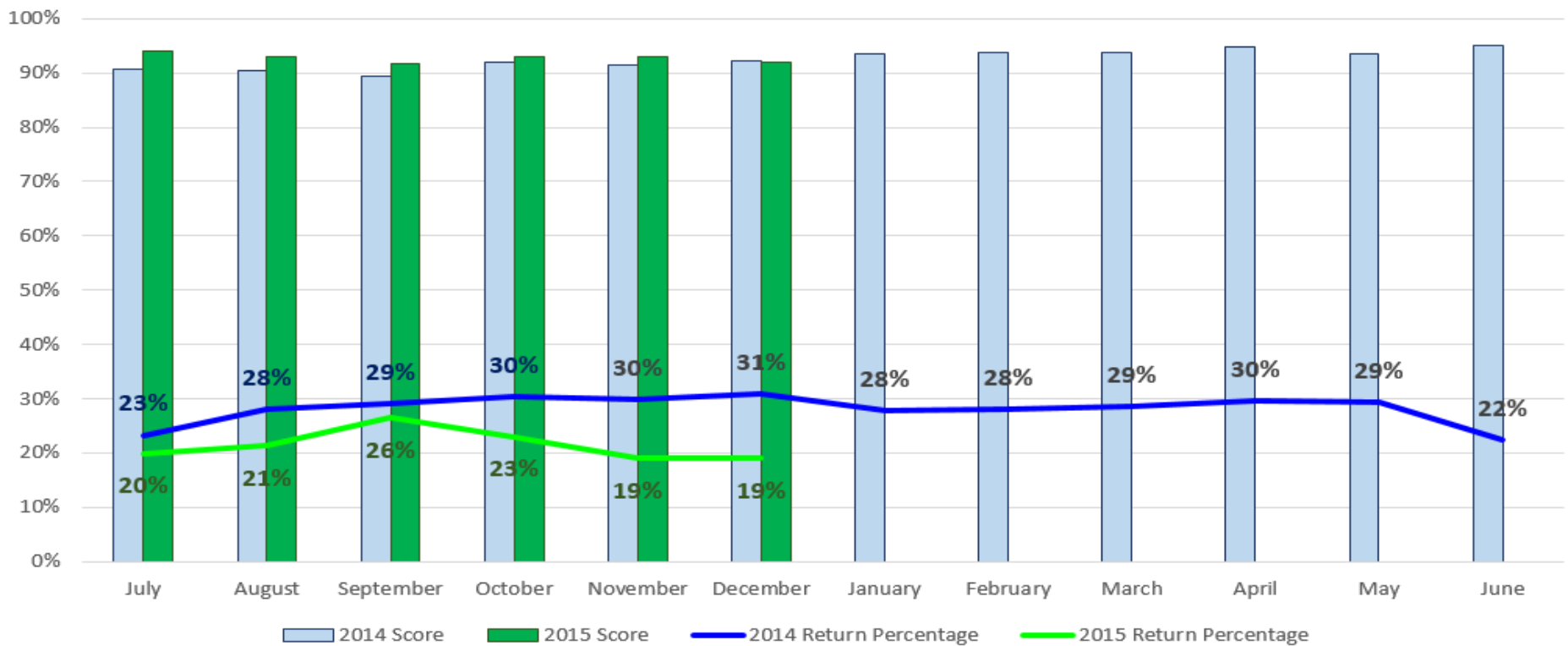
Category 7

Results

Customer Satisfaction Survey Results 2014/15 and 2015/16 Monthly Comparison



2014/15 and 2015/16 Customer Satisfaction Score and Survey Return Percentage Comparison



kpi

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

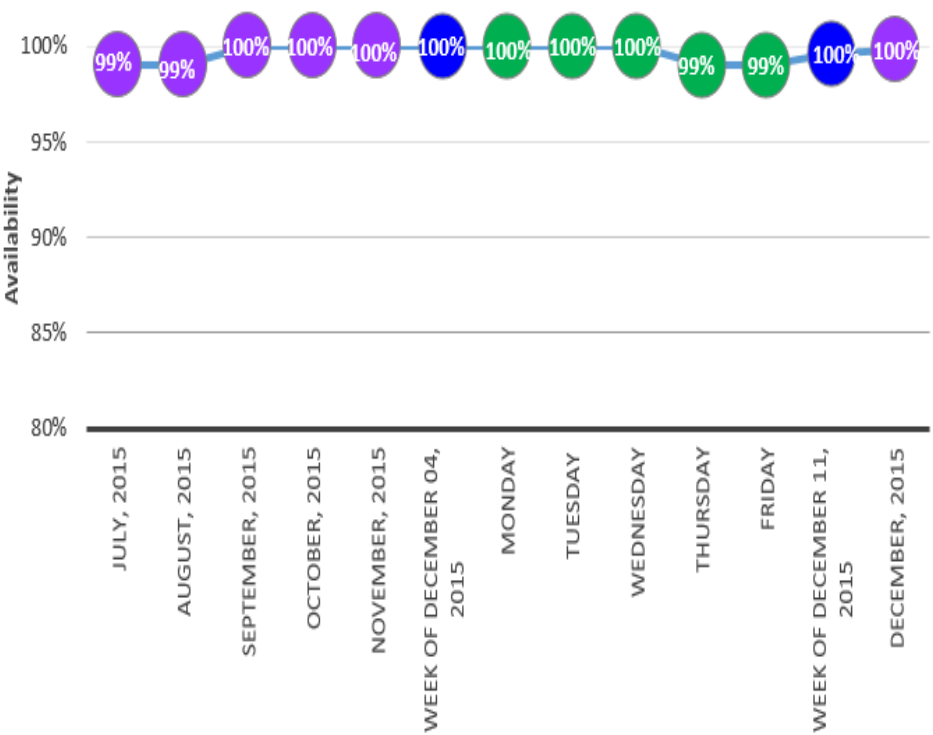
Category 7

Network Availability Results

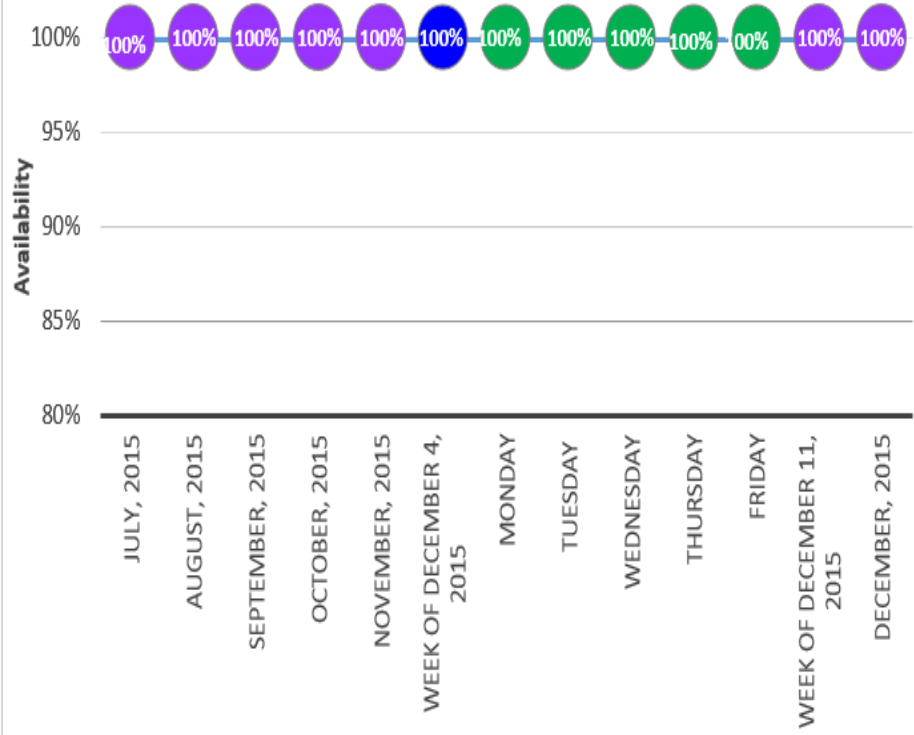
Mission Critical Technology Systems Network Availability for the Week Ending December 11, 2015 is 99.5%



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



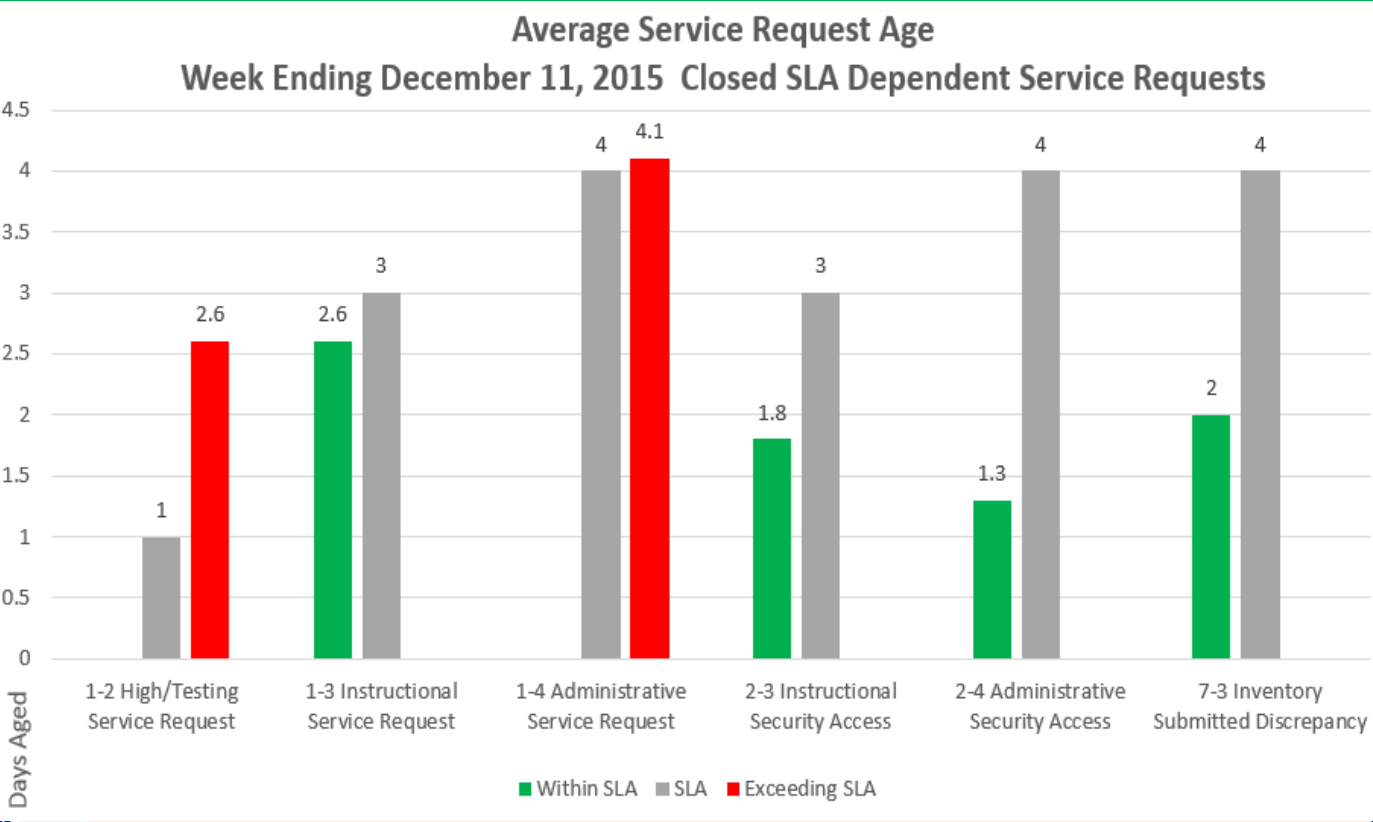
Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of December 11, 2015



Closed SLA Dependent Service Requests – Average Age = 4.2 days



SLA Dependent Service Request	11-Dec	
	Count	%
Weekly Count	1,301	
1-1 Emergency Service Request		0%
1-2 High/Testing Service Request	12	1%
1-3 Instructional Service Request	951	73%
1-4 Administrative Service Request	228	18%
2-3 Instructional Security Access	14	1%
2-4 Administrative Security Access	89	7%
3-3 Instructional Acquisition		0%
3-4 Administrative Acquisition	3	0%
7-3 Inventory Submitted Discrepancy	4	0%

SLA Dependent Average Age Review		
November 6	2.9	0%
Last year	2.2	
November 13	3	3%
Last year	2.2	
November 20	3	0%
Last year	2.6	
December 4	4.2	40%
Last year	2.3	
December 11	2.8	-33%
Last year	2.6	

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



Performance Excellence Program

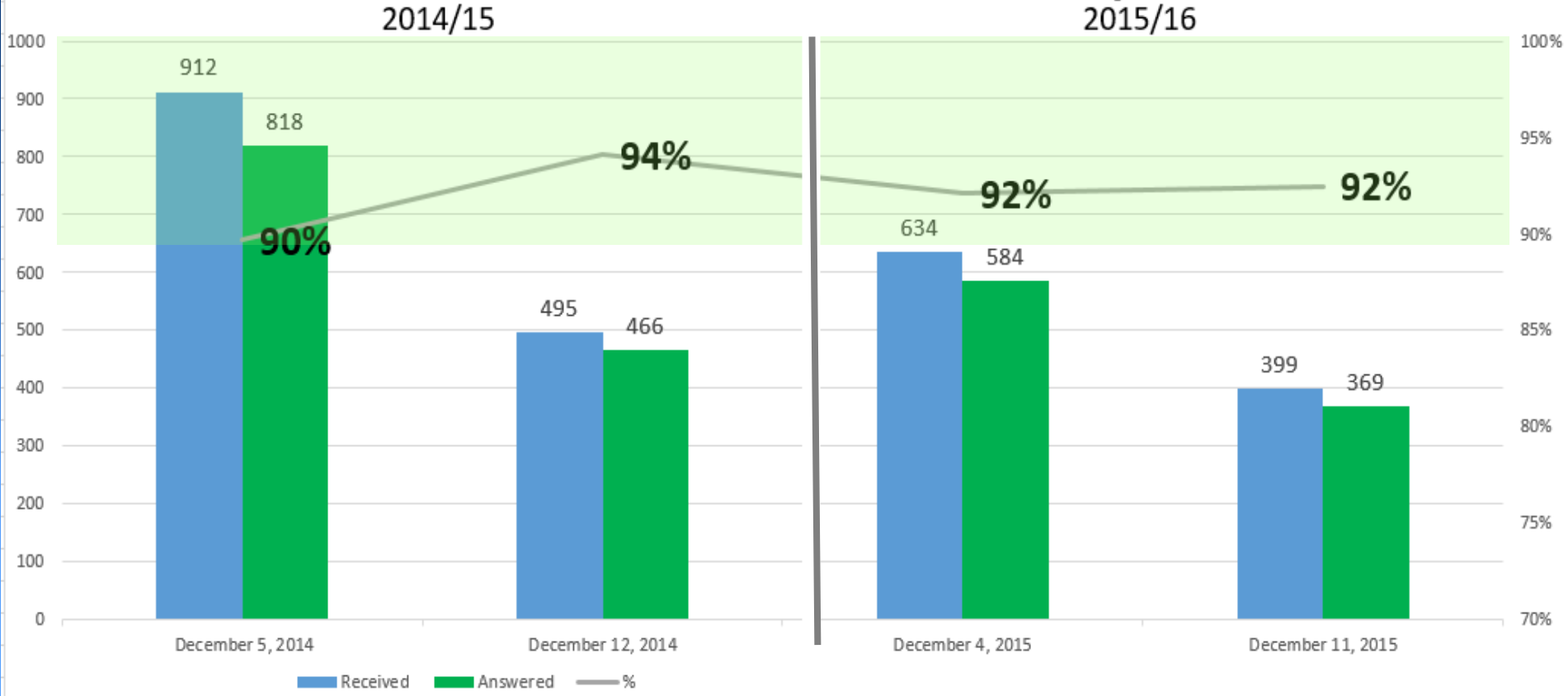
Category 7

Customer Care Center Support Results

Answered Calls and Support Requests
Week Ending December 11, 2015 - 92%



Customer Care Center Call Service Comparison



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