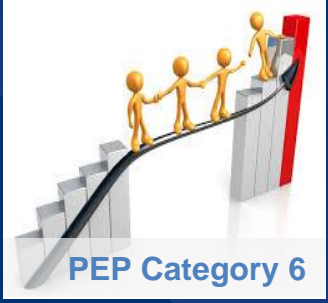




Performance Excellence Program

Category 6

Key Performance Indicators



Performance Excellence

1	Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.	<u>Weekly Results</u>	Met
2	Achieve network availability of 98% for core network and telecommunications services for mission critical systems.	<u>Weekly Results</u>	Met
3	Complete service requests within the designated target resolution times as agreed upon in our Service Level Agreement (SLA).	<u>Weekly Results</u>	Not Met



Performance Excellence Program

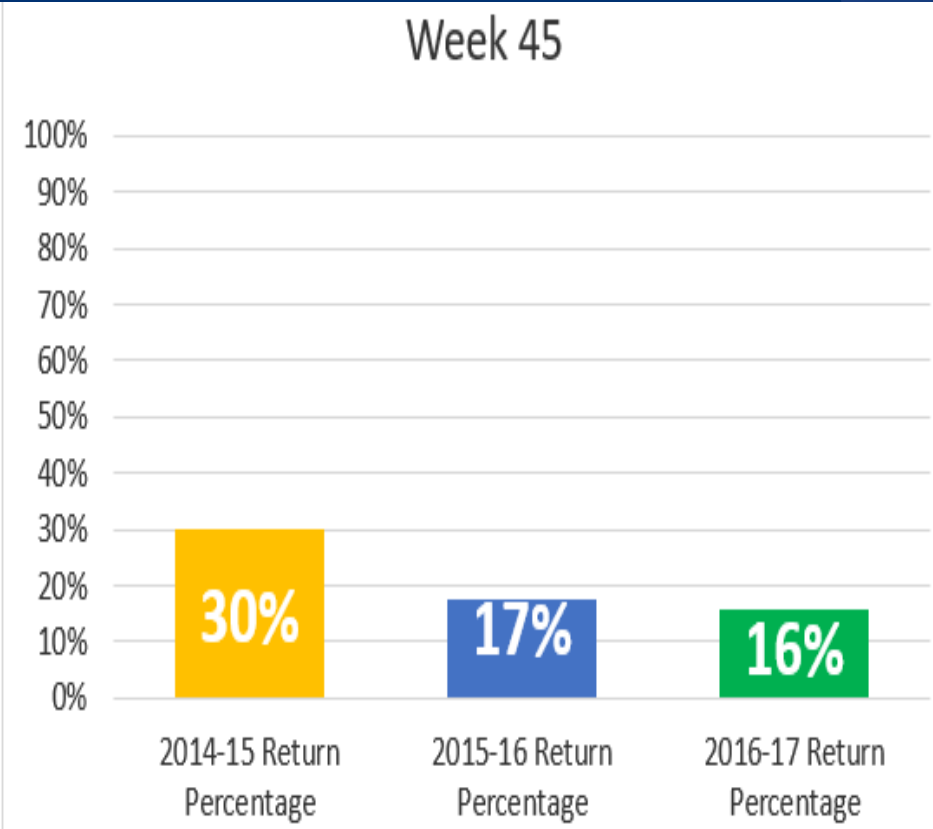
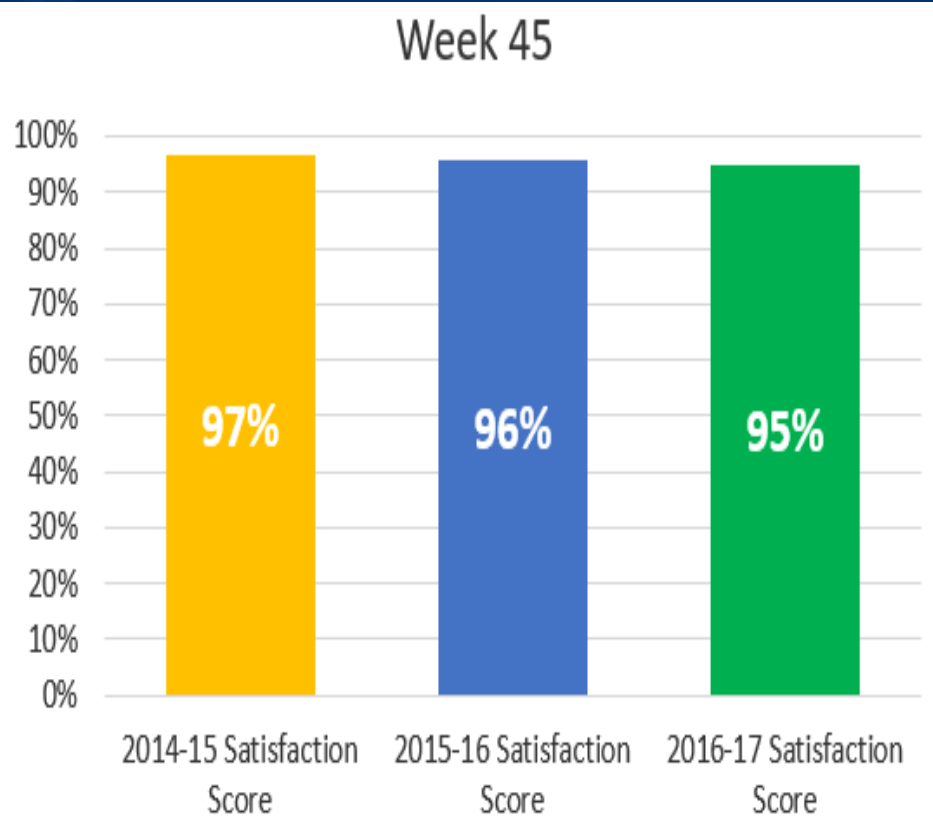
Category 7

Results

Customer Satisfaction Survey Results 3 Year Trend - Week 45 for the Week Ending May 12, 2017



[Table of Contents](#)



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

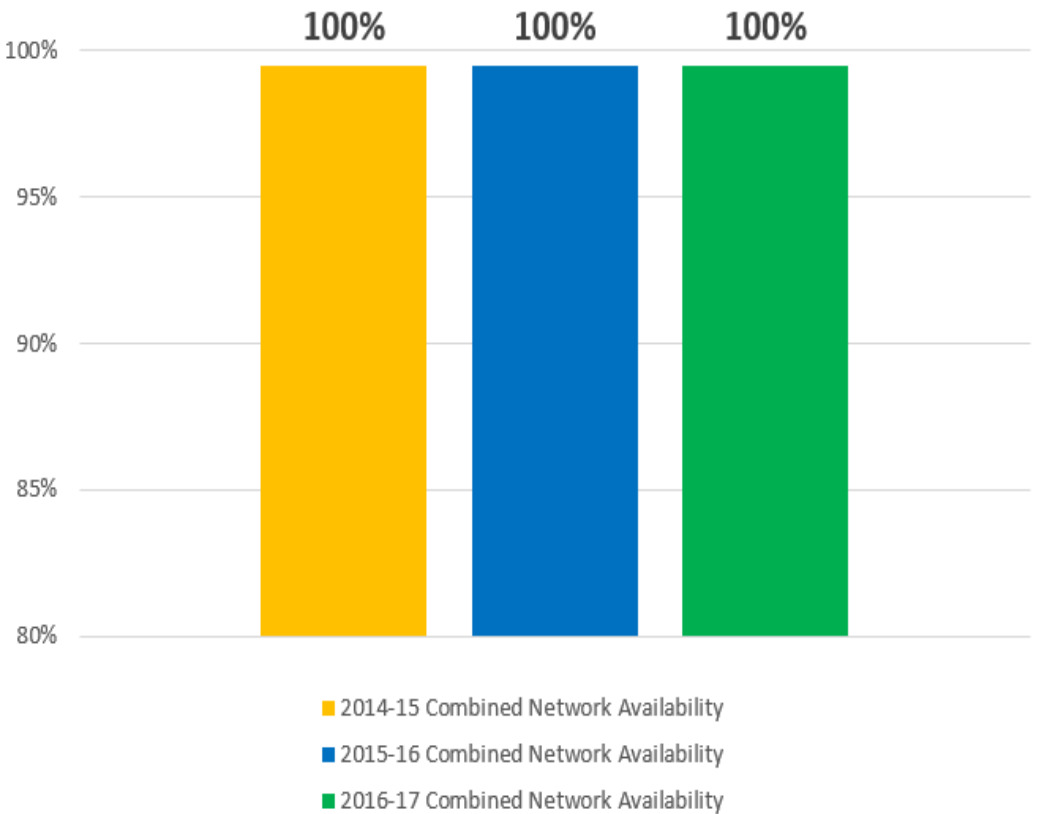
Mission Critical Technology Systems Network Availability for the Week Ending May 12, 2017 is 99.5%

PEP Category 7

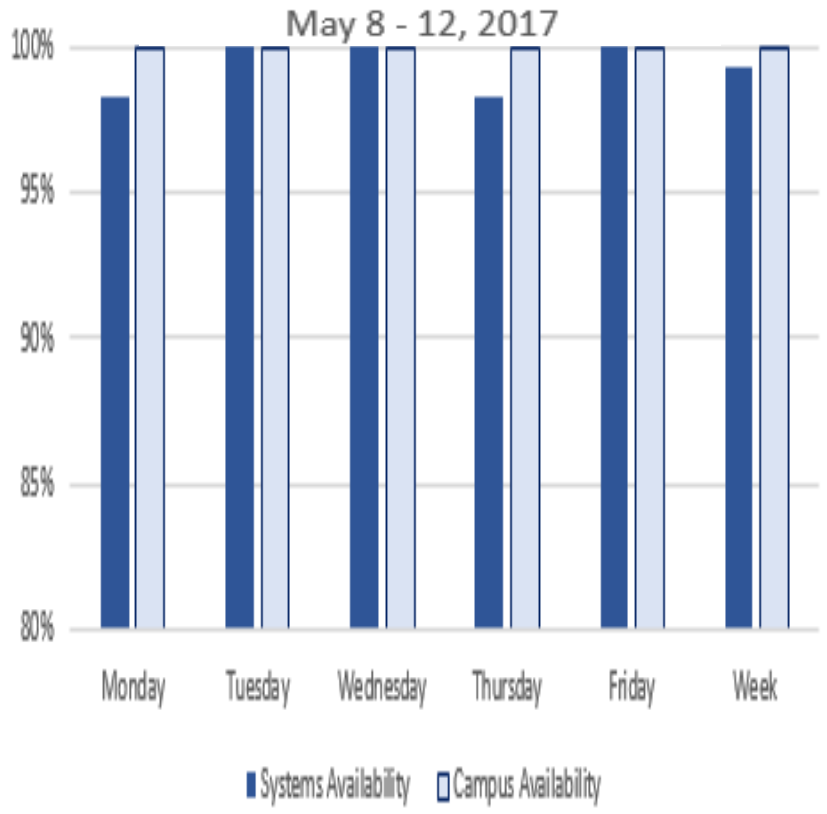
IMPROVEMENT

[Table of Contents](#)

Network Availability - Week 45 Comparison 2014-2017



Network Availability - Week 45



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 May 12, 2017

PEP Category 7

[Table of Contents](#)

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	1190	2.9	1125	87%	3.2	1320	83%	0.3
1-1 Emergency Service Request	0.5			5.8	12					
1-2 High/Testing Service Request	1	1.5	11	3.2	10		1.3	6		-1.9
1-3 Instructional Service Request	3	2.5	852	2.7	758		2.8	665		0.1
1-4 Administrative Service Request	4	1.9	195	3.9	216		1.6	422		-2.3
2-3 Instructional Security Access	3	1.0	22	1.3	16		1.2	43		-0.1
2-4 Administrative Security Access	4	1.2	105	1.3	107		1.1	89		-0.2
2-7 VOIP Implementation Review	5						16.3	72		
3-3 Instructional Acquisition	3			2.0	1		4.0	2		2.0
3-4 Administrative Acquisition	4	4.4	5	16.3	4		5.5	2		-10.8
7-1 Inventory Information Query	3						9.0	2		
7-2 Inventory Audit Process	20						23.3	6		
7-3 Inventory Submitted Discrepancy	4			48.0	1					
7-5 Inventory Equipment Moves - New	2						9.8	6		9.8
7-6 Inventory Equipment Moves - Existing	3						3.6	5		3.6
Non SLA Dependent				10.0	174	13%	11.5	267	17%	
Total				3.9	1299		4.6	1587		0.7



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