



Performance Excellence Program

Category 7

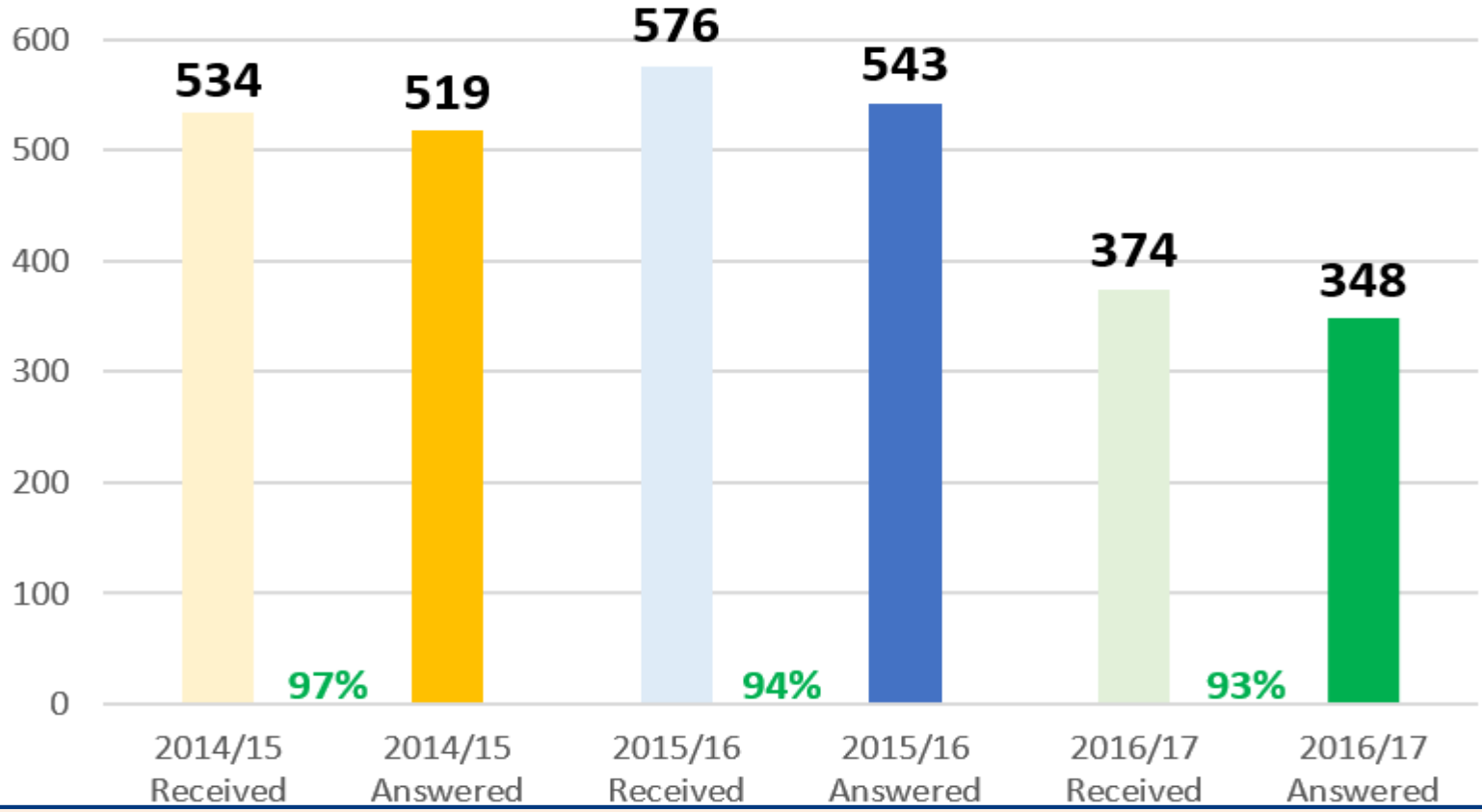
Customer Care Center Support Results

Answered Calls and Support Requests

Week 34 – 3 Year Trend Ending February 24, 2017 - 93%



Week 34 Comparison

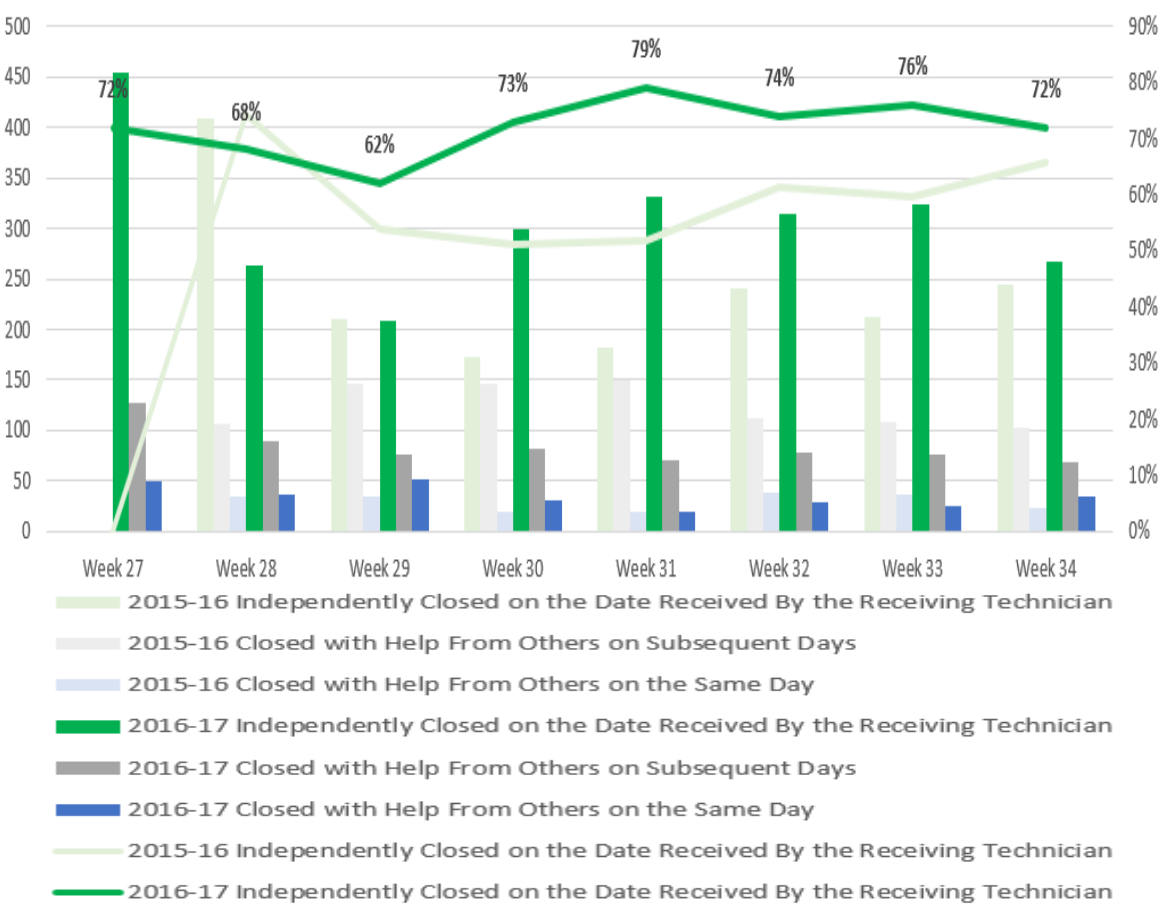


Answer 90% of the calls and support requests coming in to the Customer Care Center.

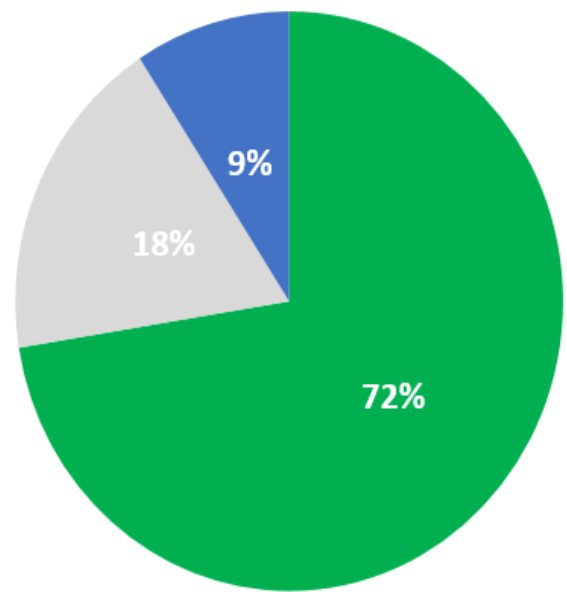


Service Request Support Distribution

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



February 20-24, 2017 Customer Care Center Service Request Resolution Distribution



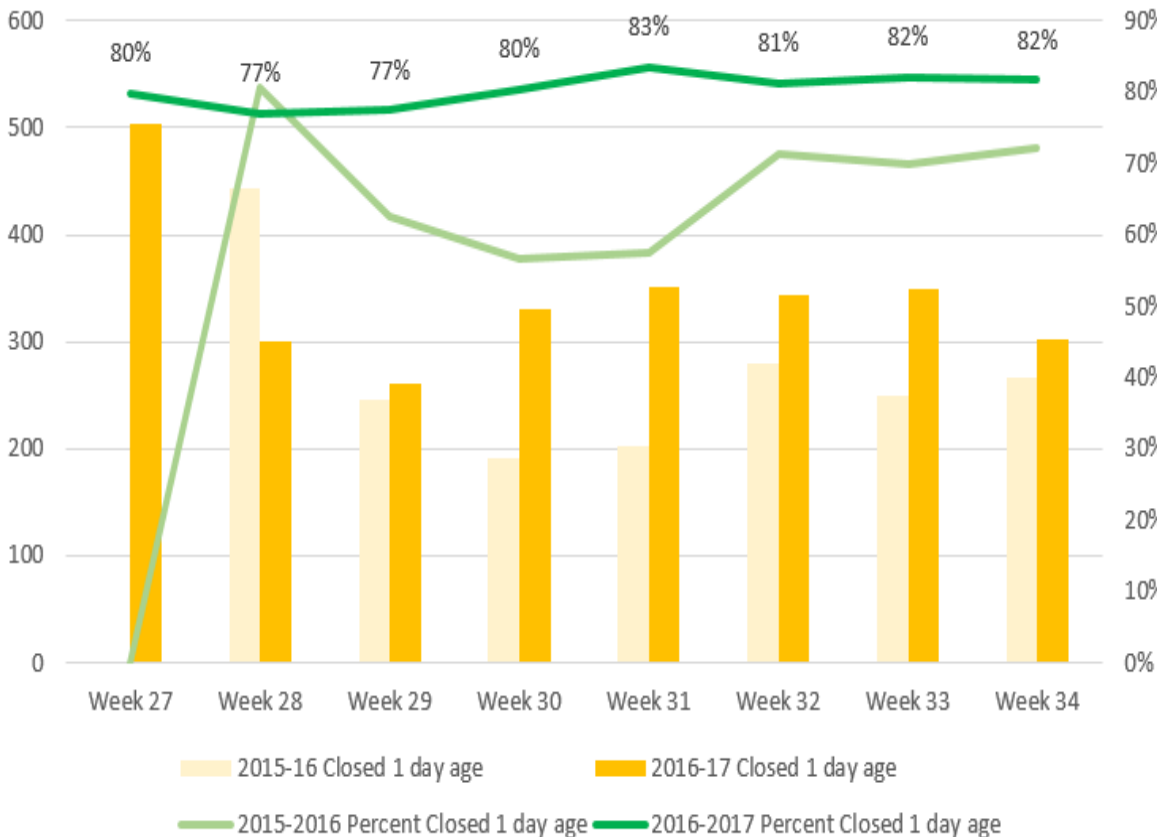
- Independently Closed on the Date Received By the Receiving Technician
- Closed with Help From Others on Subsequent Days
- Closed with Help From Others on the Same Day

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

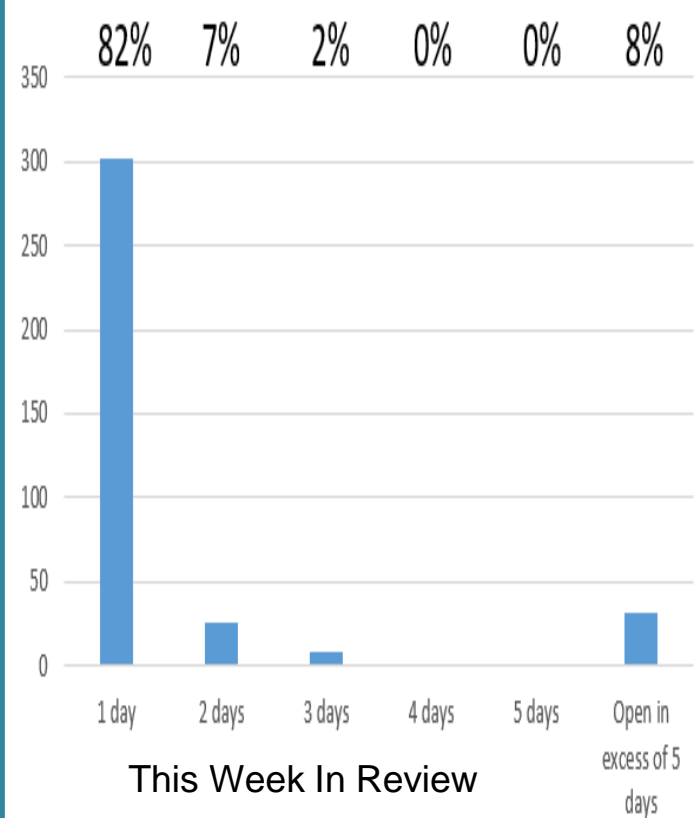


Service Request Age Resolution Distribution

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



Age of Service Requests Created by the Customer Care Center



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

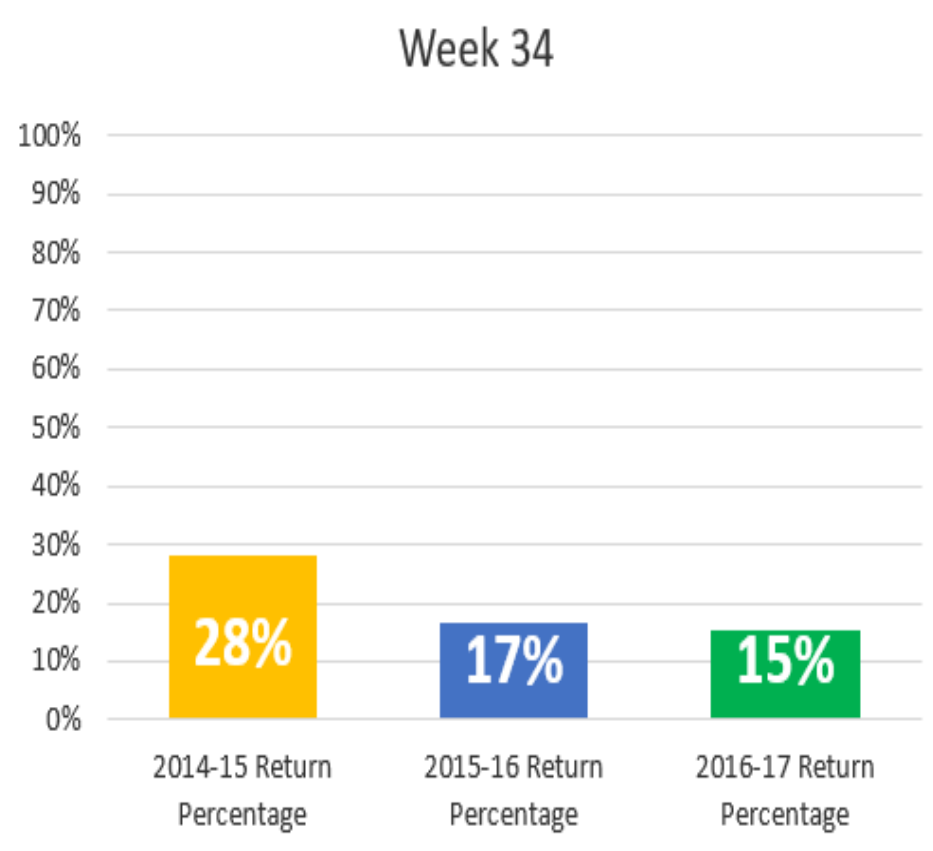
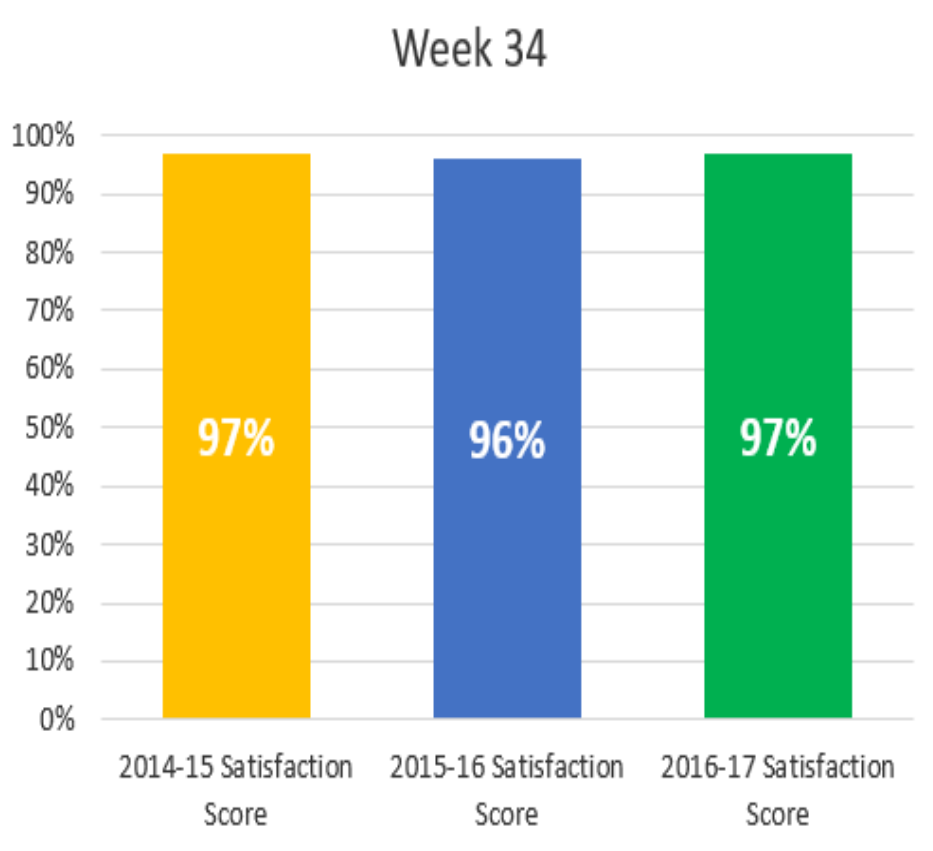


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Results

Customer Satisfaction Survey Results 3 Year Trend - Week 34 for the Week Ending February 24, 2017



kpi 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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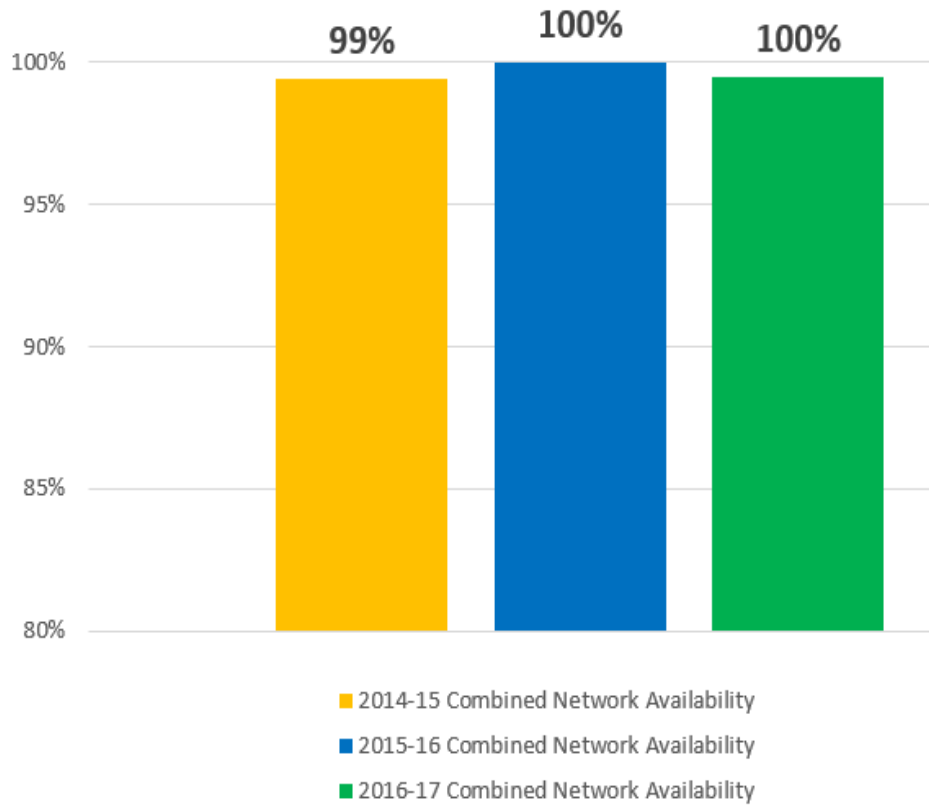


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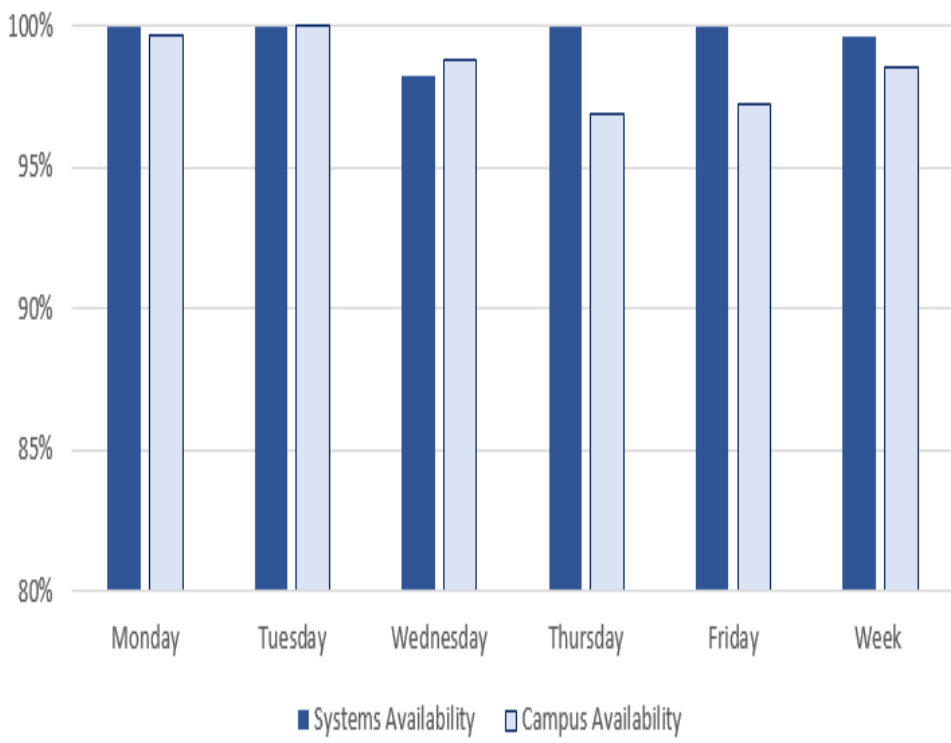
Network Availability Results

Mission Critical Technology Systems Network Availability for the Week Ending February 24, 2017 is 100%

Network Availability - Week 34 Comparison 2014-2017



Network Availability - Week 34 February 20-24, 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 February 24, 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	1441	2.2	1383	84%	2.9	1578	86%	0.7
1-2 High/Testing Service Request	1	1.3	12	1.0	1		2.0	4		1.0
1-3 Instructional Service Request	3	2.4	1008	2.4	944		2.9	1017		0.5
1-4 Administrative Service Request	4	2.1	285	2.5	260		2.2	371		-0.3
2-3 Instructional Security Access	3	1.6	12	0.4	19		1.3	28		0.9
2-4 Administrative Security Access	4	1.1	121	1.0	155		1.1	81		0.1
2-7 VOIP Implementation Review	5						8.3	19		
3-3 Instructional Acquisition	3	2.0	1							
3-4 Administrative Acquisition	4	2.0	2	14.0	1					
7-1 Inventory Information Query	3			3.0	1					
7-3 Inventory Submitted Discrepancy	4			21.0	1		2.0	1		-19.0
7-4 Inventory Reconciliation	10			16.0	1		1.7	7		-14.3
7-5 Inventory Equipment Moves - New	2						6.3	8		
7-6 Inventory Equipment Moves - Existing	3						10.8	40		
Non SLA Dependent				13.9	256	16%	12.5	248	14%	
Total				4.1	1639		4.2	1826		0.1



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