



Performance Excellence Program

Category 7

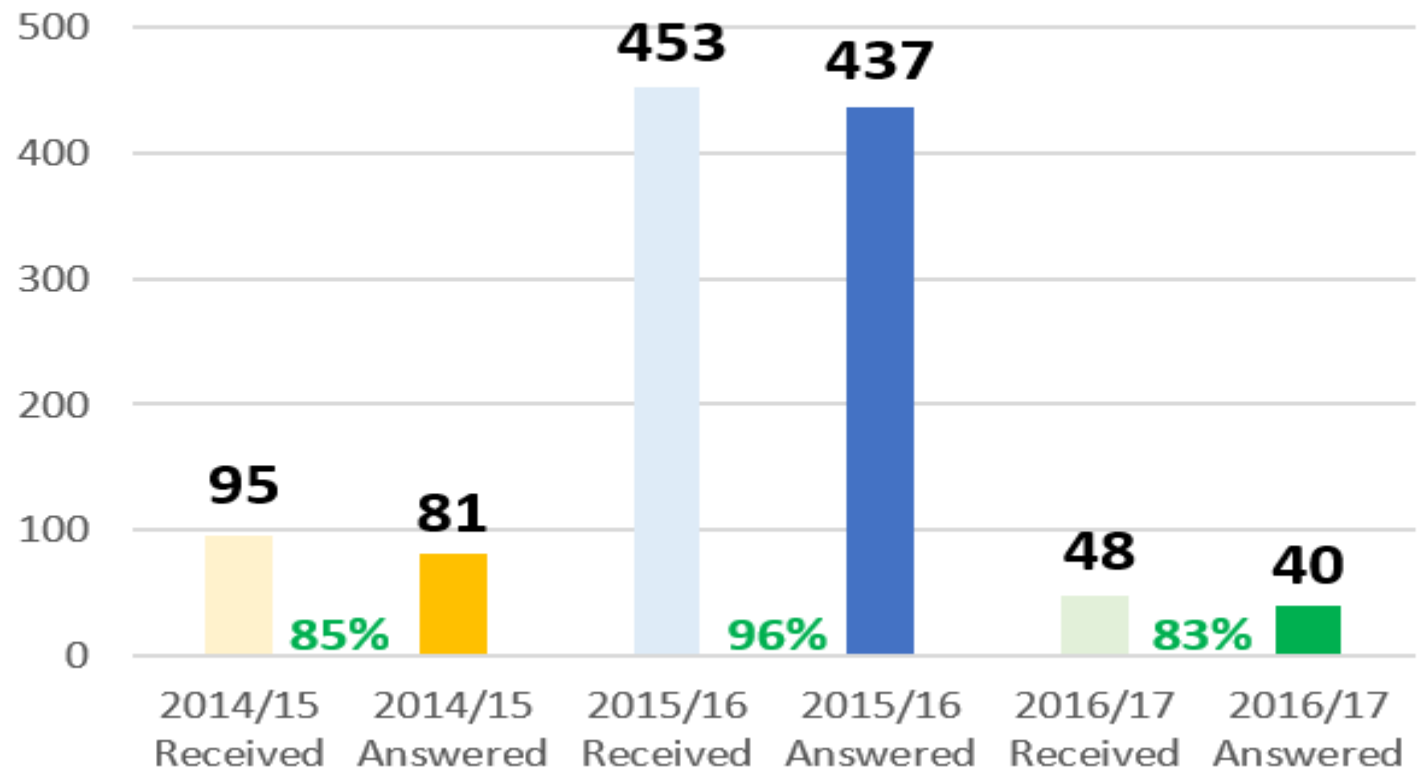
Customer Care Center Support Results

Answered Calls and Support Requests

Week 37 – 3 Year Trend Ending March 17, 2017 - 83%



Week 37 Comparison

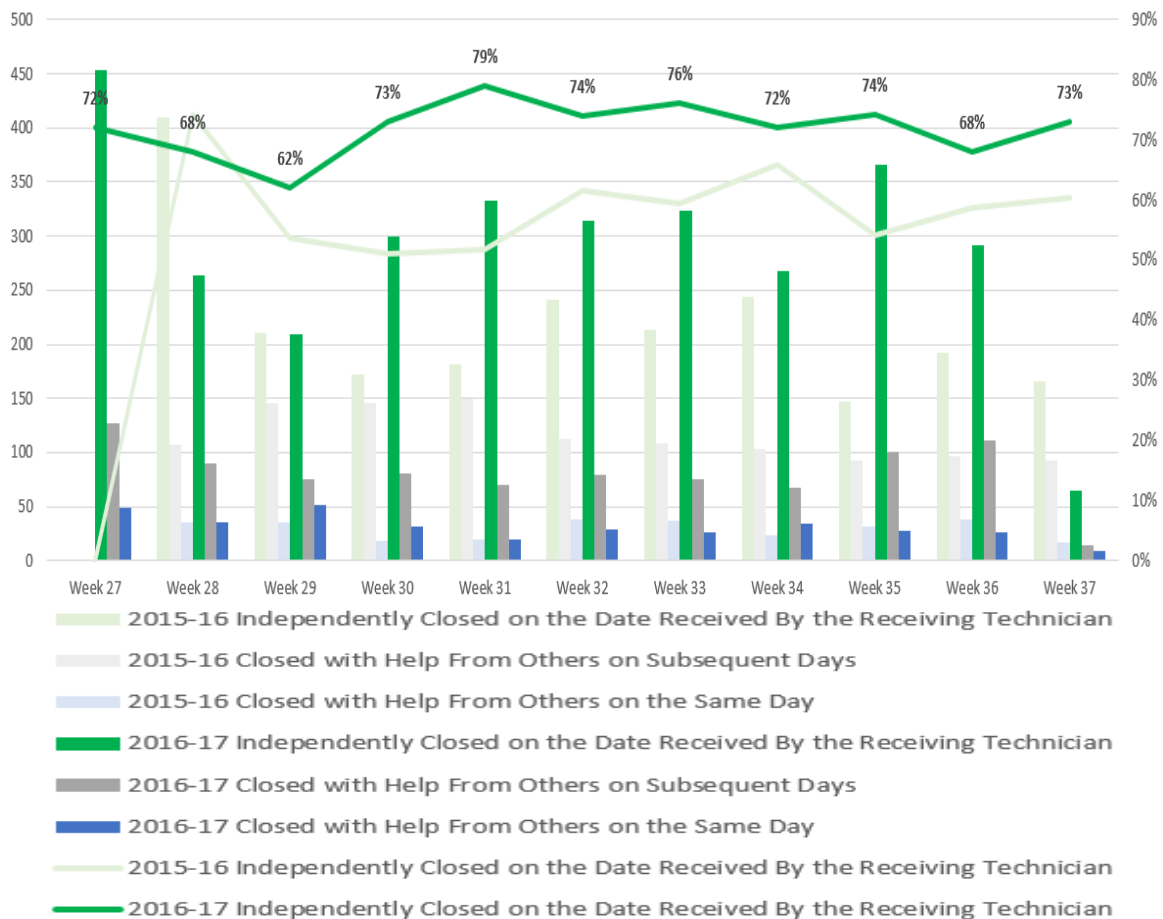


Answer 90% of the calls and support requests coming in to the Customer Care Center.

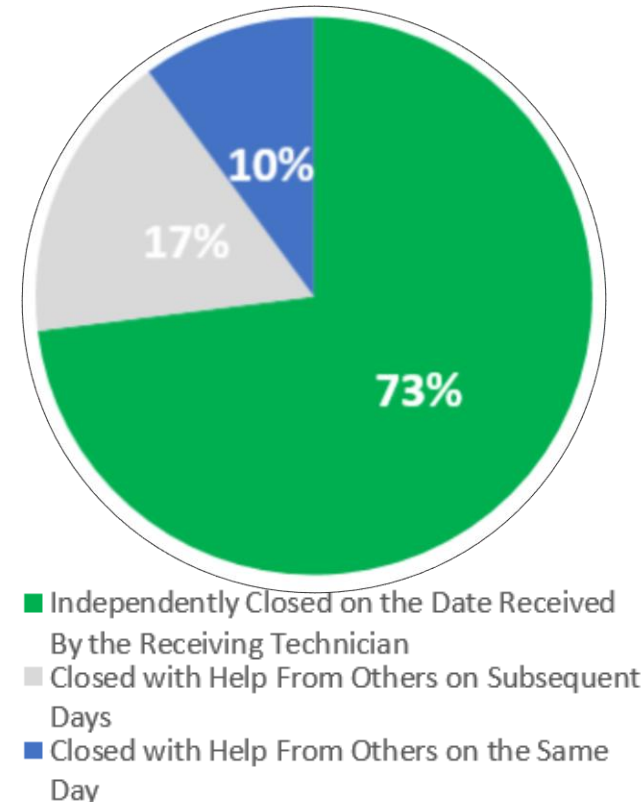


Service Request Support Distribution

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



March 13-17, 2017 Customer Care Center Service Request Resolution Distribution

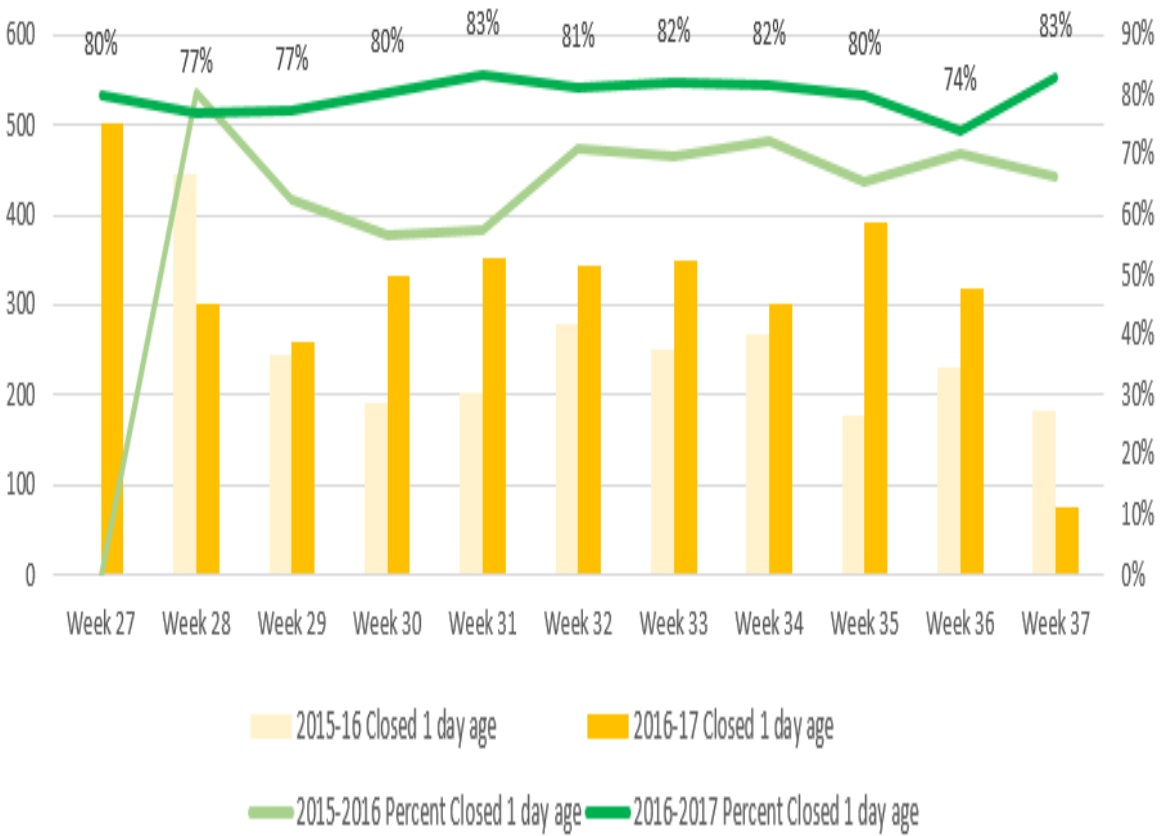


Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.

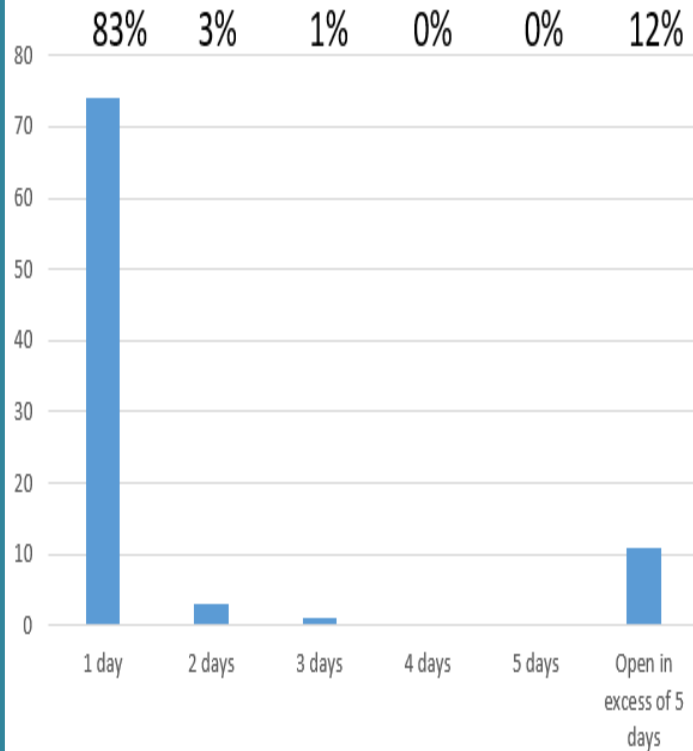


Service Request Age Resolution Distribution

2015-16 and 2016-17 Customer Care Center Service Requests Closed Within 1 Day



Age of Service Requests Created by the Customer Care Center



This Week In Review

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



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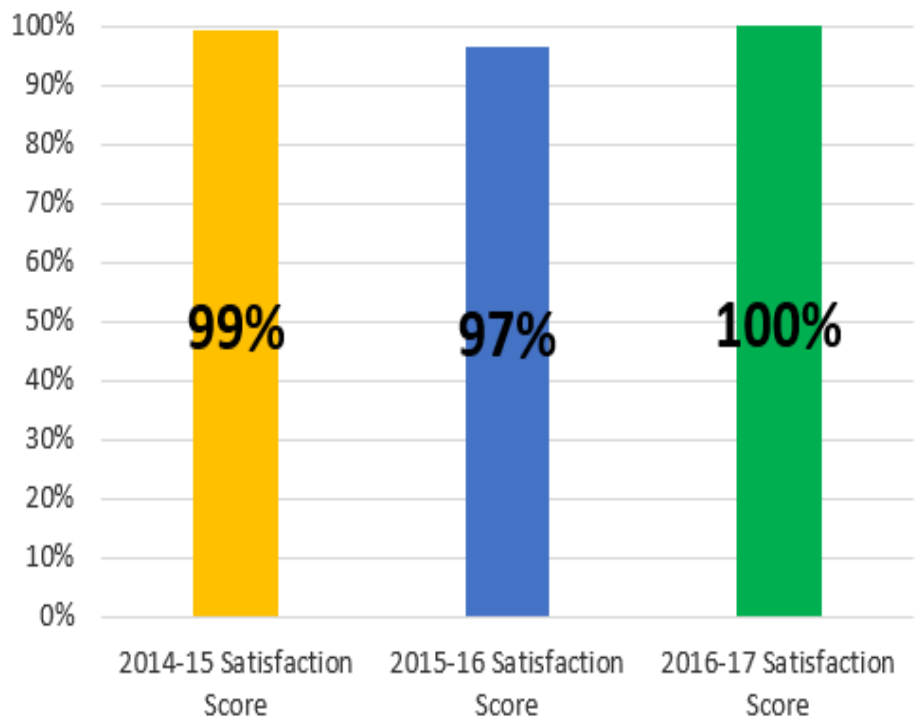
Category 7

Results

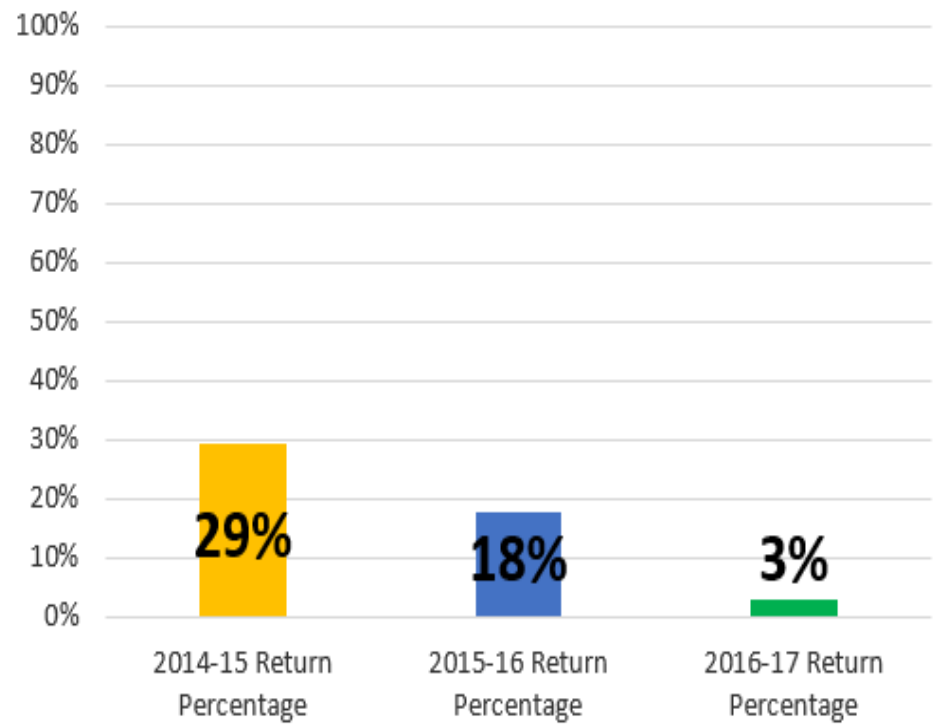
Customer Satisfaction Survey Results 3 Year Trend - Week 37 for the Week Ending March 17, 2017



Week 37



Week 37



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

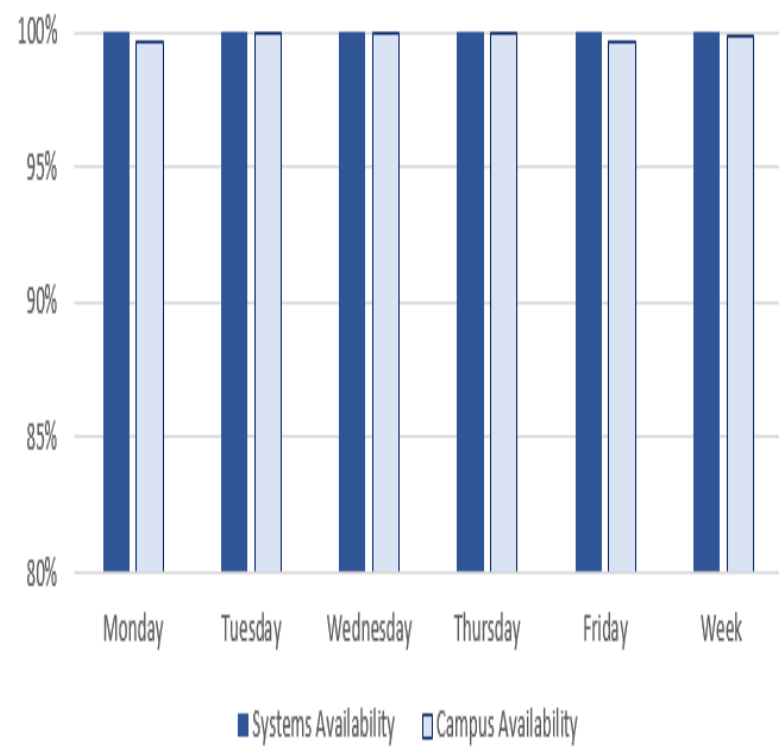
Mission Critical Technology Systems Network Availability for the Week Ending March 17, 2017 is 100%

Network Availability - Week 37 Comparison 2014-2017



Network Availability - Week 37

March 13-17, 2017



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 March 17, 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)	3.1	1171	2.9	1149	81%	1.9	161	79%	-1.0
1-1 Emergency Service Request	0.5	2.1	17	1.9	10					
1-2 High/Testing Service Request	1	3.4	743	2.8	835					
1-3 Instructional Service Request	3	4.3	171	4.1	182		3.1	45		-1.0
1-4 Administrative Service Request	4						1.4	97		
2-3 Instructional Security Access	3	1.0	22	1.2	14		1.5	2		0.3
2-4 Administrative Security Access	4	1.2	217	1.2	101		0.0	10		-1.2
2-7 VOIP Implementation Review	5						4.5	4		
3-4 Administrative Acquisition	4	10.5	1	6.0	1					
7-1 Inventory Information Query	3			2.0	2					
7-2 Inventory Audit Process	40			13.0	1					
7-4 Inventory Reconciliation	10			35.0	3					
7-6 Inventory Equipment Moves - Existing	5						2.7	3		
Non SLA Dependent				20.0	262	19%	8.9	43	21%	-11.1
Total				6.1	1411		3.4	204		-2.7



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