



Performance Excellence Program

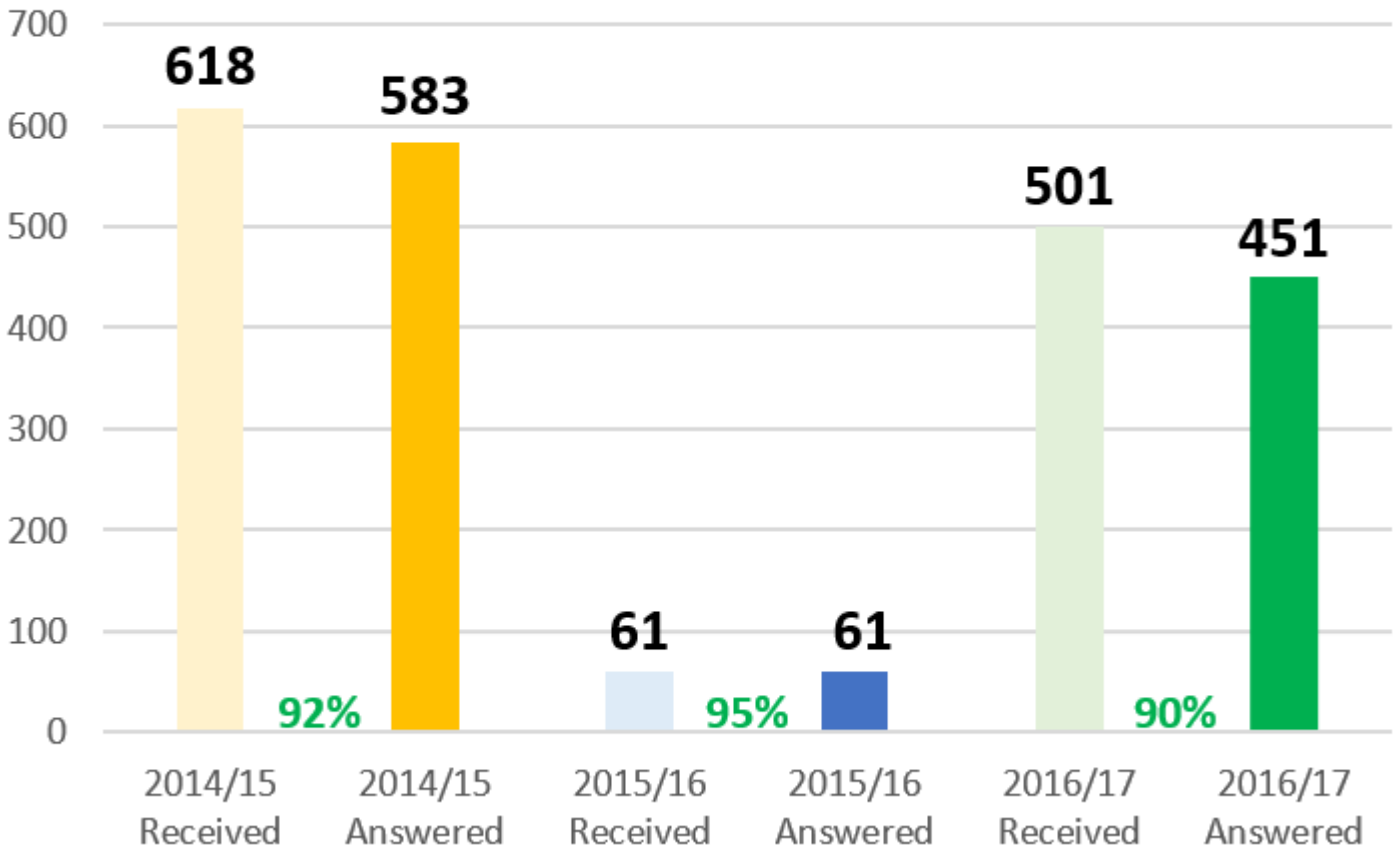
Category 7

Customer Care Center Support Results

Answered Calls and Support Requests
Week 38 – 3 Year Trend Ending March 24, 2017 - 90%



Week 38 Comparison



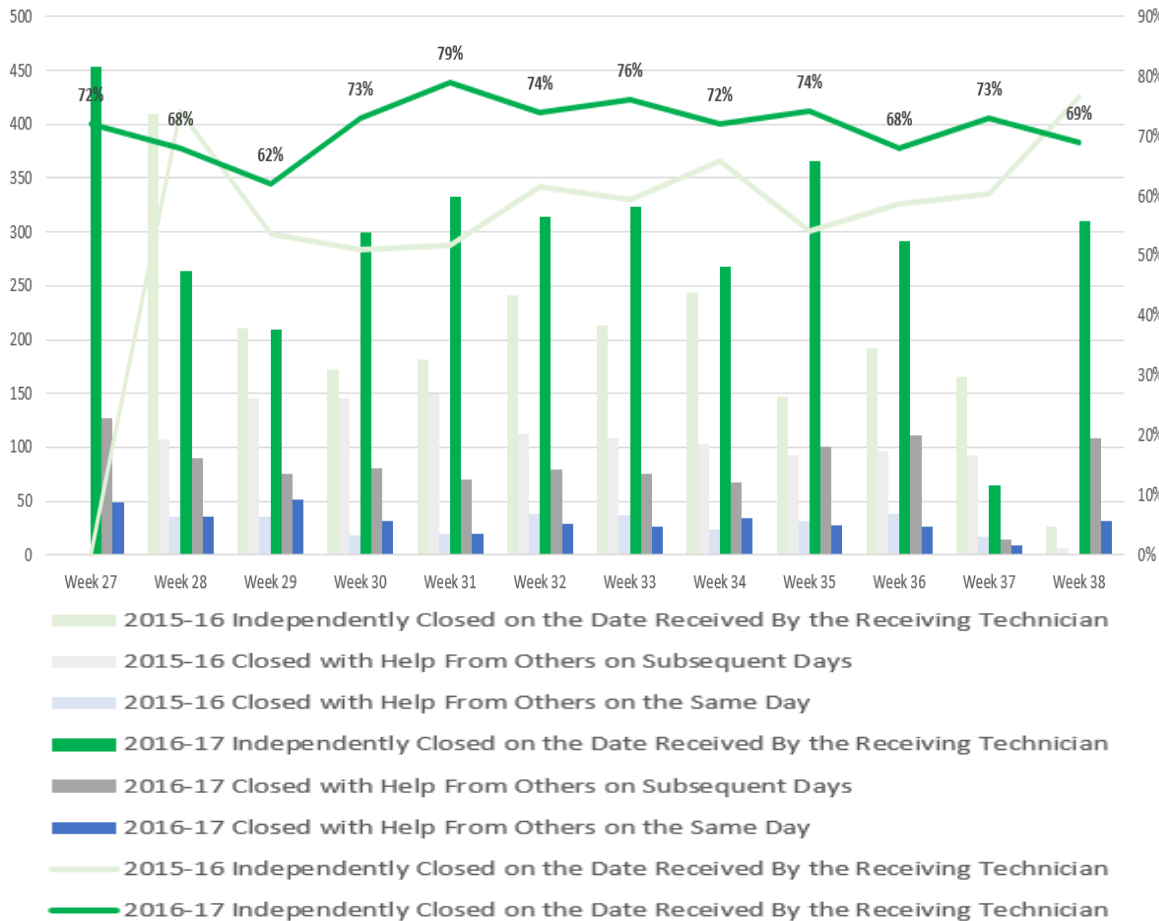
Answer 90% of the calls and support requests coming in to the Customer Care Center.



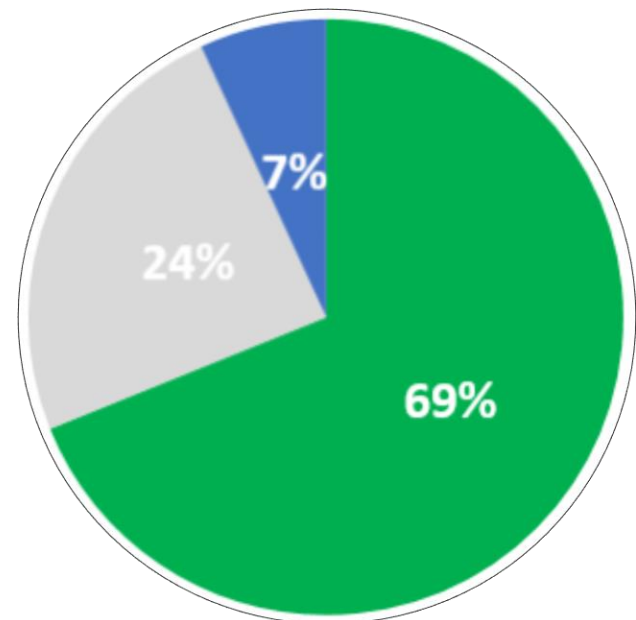


Service Request Support Distribution

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



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



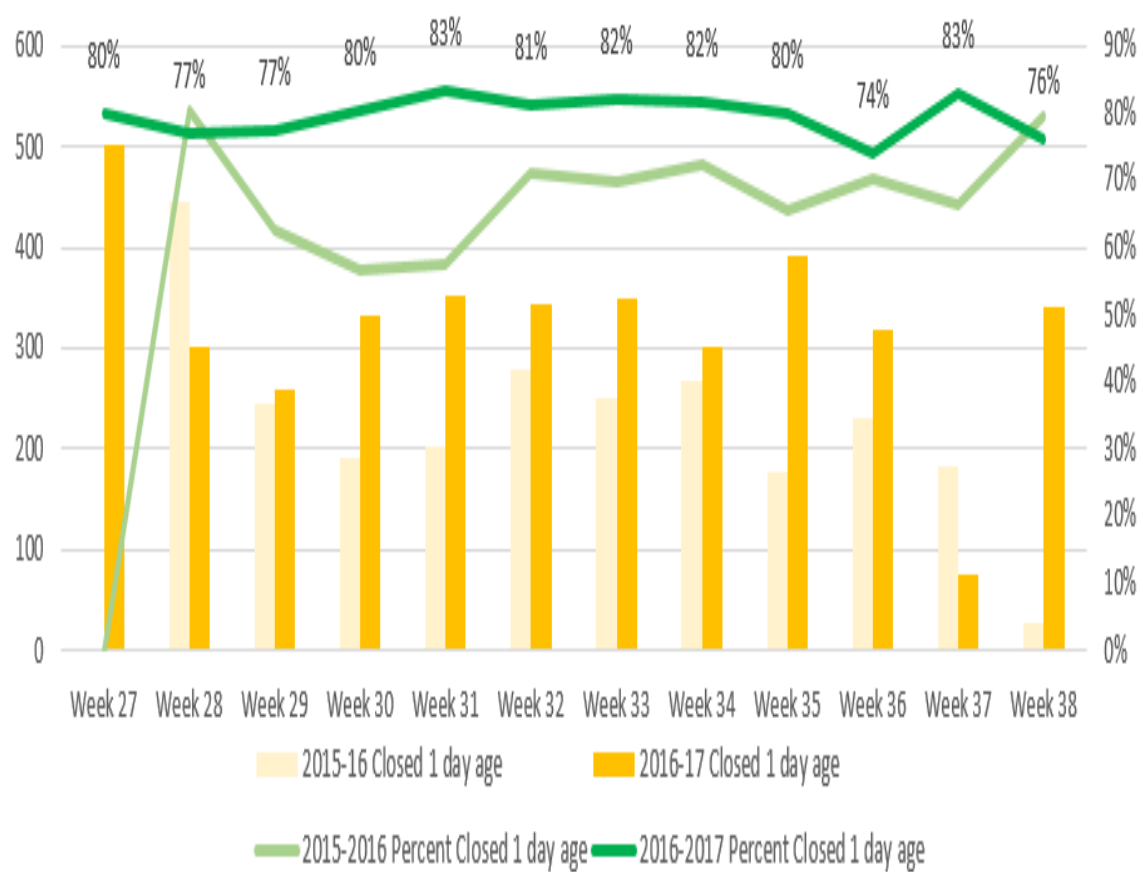
- Independently Closed on the Date Received By the Receiving Technician
- Closed with Help From Others on Subsequent Days
- Closed with Help From Others on the Same Day

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

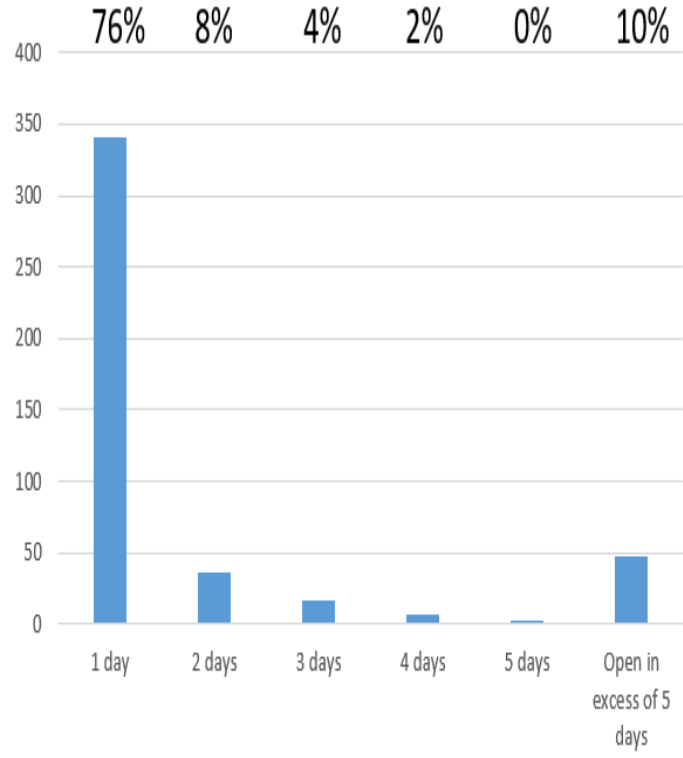


Service Request Age Resolution Distribution

2015-16 and 2016-17 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.



Performance Excellence Program

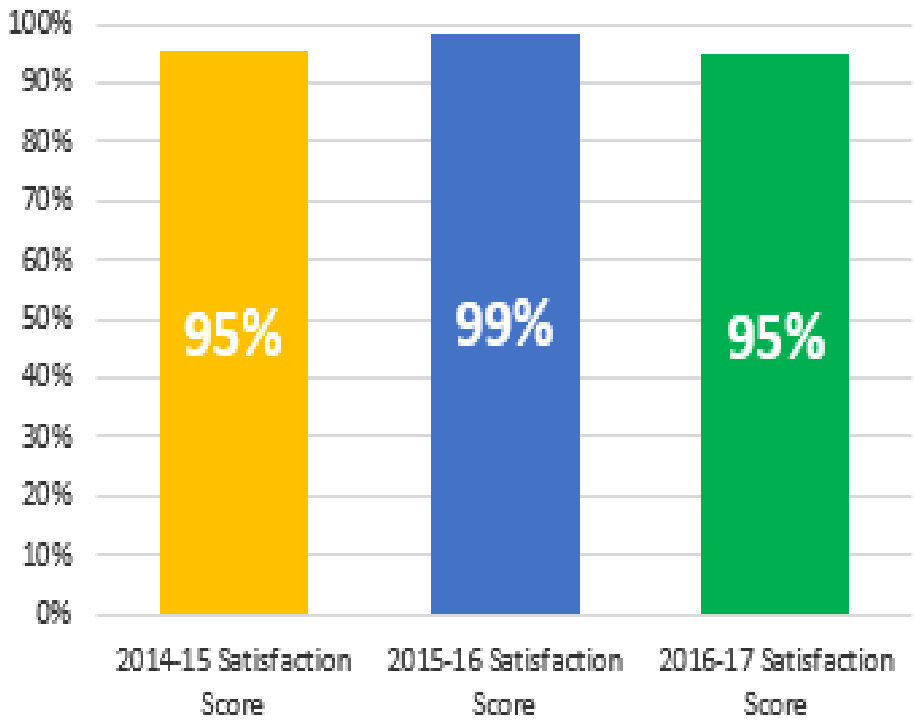
Category 7

Results

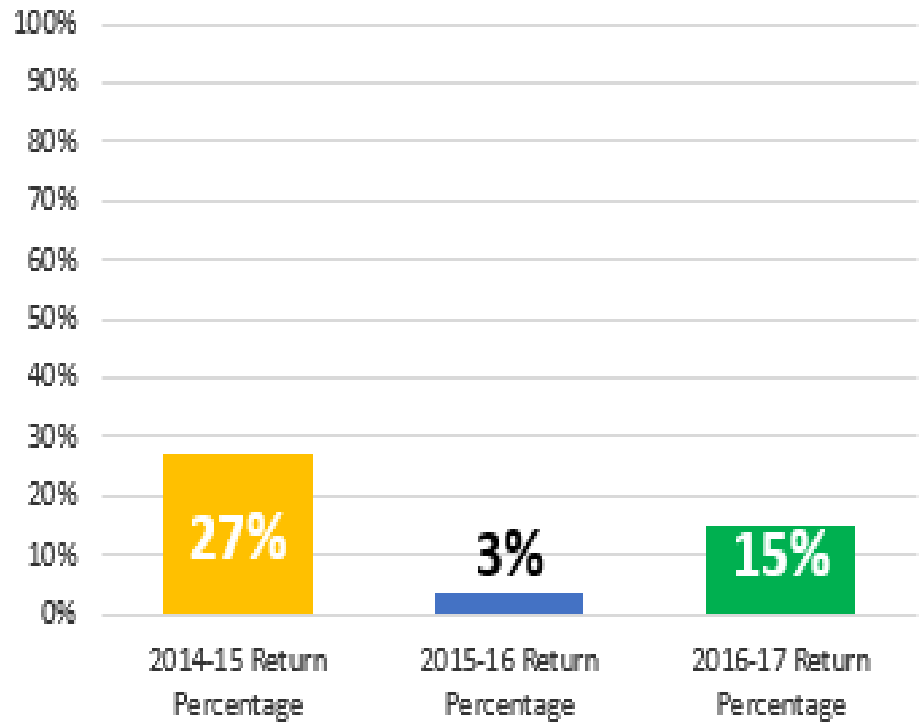
Customer Satisfaction Survey Results 3 Year Trend - Week 38 for the Week Ending March 24, 2017



Week 38



Week 38



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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Category 7

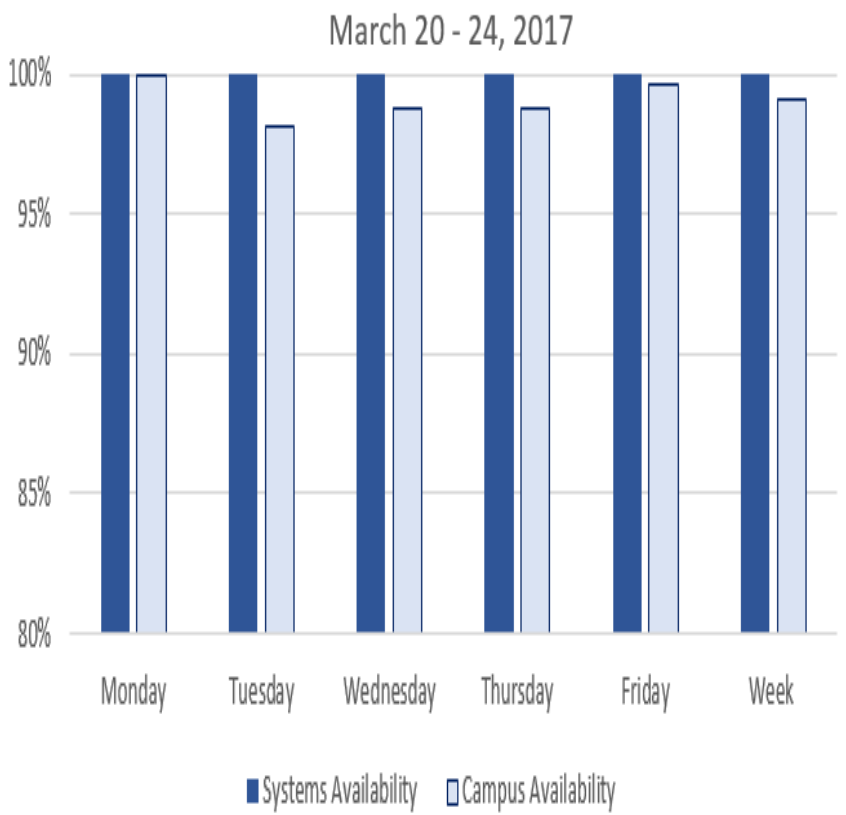
Network Availability Results

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

Network Availability - Week 38 Comparison 2014-2017



Network Availability - Week 38



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 March 24, 2017



Service Age Expectations and Counts	Target Resolution (Days)	2014-15 Results		2015-16 Results			2016-17 Results			15/16 - 16/17 Age Change
		Average	Count	Average	Count	%	Average	Count	%	
SLA Dependent Request		2.5	1415	2.9	228	53%	2.8	1599	82%	-0.1
1-2 High/Testing Service Request	1	1.3	20	1.0	2		1.5	2		0.5
1-3 Instructional Service Request	3	2.7	1079	3.0	164		2.9	1028		-0.1
1-4 Administrative Service Request	4	2.2	190	3.7	37		2.4	416		-1.3
2-3 Instructional Security Access	3	1.5	14	0.0	0		1.1	35		1.1
2-4 Administrative Security Access	4	1.1	107	0.0	20		1.1	86		1.1
2-7 VOIP Implementation Review	5						17.9	13		
3-4 Administrative Acquisition	4	7.5	5	6.0	3		3.0	3		-3.0
7-1 Inventory Information Query	3			15.0	1					-15.0
7-3 Inventory Submitted Discrepancy	4						11.0	1		
7-4 Inventory Reconciliation	10						74.0	1		
7-5 Inventory Equipment Moves - New	2			2.7	6		7.5	10		4.8
7-6 Inventory Equipment Moves - Existing	3			14.2	5		8.3	4		-5.9
Non SLA Dependent				18.8	206	47%	10.0	341	18%	
Total				10.4	434		4.1	1940		-6.3



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