



# Performance Excellence Program

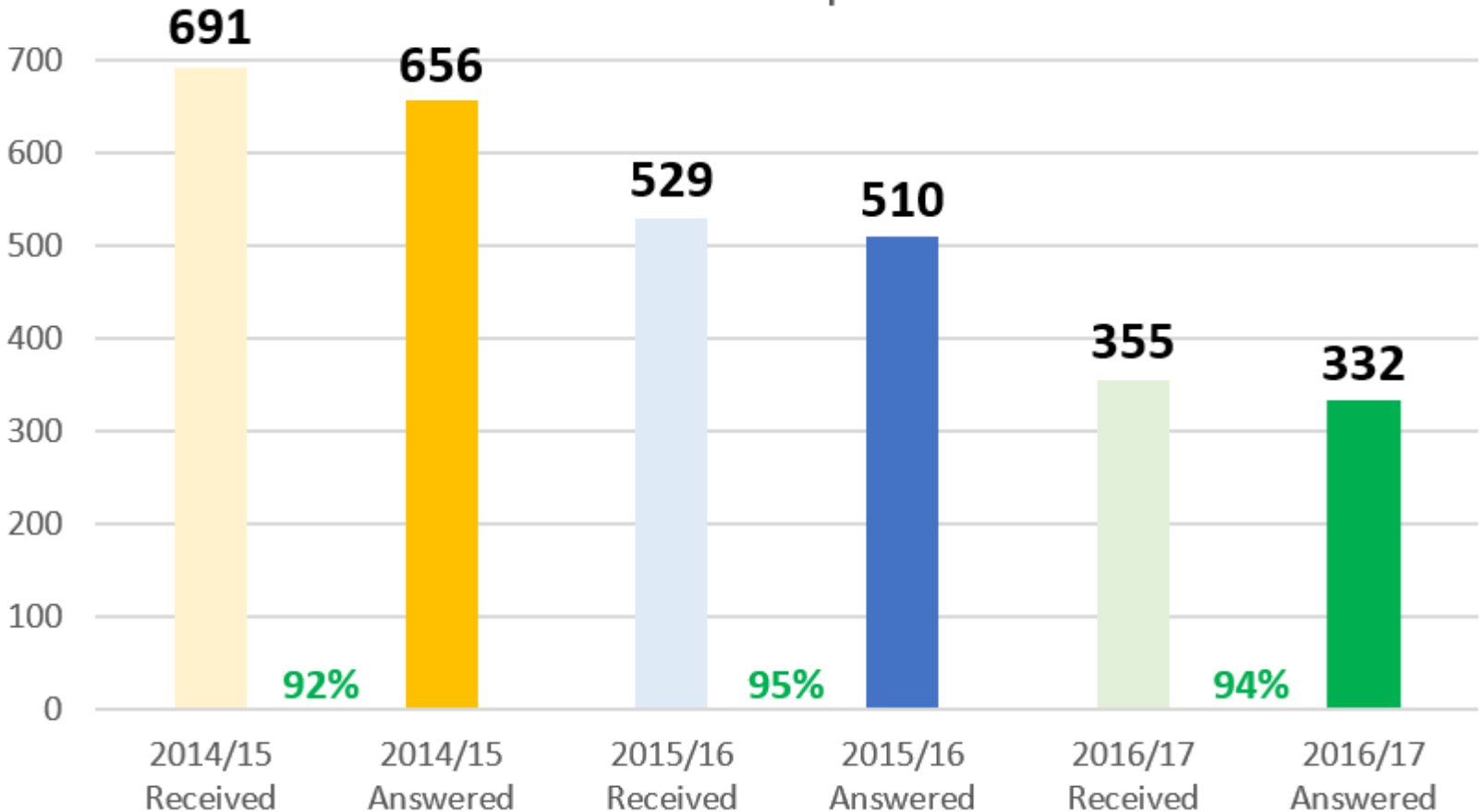
## Category 7

### Customer Care Center Support Results

Answered Calls and Support Requests  
 Week 39 – 3 Year Trend Ending March 31, 2017 - 94%



Week 39 Comparison

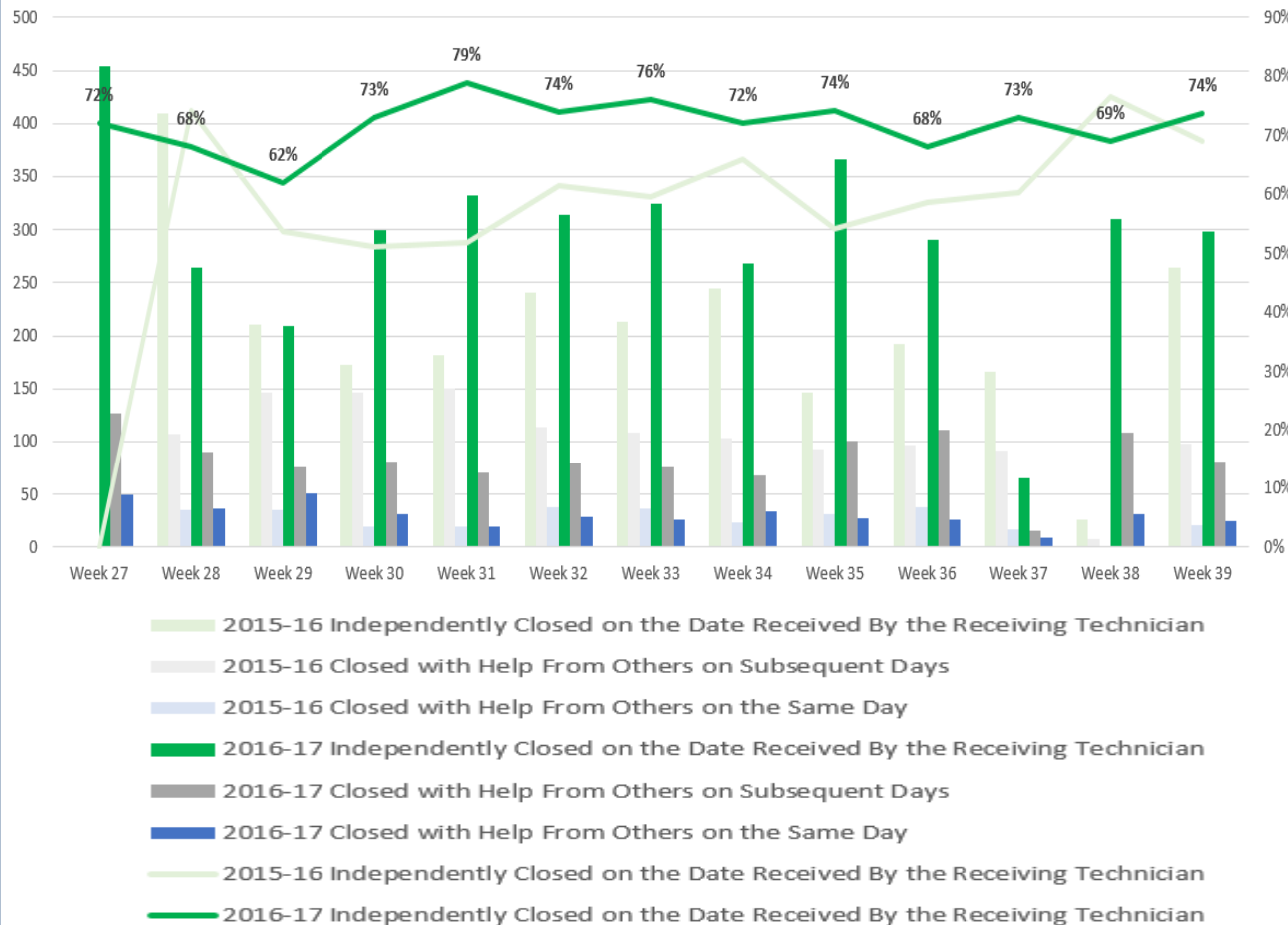


Answer 90% of the calls and support requests coming in to the Customer Care Center.

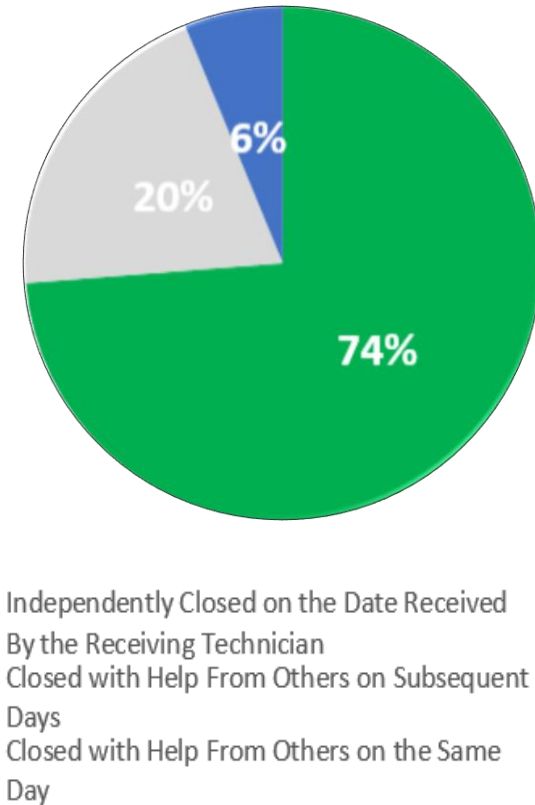


# Service Request Support Distribution

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



March 27-31, 2017 Customer Care Center Service Request Resolution Distribution

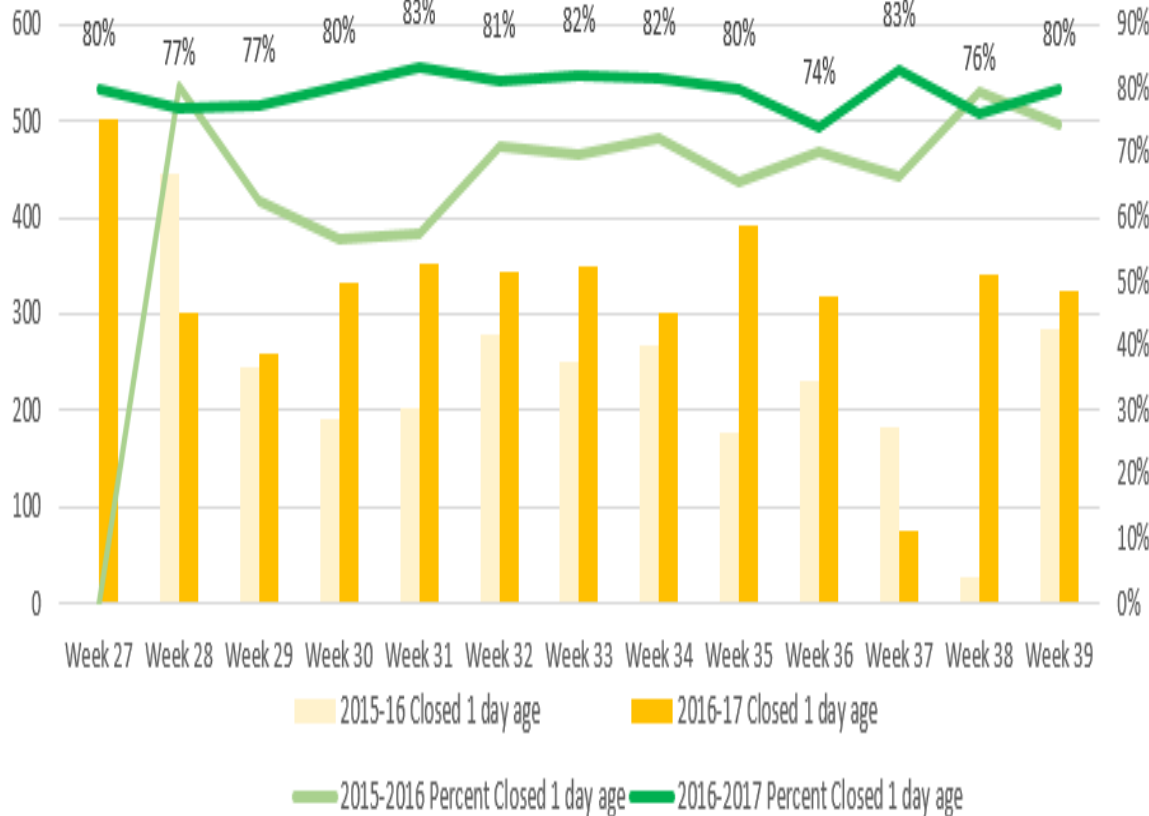


Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.

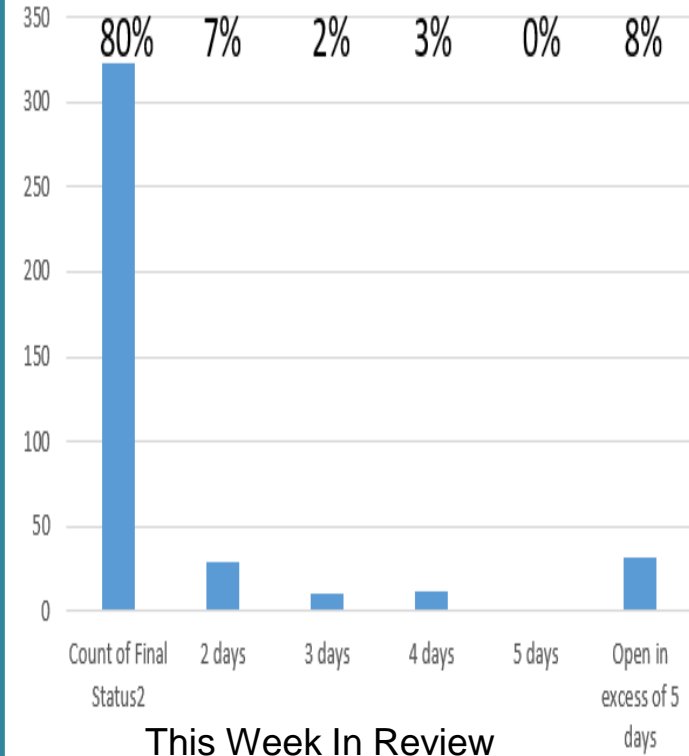


# Service Request Age Resolution Distribution

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



### Age of Service Requests Created by the Customer Care Center



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

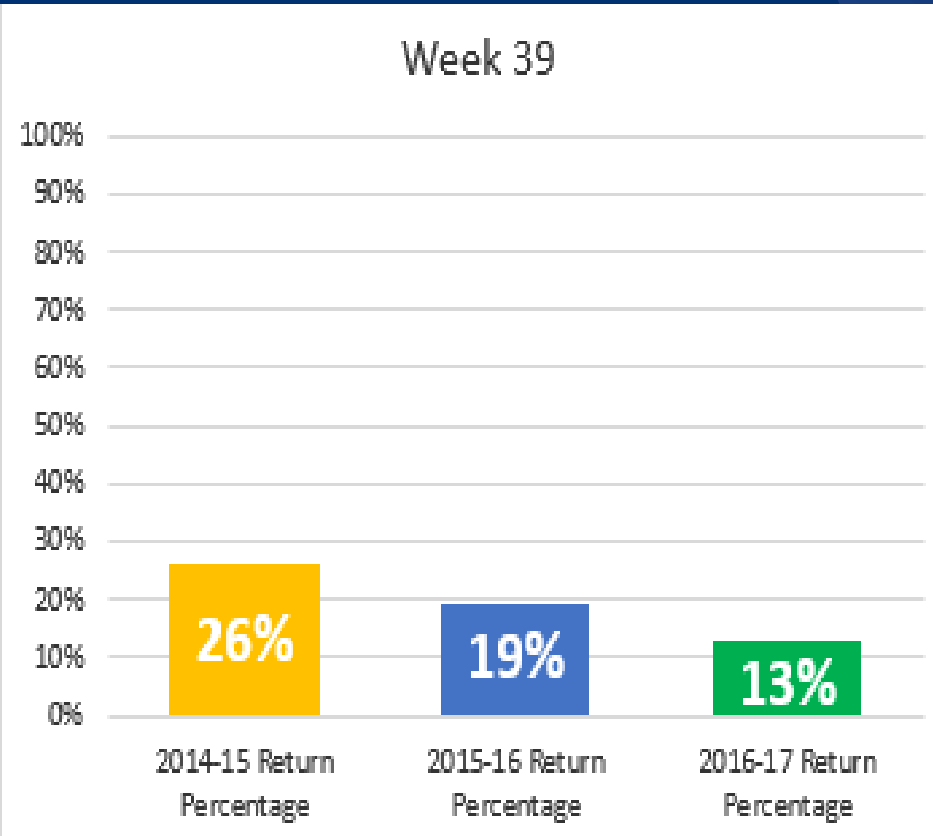
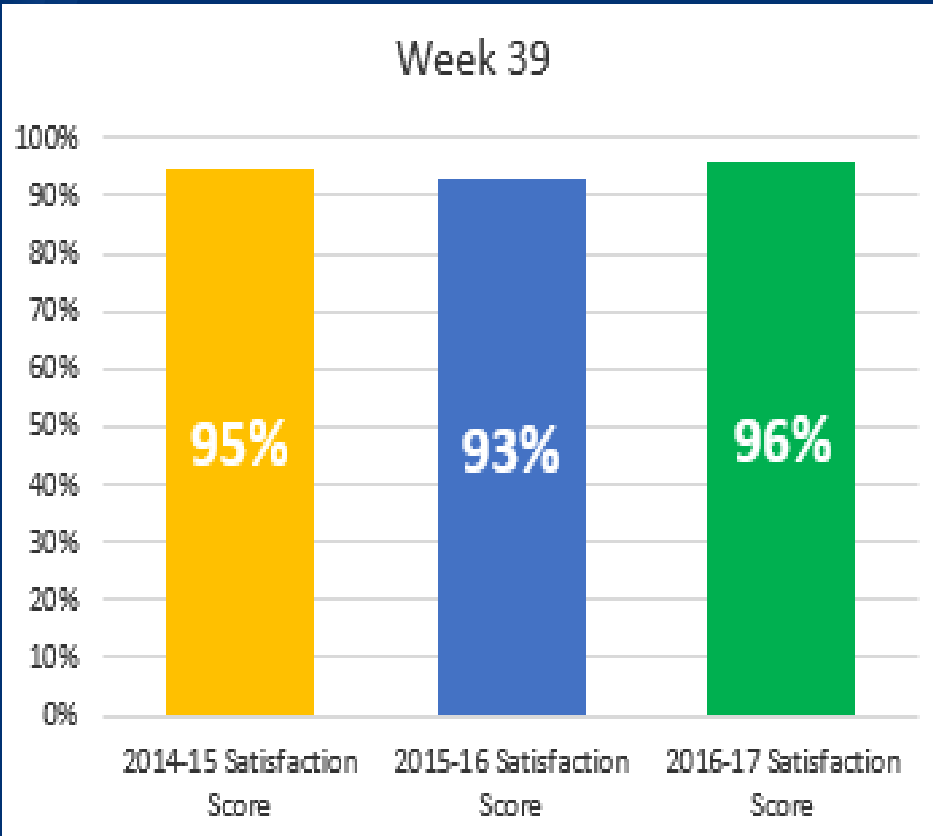


# Performance Excellence Program

## Category 7

### Results

#### Customer Satisfaction Survey Results 3 Year Trend - Week 39 for the Week Ending March 31, 2017



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

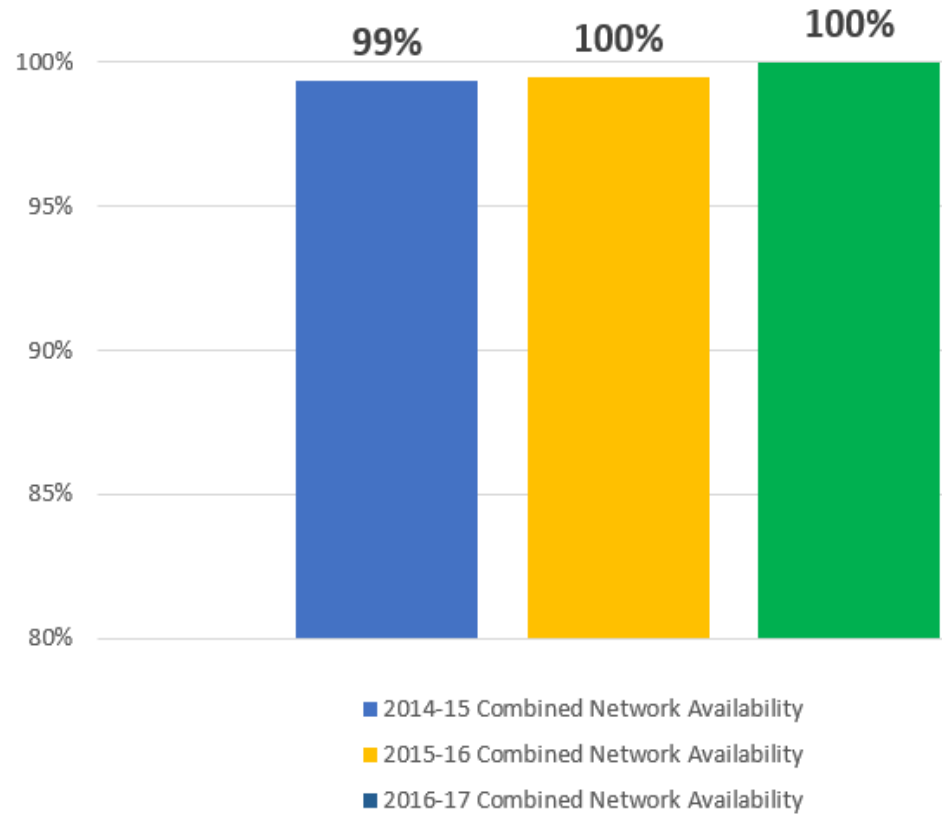


## Category 7

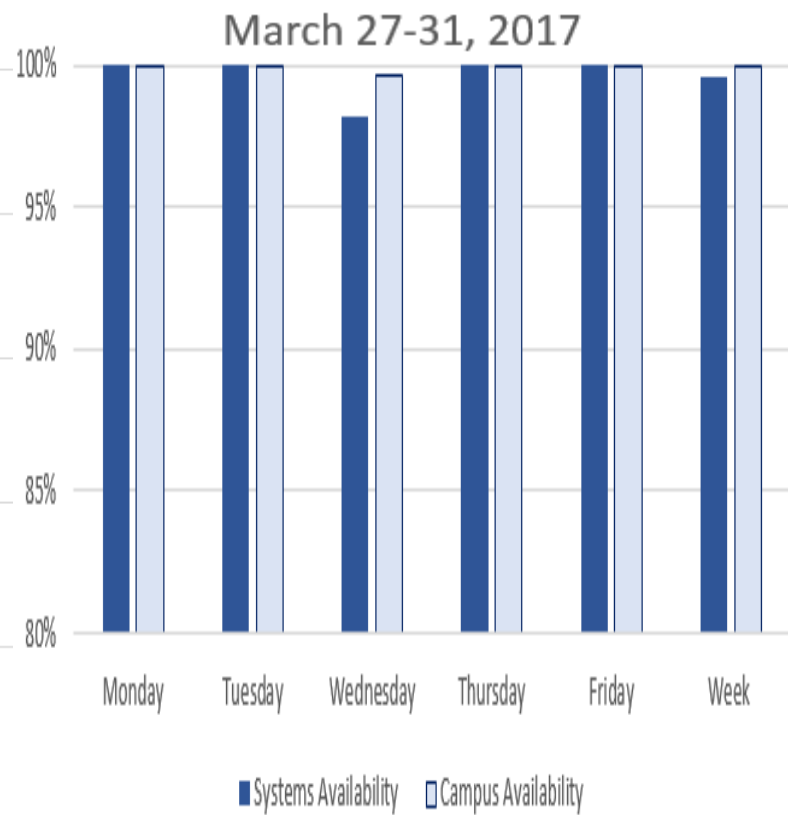
### Network Availability Results

Mission Critical Technology Systems Network Availability for the Week Ending March 31, 2017 is 100%

Network Availability - Week 38 Comparison 2014-2017



Network Availability - Week 39



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 31, 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	%	
<b>SLA Dependent Request</b>	<b>(Days)</b>	<b>2.4</b>	<b>825</b>	<b>2.2</b>	<b>990</b>	<b>81%</b>	<b>2.9</b>	<b>1384</b>	<b>85%</b>	<b>0.7</b>
1-2 High/Testing Service Request	1	1.0	7	2.3	4		1.3	8		-1.0
1-3 Instructional Service Request	3	2.5	617	2.4	626		3.2	815		0.8
1-4 Administrative Service Request	4	2.5	109	2.2	202		2.1	425		-0.1
2-3 Instructional Security Access	3	1.0	8	1.1	18		1.1	36		0.0
2-4 Administrative Security Access	4	1.1	82	1.1	133		1.2	65		0.1
2-7 VOIP Implementation Review	5						17.8	12		
3-3 Instructional Acquisition	3			9.0	4		21.0	1		12.0
3-4 Administrative Acquisition	4	2.5	2	15.0	3		7.7	3		-7.3
7-1 Inventory Information Query	3						31.5	2		
7-3 Inventory Submitted Discrepancy	4						21.0	1		
7-5 Inventory Equipment Moves - New	2						11.2	6		
7-6 Inventory Equipment Moves - Existing	3						9.2	10		
<b>Non SLA Dependent</b>				<b>10.9</b>	<b>232</b>	<b>19%</b>	<b>10.2</b>	<b>244</b>	<b>15%</b>	<b>-0.7</b>
<b>Total</b>				<b>3.9</b>	<b>1222</b>		<b>4</b>	<b>1628</b>		<b>0.1</b>



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