



Performance Excellence Program

Category 7

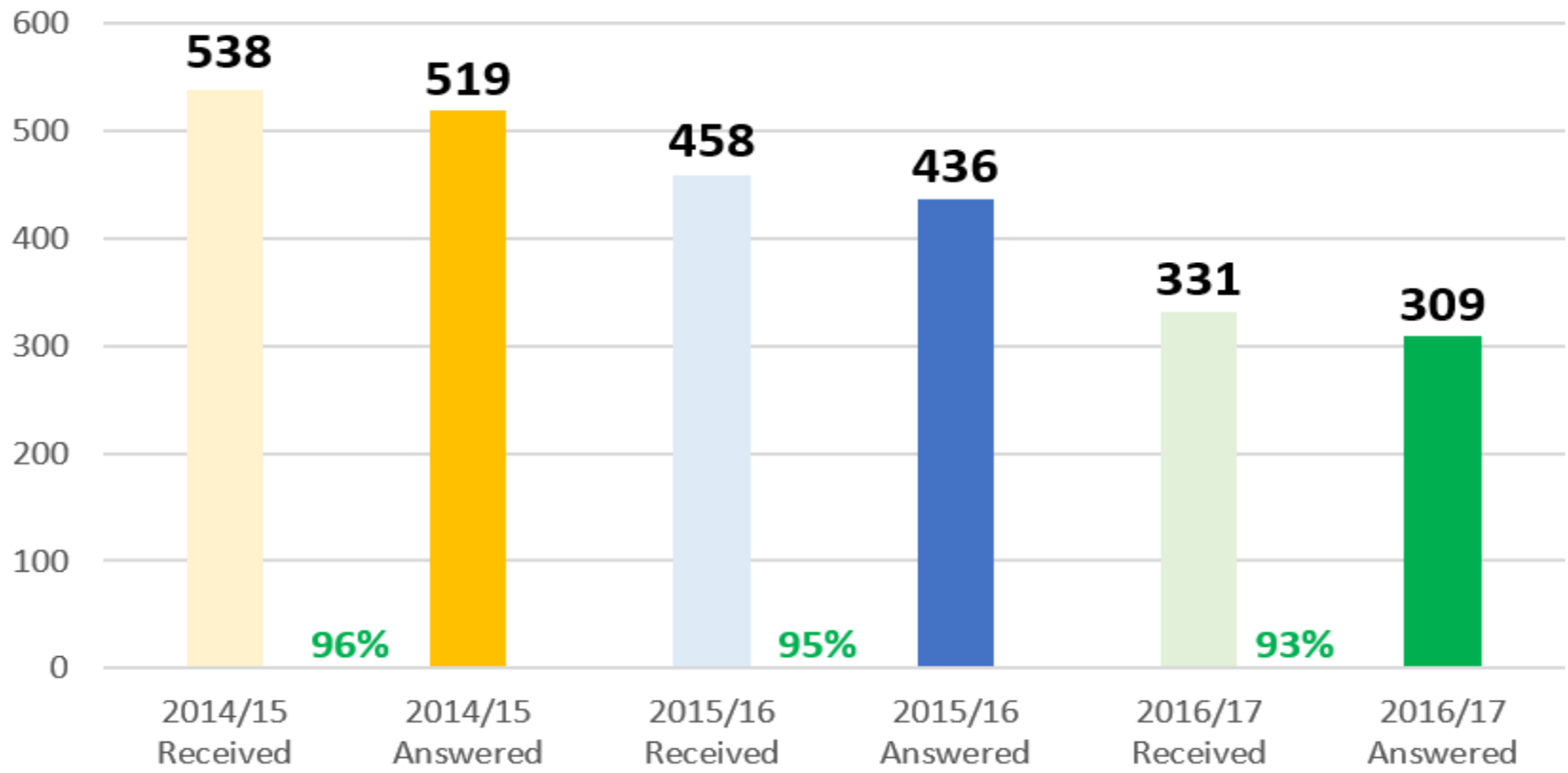
Customer Care Center Support Results

Answered Calls and Support Requests

Week 41 – 3 Year Trend Ending April 14, 2017 - 93%



Week 41 Comparison



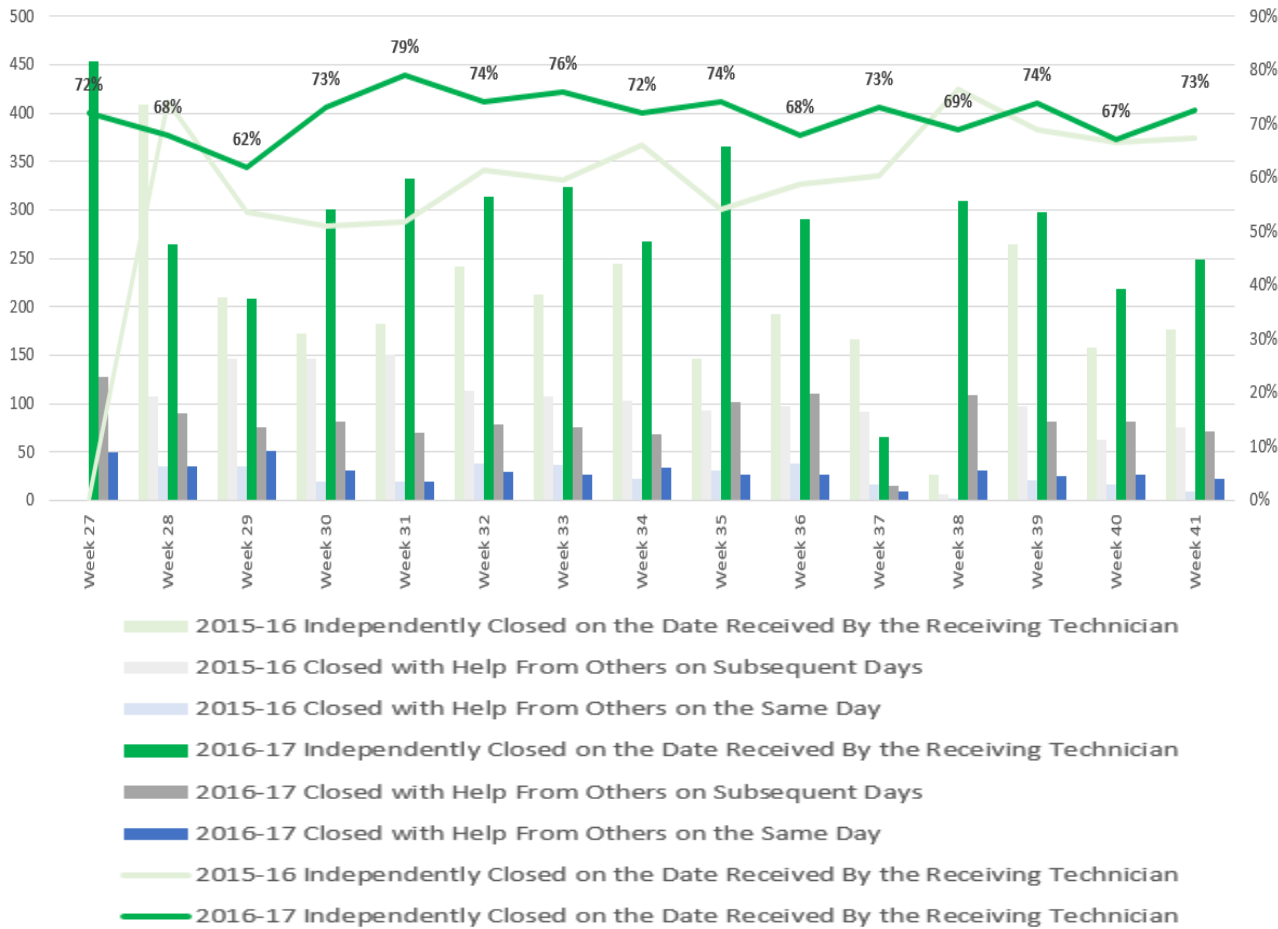
Answer 90% of the calls and support requests coming in to the Customer Care Center.



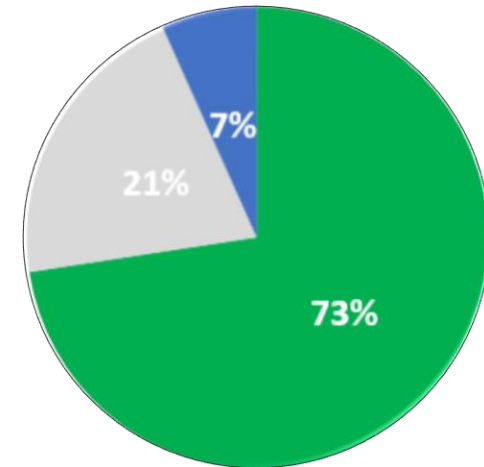


Service Request Support Distribution

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



April 10-14, 2017
Customer Care Center
Service Request Resolution
Distribution



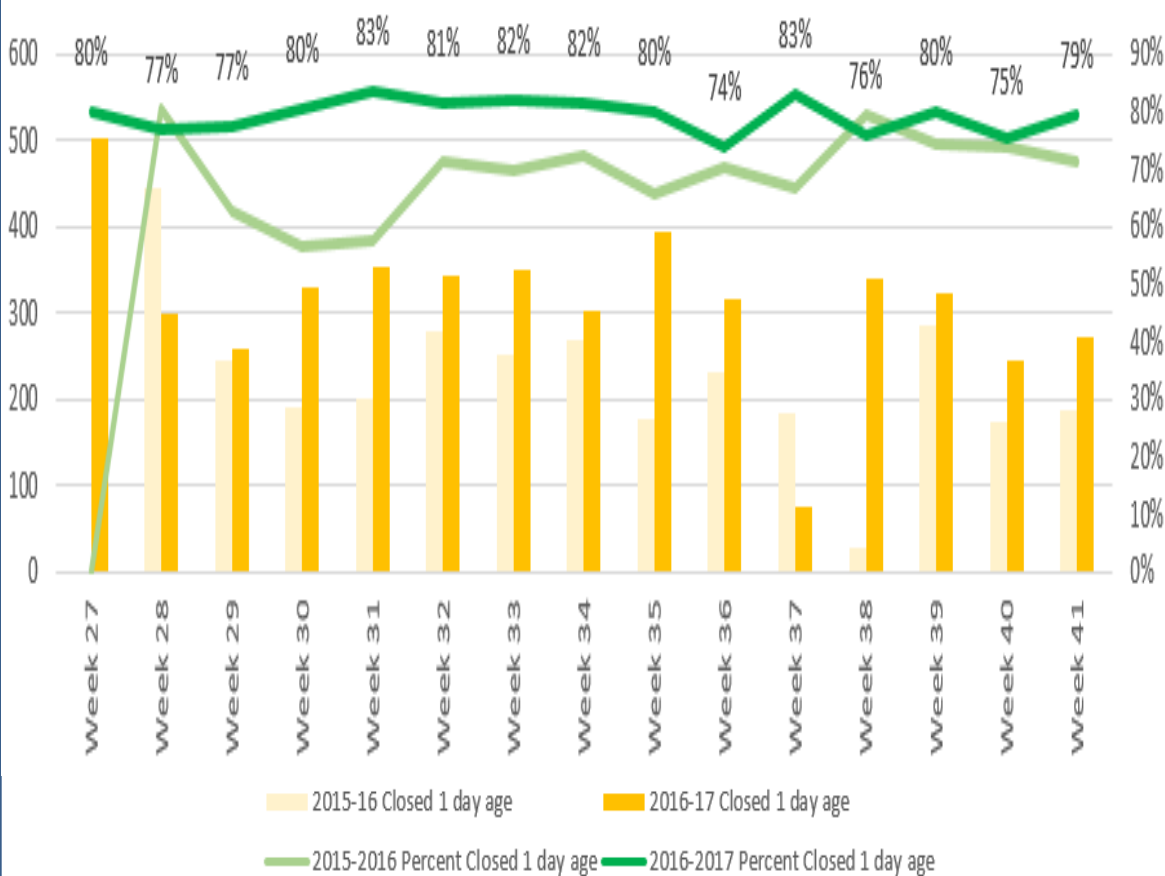
- Independently Closed on the Date Received By the Receiving Technician
- Closed with Help From Others on Subsequent Days
- Closed with Help From Others on the Same Day

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

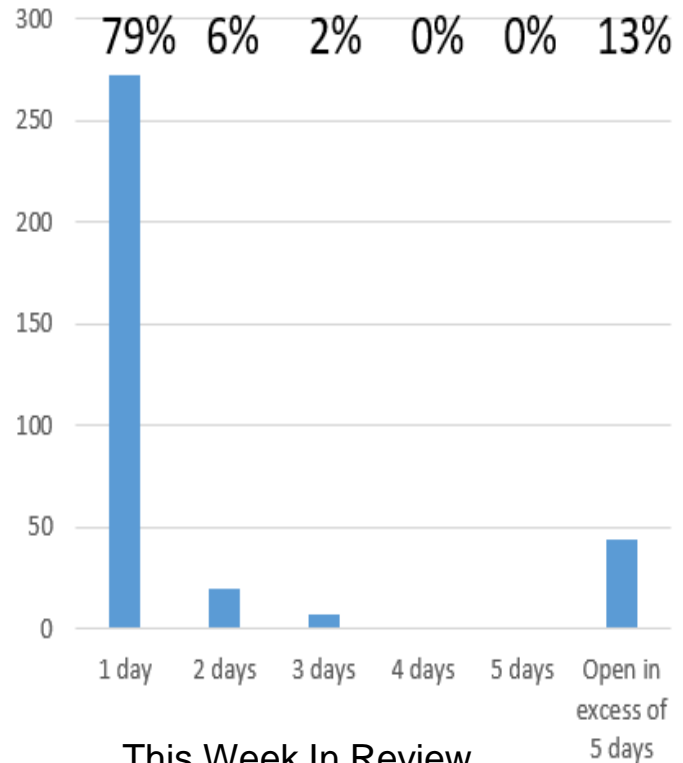


Service Request Age Resolution Distribution

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.

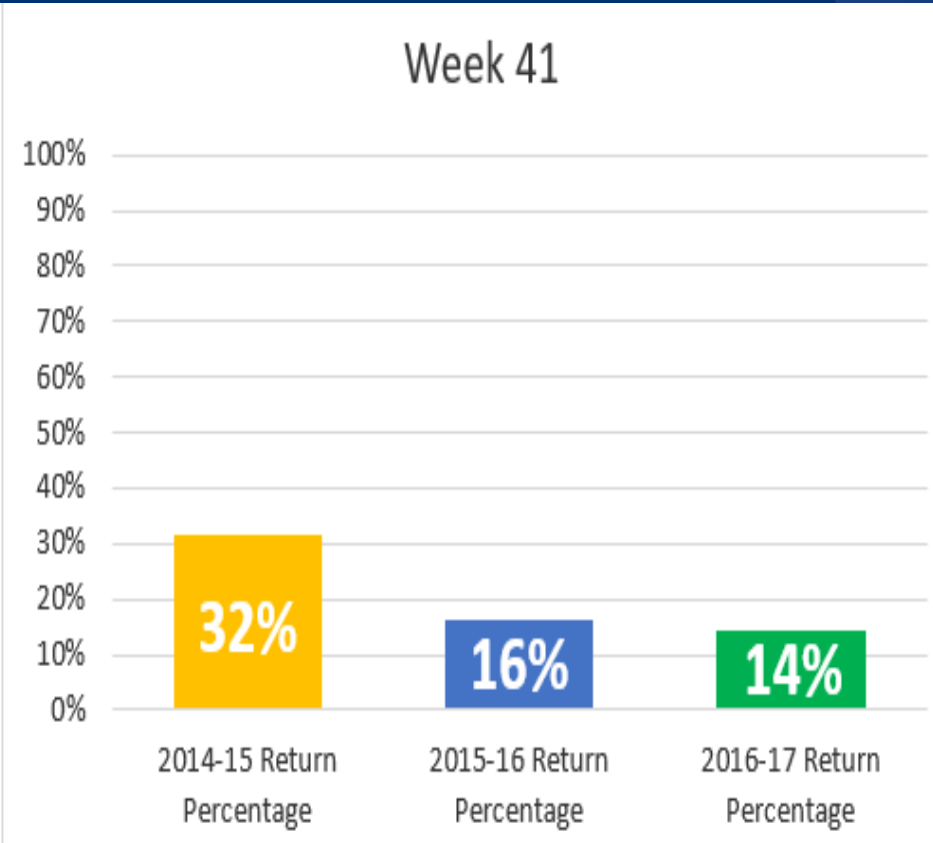
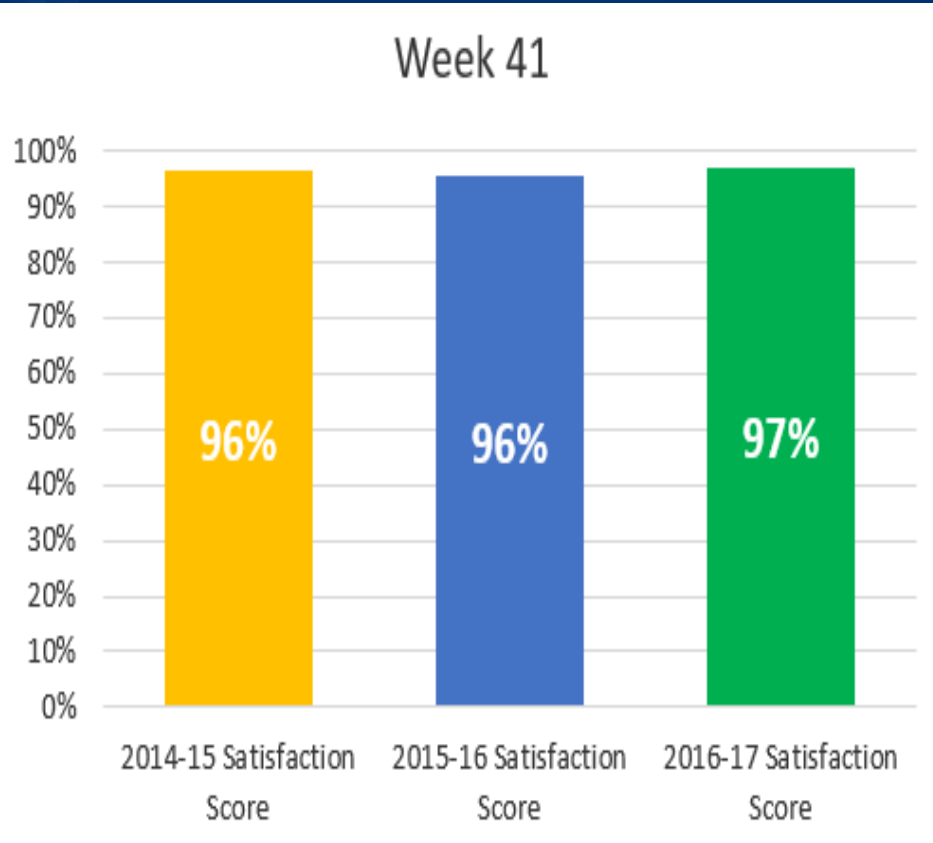


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Results

Customer Satisfaction Survey Results 3 Year Trend - Week 41 for the Week Ending April 14, 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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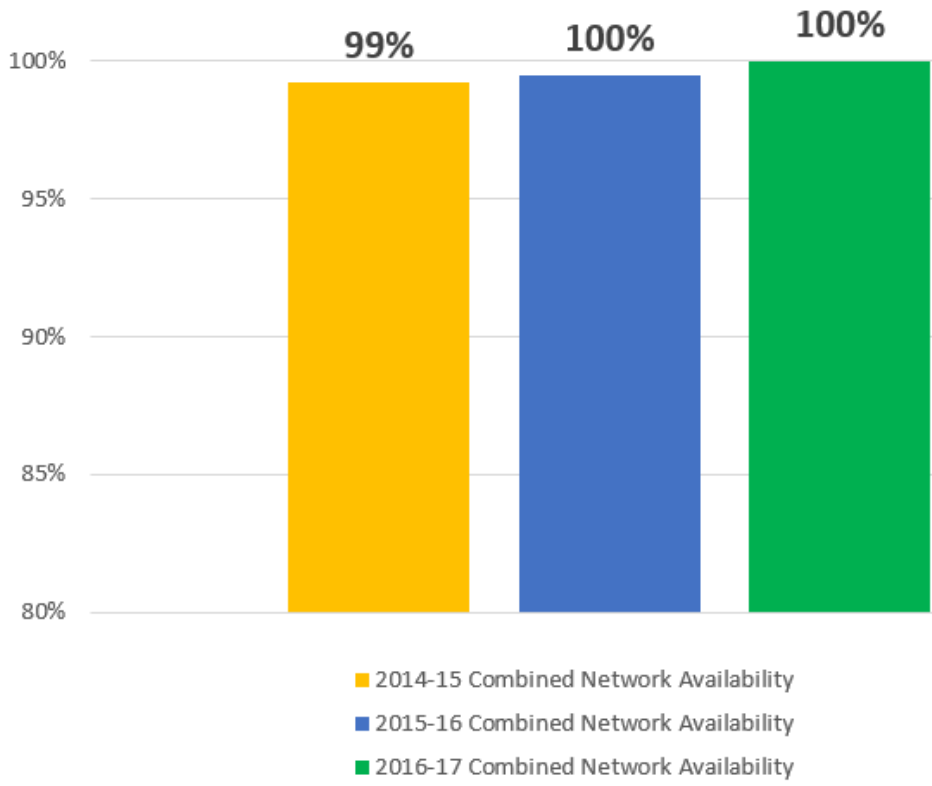


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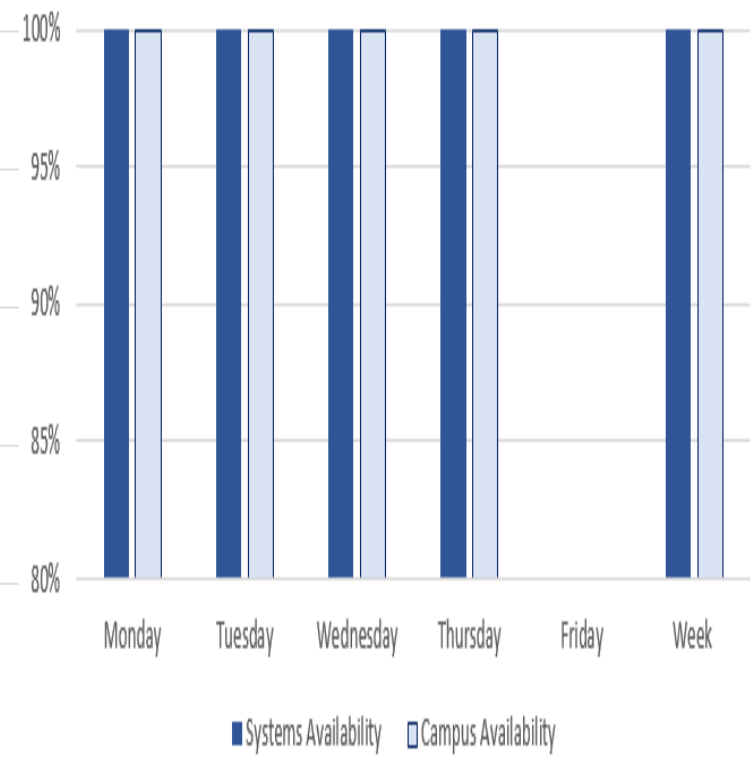
Network Availability Results

Mission Critical Technology Systems Network Availability for the Week Ending April 14, 2017 is 100%

Network Availability - Week 41 Comparison 2014-2017



Network Availability - Week 41
April 10 - 14, 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 April 14, 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)	2.0	1232	2.7	1170	86%	2.5	1014	79%	-0.2
1-2 High/Testing Service Request	1	2.3	25	3.0	3					-3.0
1-3 Instructional Service Request	3	2.1	883	2.6	840		2.7	586		0.1
1-4 Administrative Service Request	4	2.0	189	3.4	179		2.0	297		-1.4
2-2 High Security Access	1									
2-3 Instructional Security Access	3	1.3	9	1.5	21		1.6	35		0.1
2-4 Administrative Security Access	4	1.1	121	1.3	113		1.0	60		-0.3
2-7 VOIP Implementation Review	5						4.9	9		
3-4 Administrative Acquisition	4	5.6	5	23.2	6		7.0	3		-16.2
7-1 Inventory Information Query	3			5.0	4					-5.0
7-2 Inventory Audit Process	20						2.1	7		
7-4 Inventory Reconciliation	10						64.0	1		
7-5 Inventory Equipment Moves - New	2						5.0	3		5.0
7-6 Inventory Equipment Moves - Existing	3						6.0	13		6.0
7-9 Inventory Completion	3			2.0	4					-2.0
Non SLA Dependent				13.6	190	14%	14.0	265	21%	
Total				4.2	1360		4.9	1279		0.7

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