Performance Excellence Program
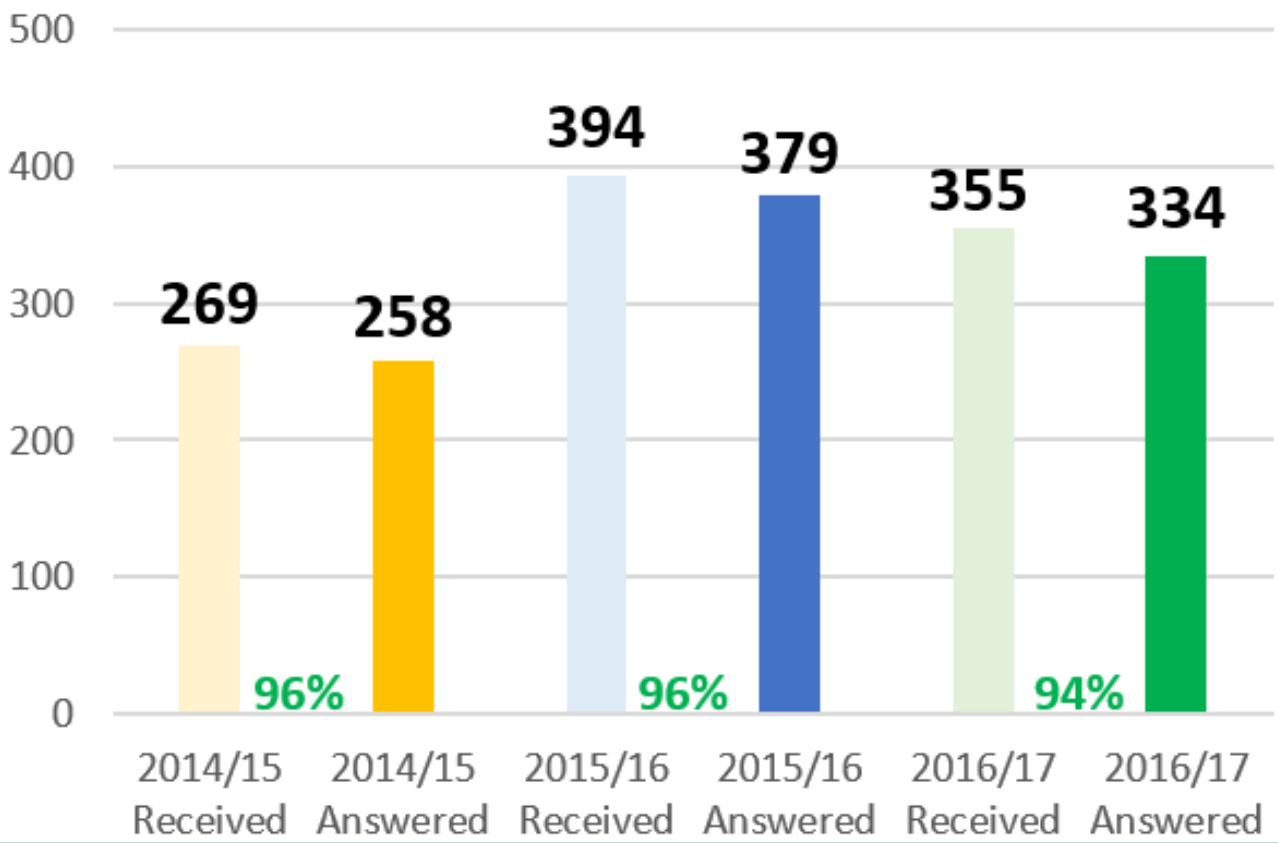## Category 7
Customer Care Center Support Results
Answered Calls and Support Requests
Week 40 – 3 Year Trend Ending April 7, 2017 - 94%

PEP Category 7

Week 40 Comparison

269	258 (96%)	394	379 (96%)	355	334 (94%)

2014/15 Received | 2014/15 Answered | 2015/16 Received | 2015/16 Answered | 2016/17 Received | 2016/17 Answered
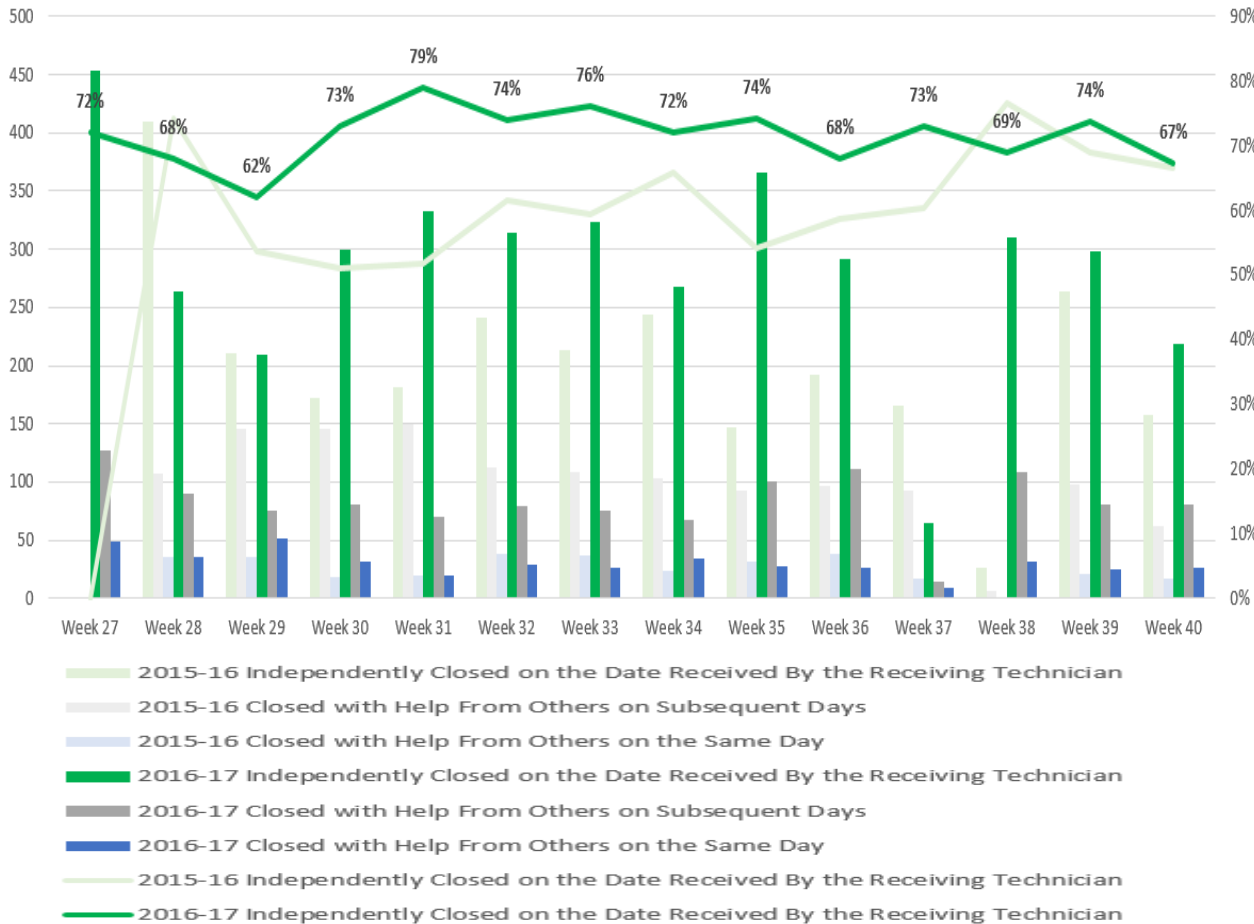
kpi

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

Legend:
- 2015-16 Independently Closed on the Date Received By the Receiving Technician
- 2015-16 Closed with Help From Others on Subsequent Days
- 2015-16 Closed with Help From Others on the Same Day
- 2016-17 Independently Closed on the Date Received By the Receiving Technician
- 2016-17 Closed with Help From Others on Subsequent Days
- 2016-17 Closed with Help From Others on the Same Day
- 2015-16 Independently Closed on the Date Received By the Receiving Technician
- 2016-17 Independently Closed on the Date Received By the Receiving Technician

April 3 - 7, 2017
Customer Care Center
**Service Request Resolution Distribution**
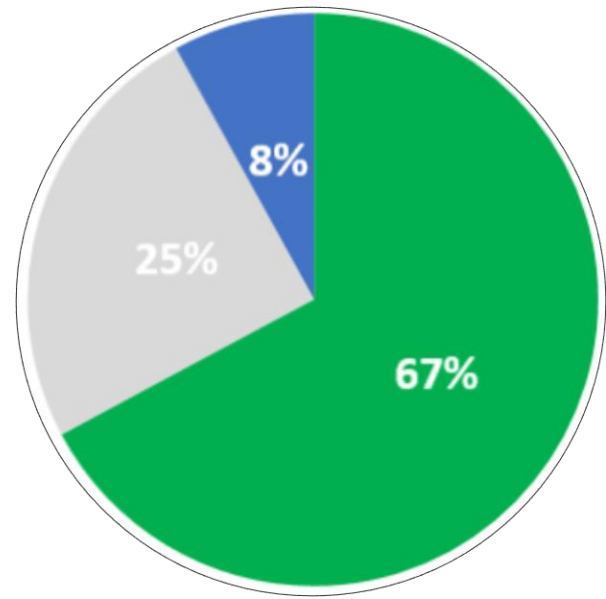
- Independently Closed on the Date Received By the Receiving Technician
- Closed with Help From Others on Subsequent Days
- Closed with Help From Others on the Same Day

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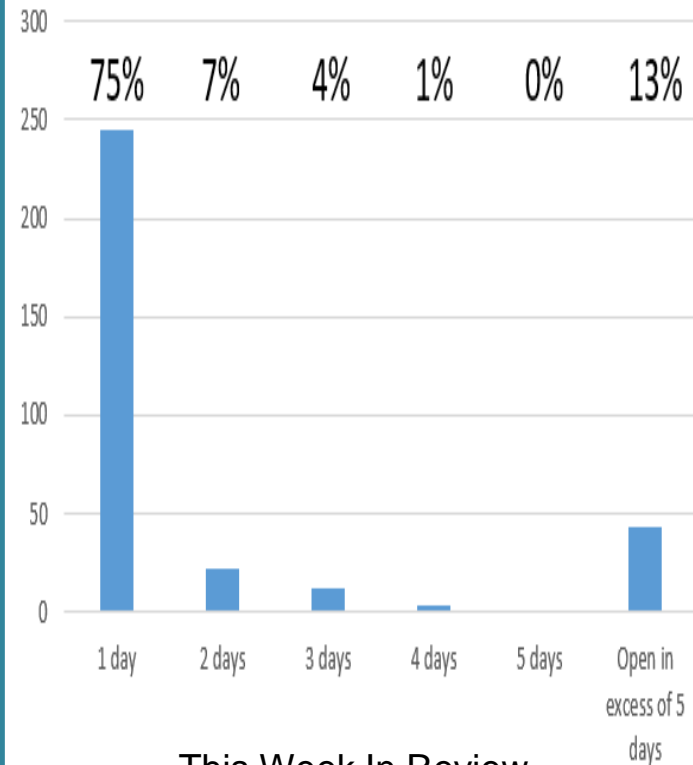
Service Request Age Resolution Distribution

2015-16 and 2016-17 Customer Care Center Service Requests Closed Within 1 Day
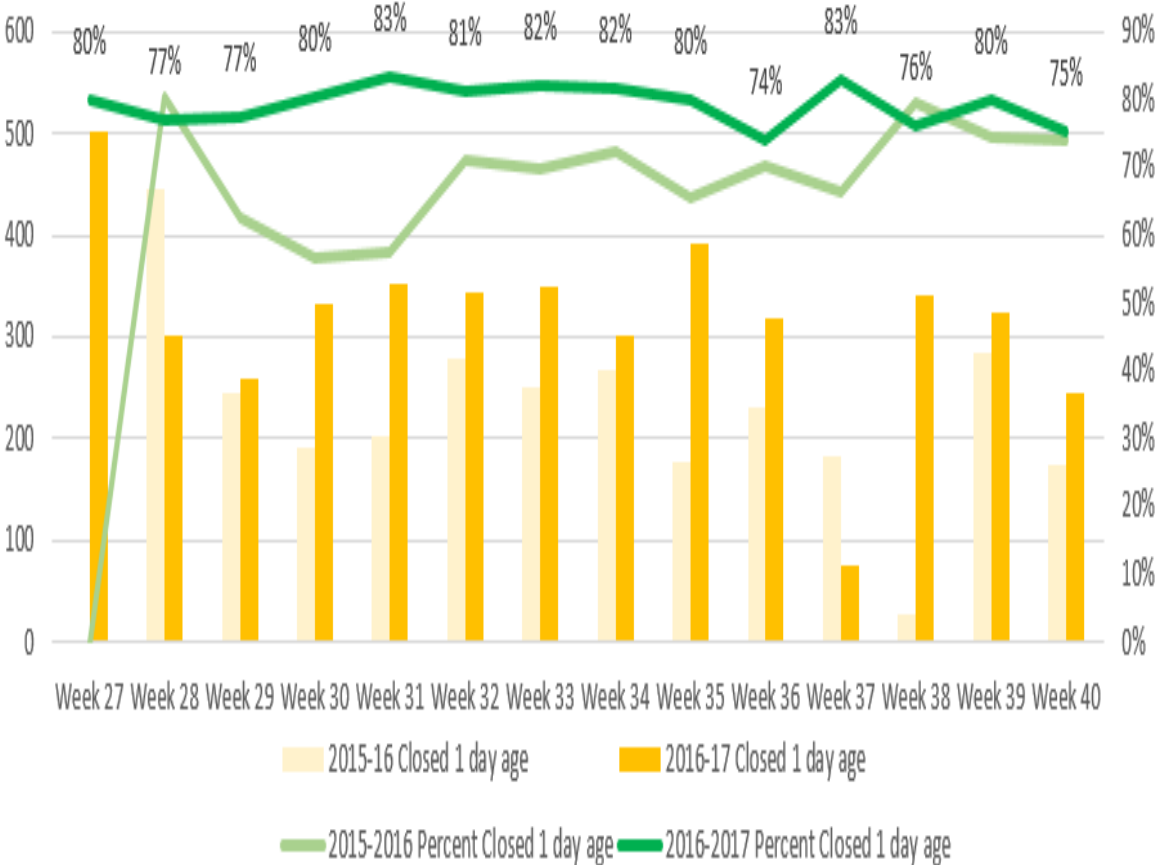
Age of Service Requests Created by the Customer Care Center

This Week In Review

Key Performance Indicator: Resolve at least 50% of received requests within one day at the Customer Care Center.
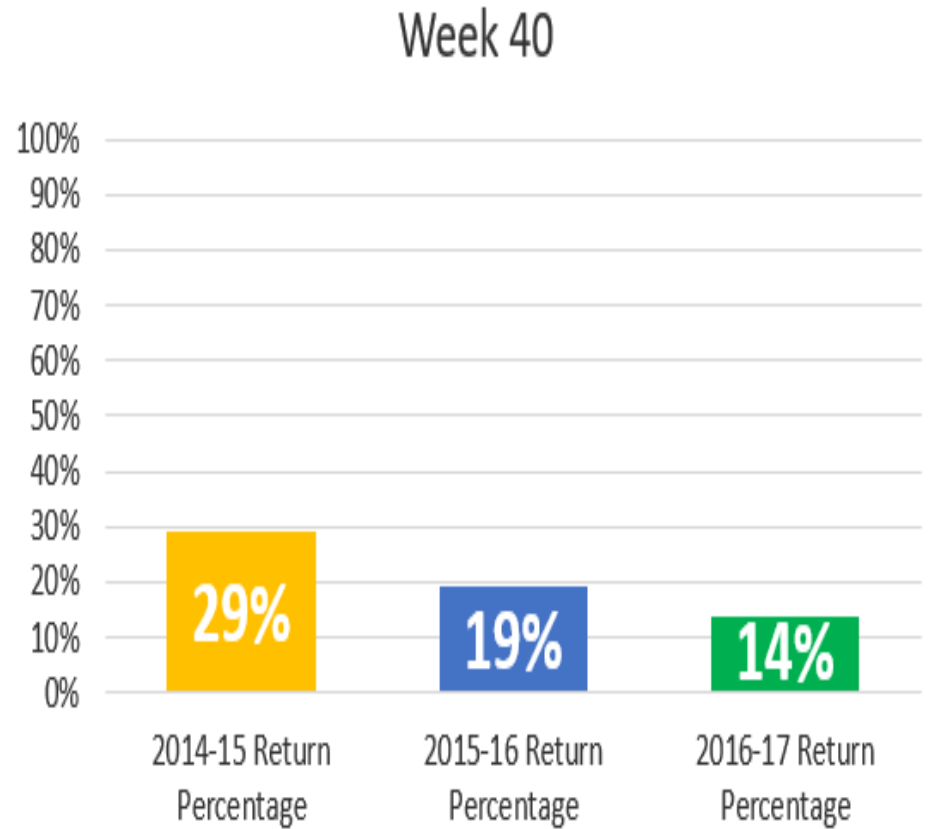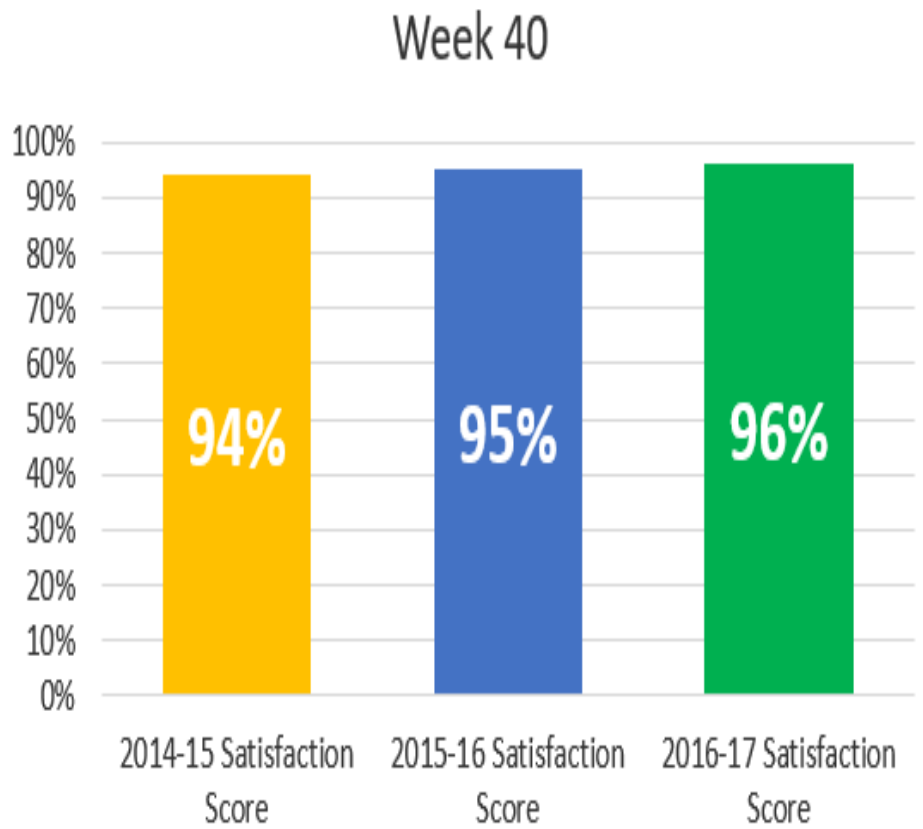
Performance Excellence Program
Category 7
Results
**Customer Satisfaction Survey Results
3 Year Trend - Week 40
for the Week Ending April 7, 2017**

PEP Category 7

Week 40 — Satisfaction Scores:
- 2014-15 Satisfaction Score: 94%
- 2015-16 Satisfaction Score: 95%
- 2016-17 Satisfaction Score: 96%

Week 40 — Return Percentages:
- 2014-15 Return Percentage: 29%
- 2015-16 Return Percentage: 19%
- 2016-17 Return Percentage: 14%

kpi

Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.
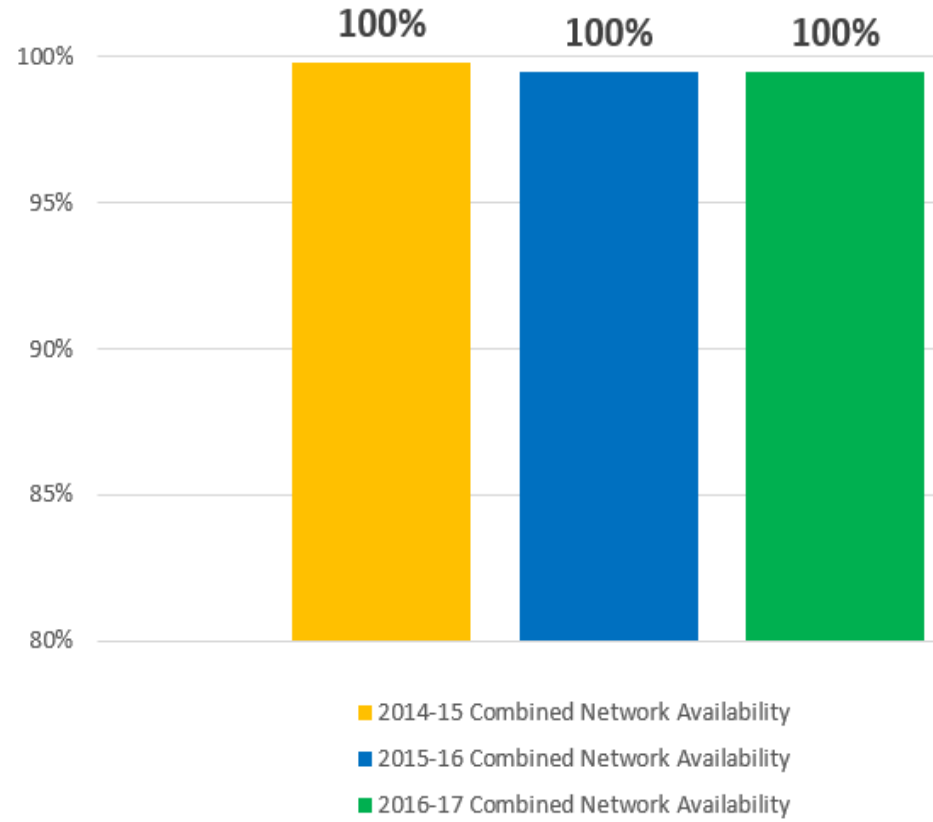
Performance Excellence Program
Category 7
Network Availability Results
Mission Critical Technology Systems Network Availability
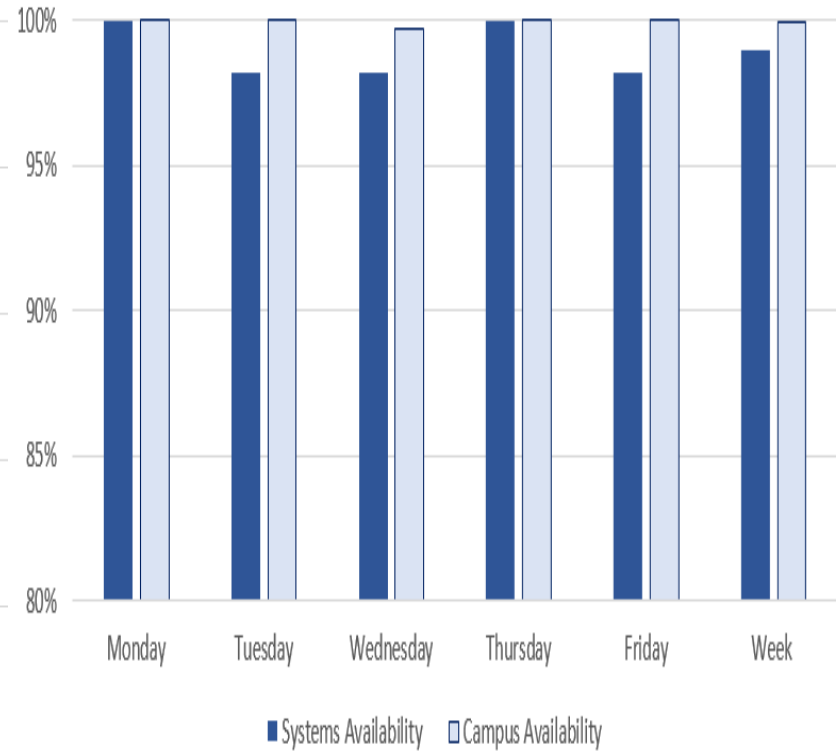**for the Week Ending July 8, 2016 is 99%**

PEP Category 7

Network Availability - Week 40 Comparison 2014-2017

- 2014-15 Combined Network Availability
- 2015-16 Combined Network Availability
- 2016-17 Combined Network Availability

Network Availability - Week 40
April 3 – 7, 2017

- Systems Availability
- Campus Availability

kpi

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 April 7, 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	1248	2.7	1014	82%	2.7	1252	84%	0
1-2 High/Testing Service Request	1	2.2	18	2.3	4		2.0	1		-0.3
1-3 Instructional Service Request	3	2.3	866	2.6	684		2.7	801		0.1
1-4 Administrative Service Request	4	2.5	169	2.9	195		2.6	329		-0.3
2-2 High Security Access	1	1.0	1							
2-3 Instructional Security Access	3	1.0	16	1.1	95		1.2	28		0.1
2-4 Administrative Security Access	4						1.1	62		
2-7 VOIP Implementation|Review	5						6.4	17		
3-3 Instructional Acquisition	3						1.0	1		
3-4 Administrative Acquisition	4	3.4	7	5.1	8		4.0	2		-1.1
7-1 Inventory Information Query	3						34.0	1		
7-2 Inventory Audit Process	20						100.0	1		
7-3 Inventory Submitted Discrepancy	4			9.5	2		59.0	1		49.5
7-5 Inventory Equipment Moves - New	2						2.5	2		2.5
7-6 Inventory Equipment Moves - Existing	3			21.0	7		4.8	6		-16.2
Non SLA Dependent				9.9	229	18%	9.2	236	16%	-0.7
Total				4.1	1243		3.7	1488		-0.4

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