



Performance Excellence Program

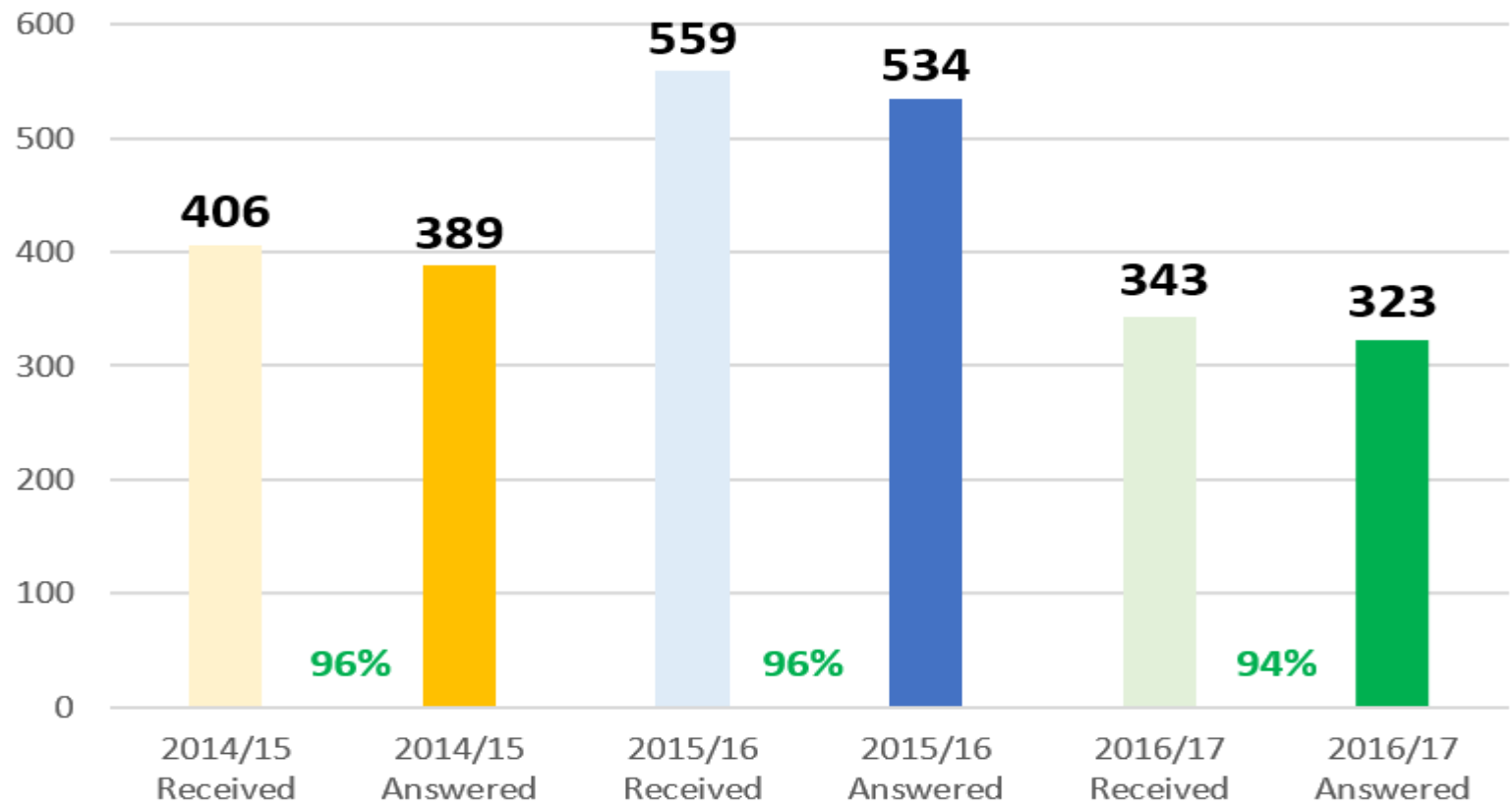
Category 7

Customer Care Center Support Results

Answered Calls and Support Requests
Week 1 – 3 Year Trend Ending May 5, 2017 - 94%



Week 44 Comparison

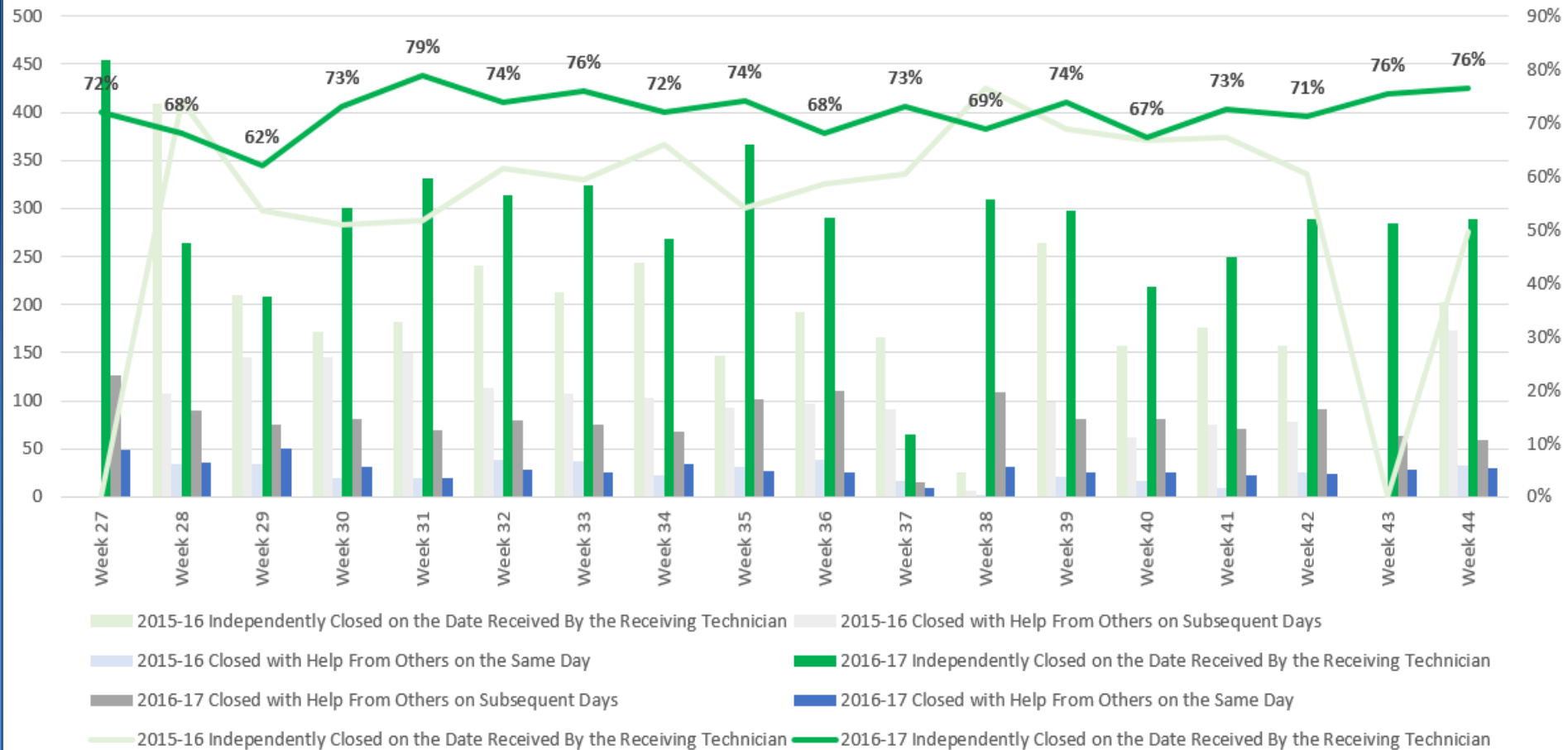


Answer 90% of the calls and support requests coming in to the Customer Care Center.



Service Request Support Distribution

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

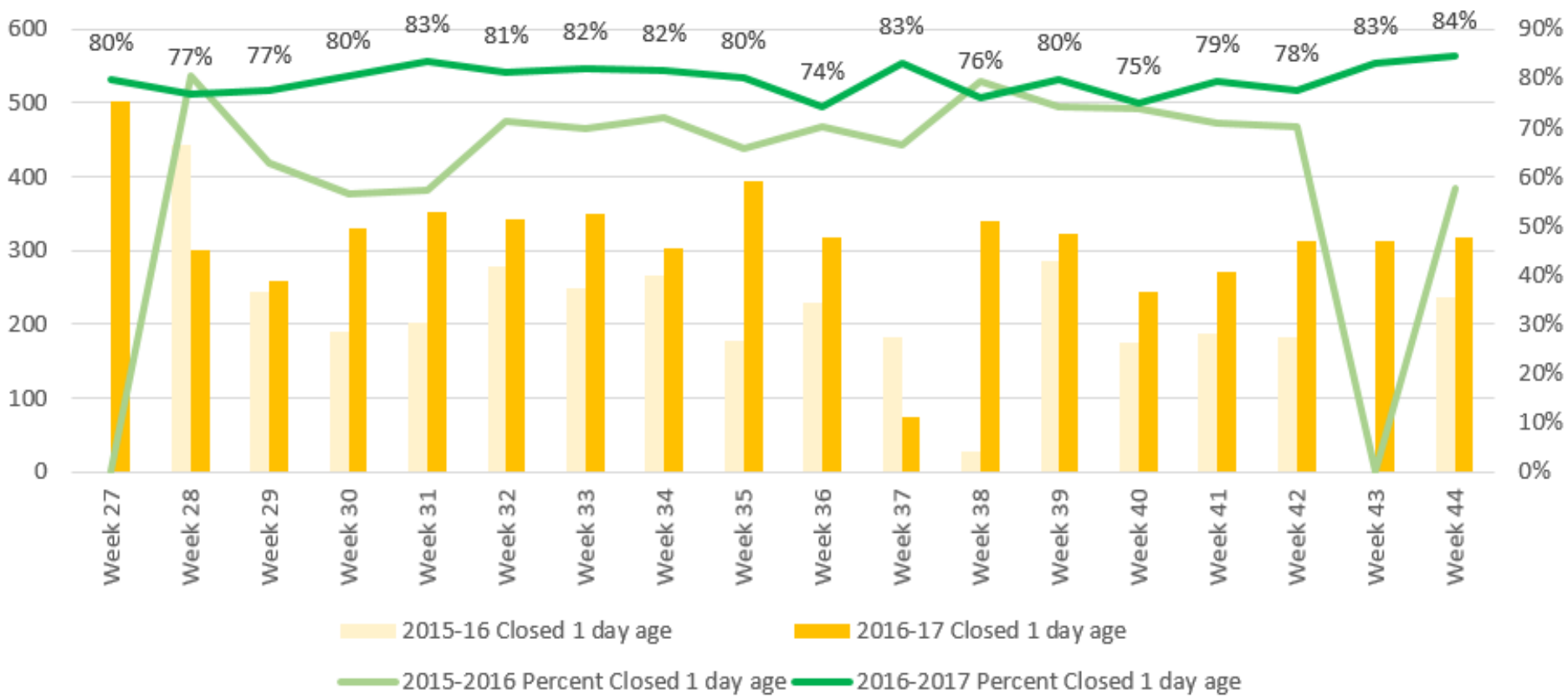


Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.



Service Request Age Resolution Distribution

2015-16 and 2016-2017 Customer Care Center Service Requests Closed Within 1 Day



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



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Category 6 Operations and Process Focus

Project Sheet Definition

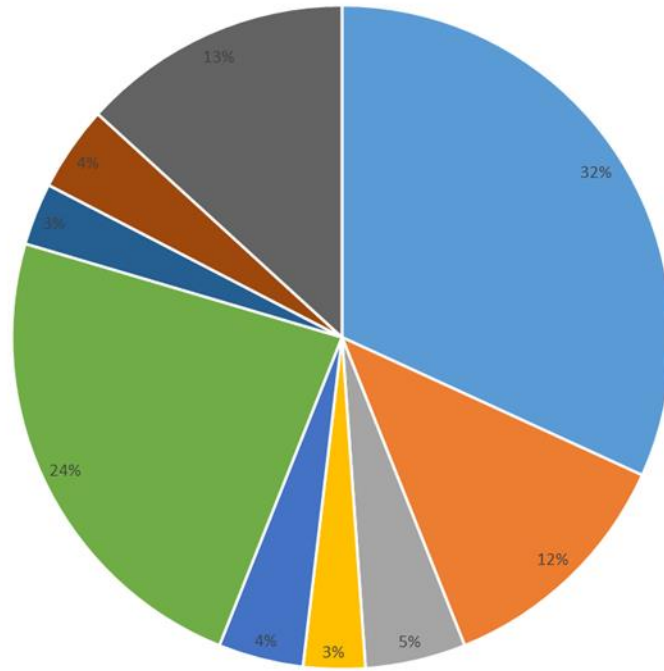
Week Ending April 28, 2017 is 100%



PEP Category 6



Curriculum Evaluation Review
Period:
May 1st to July 31st



- Department
- Admin
 - CATE
 - LA/ English/ Reading
 - LOTE
 - Math
 - Other
 - Science
 - Social Studies/ History
 - SPED



Key Performance Indicator: Achieve 100% accuracy of project sheet definition

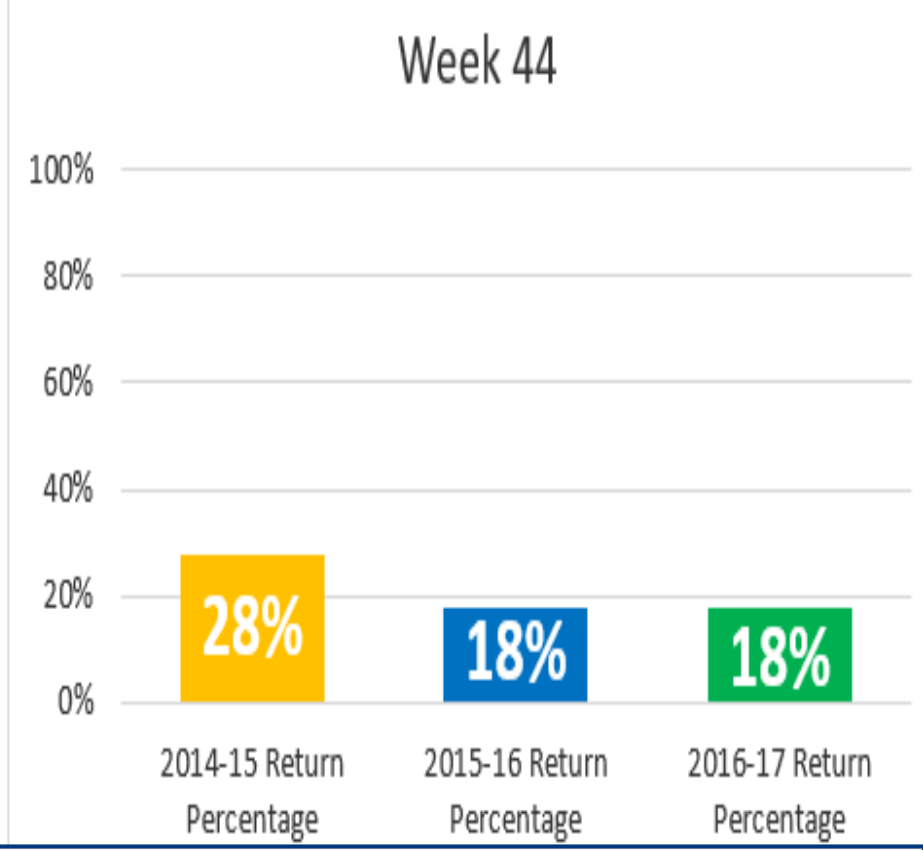
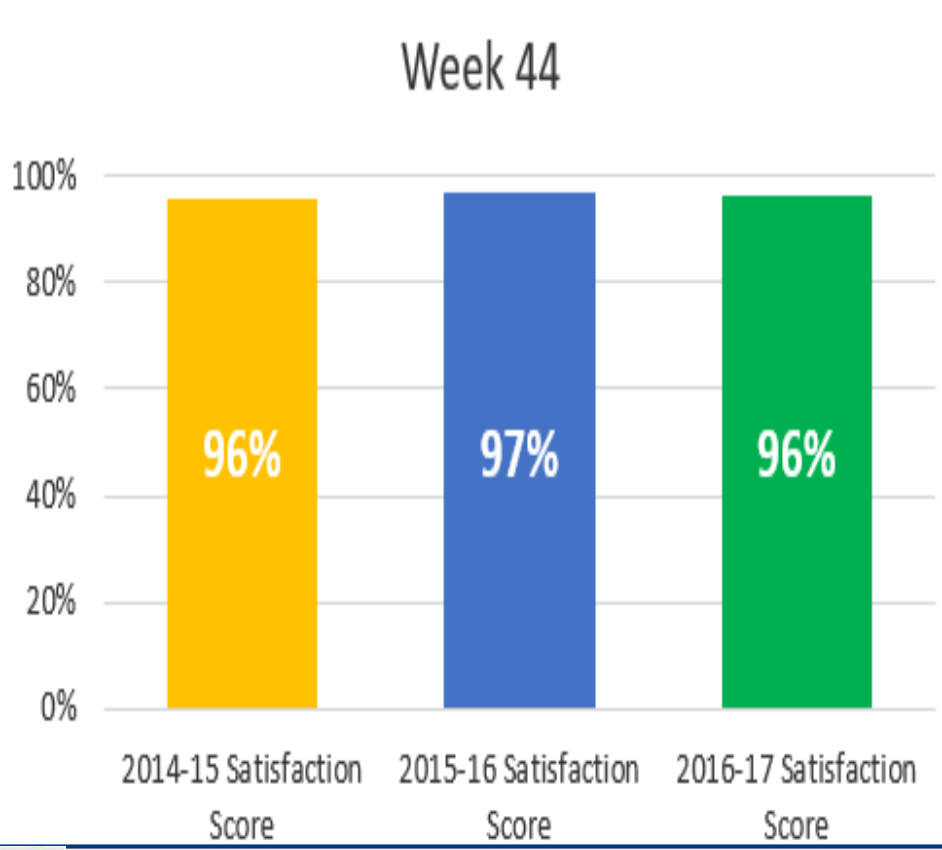


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Category 7

Results

Customer Satisfaction Survey Results 3 Year Trend - Week 44 for the Week Ending May 5, 2017



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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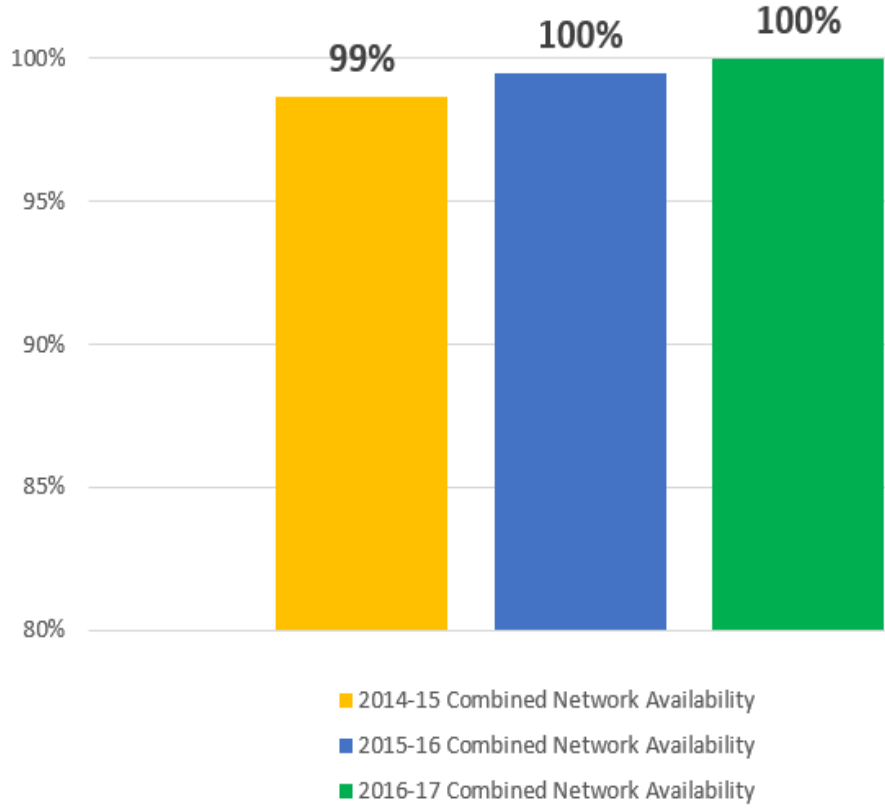


Category 7

Network Availability Results

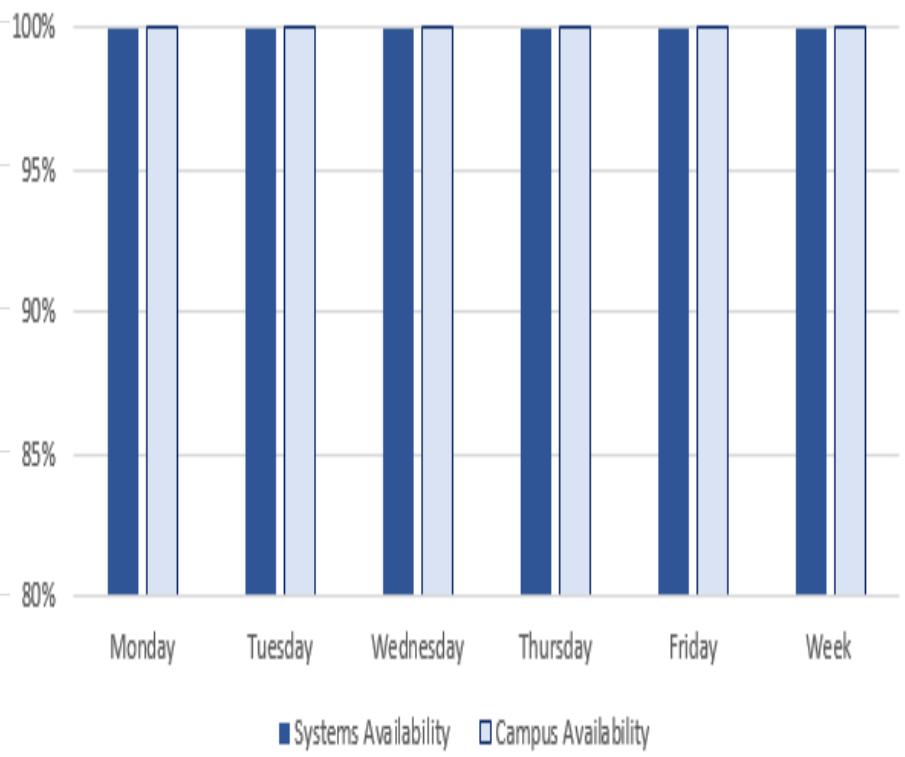
Mission Critical Technology Systems Network Availability for the Week Ending July 8, 2016 is 99%

Network Availability - Week 44 Comparison 2014-2017



Network Availability - Week 44

May 1 - May 5, 2017



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 May 5, 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	1201	2.3	1222	85%	2.3	1331	85%	0
1-1 Emergency Service Request	0.5			1.1	68					
1-2 High/Testing Service Request	1	2.4	9	2.9	8		1.0	2		-1.9
1-3 Instructional Service Request	3	2.2	893	2.4	784		2.5	828		0.1
1-4 Administrative Service Request	4						1.8	348		
2-3 Instructional Security Access	3	1.4	5	1.2	15		1.1	37		-0.1
2-4 Administrative Security Access	4	1.2	104	1.1	157		1.0	69		-0.1
2-7 VOIP Implementation Review	5						4.7	26		
3-3 Instructional Acquisition	3			7.0	1					
3-4 Administrative Acquisition	4	3.0	5	4.0	1		18.0	1		14.0
7-2 Inventory Audit Process	20						5.2	6		
7-4 Inventory Reconciliation	10			57.0	1		1.0	1		-56.0
7-5 Inventory Equipment Moves - New	2						3.3	4		
7-6 Inventory Equipment Moves - Existing	3						1.9	9		
7-9 Inventory Completion	3			43.7	3					
Non SLA Dependent				11.6	220	15%	9.7	229	15%	-1.9
Total				3.7	1442		3.4	1560		-0.3



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