

## Key Performance Indicators

### Cost Competitiveness



### Core Services Delivery Level



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Customer Survey	Target	Calls	Compliant	Compliance
Statewide Customer Survey	95% of Reports: 'Satisfied'			97.49%
<b>Customer Service</b>				
Speed to Answer Calls	80% Calls Answered Under 180 Seconds		4,292	97.44%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	5,826	4,101	70.39%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	4,535	4,517	99.60%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,249	1,225	98.10%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	6,173	6,045	97.93%
Resolution Of Requests On Time*	90% Resolved within SLA Target	24,605	24,320	98.84%
<b>Account Management</b>				
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	979	978	99.90%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	18,704	18,689	99.92%
<b>Server and Software Installations</b>				
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	231	211	91.34%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	11	11	100.00%
<b>Network Service Availability</b>				
CAN	99.9% within IOT Business Hours			99.97%
WAN	98.9% within IOT Business Hours			99.90%
VPN	99.9% within IOT Business Hours			100.00%
<b>Windows and Linux Server Availability</b>				
Citrix (Farm)	99.9% within IOT Business Hours			100.00%
Database - Oracle	99.9% within IOT Business Hours			100.00%
Database - SQL	99.9% within IOT Business Hours			100.00%
Print Servers	99.9% within IOT Business Hours			100.00%
Shared File Servers	99.9% within IOT Business Hours			100.00%
Web / Applications	99.9% within IOT Business Hours			99.99%
<b>Cost Competitiveness</b>				
IOT Cost vs. Peers ( Gartner Study )	25th % Peer - IOT - Average % Peer			92.30%

\* Indicates Agency Values