

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%
Customer Service				
Speed to Answer Calls	80% Calls Answered Under 180 Seconds		6,291	88.32%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	2,805	2,368	84.42%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	6,084	5,991	98.47%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,737	1,702	98.00%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	9,315	9,139	98.11%
Resolution Of Requests On Time*	90% Resolved within SLA Target	8,428	7,619	90.40%
Account Management				
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	1,497	1,341	89.58%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,515	1,493	98.55%
Server and Software Installations				
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	368	333	90.49%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	16	12	75.00%
Network Service Availability				
CAN	99.9% within IOT Business Hours			100.00%
WAN	98.9% within IOT Business Hours			99.71%
VPN	99.9% within IOT Business Hours			100.00%
Windows and Linux Server Availability				
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			99.99%
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%
Cost Competitiveness				
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%

* Indicates Agency Values