

Key Performance Indicators

Cost Competitiveness



Core Services Delivery Level



Core Services Delivery Level

| 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 | | 6,697 | 93.98% |
| Level 1 Resolution Rate* | 90% Calls Resolved by Customer Service | 1,736 | 1,577 | 90.84% |
| HelpDesk Assistant Response Rate* | 90% Response within 1 IOT Business Hour | 6,082 | 6,038 | 99.28% |
| User Sampling Survey* | 95% of Reports: 'Meets' to 'Outstanding' | 1,716 | 1,677 | 97.70% |
| Resolution Of Incidents On Time* | 90% Resolved within SLA Target | 25,348 | 25,153 | 99.23% |
| Resolution Of Requests On Time* | 90% Resolved within SLA Target | 9,970 | 9,634 | 96.63% |
| Account Management | | | | |
| New Network Account Requests* | 99.0% Created within 24 IOT Business Hours | 1,897 | 1,891 | 99.68% |
| Disable Network Account Requests* | 98.0% Disabled within 4 IOT Business Hours | 1,682 | 1,680 | 99.88% |
| Server and Software Installations | | | | |
| New Std. Software Installations* | 90% Installed within 36 IOT Business Hours | 381 | 373 | 97.90% |
| New Std. VM Server Installations | 90% Installed within 36 IOT Business Hours | 109 | 102 | 93.58% |
| Network Service Availability | | | | |
| CAN | 99.9% within IOT Business Hours | | | 99.99% |
| WAN | 98.9% within IOT Business Hours | | | 99.84% |
| 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 | | | 99.99% |
| Database - SQL | 99.9% within IOT Business Hours | | | 100.00% |
| Print Servers | 99.9% within IOT Business Hours | | | 99.99% |
| Shared File Servers | 99.9% within IOT Business Hours | | | 99.98% |
| 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