Service Performance Report
October 2024

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'			96.52%

Customer Service

		Calls	Compliant	Compliance
Speed to Answer Calls	80% Calls Answered Under 180 Seconds		5,619	96.01%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	2,245	1,856	82.67%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	4,053	4,007	98.87%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,291	1,251	96.90%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	6,383	6,255	97.99%
Resolution Of Requests On Time*	90% Resolved within SLA Target	9,197	8,727	94.89%

Account Management

		Calls	Compliant	Compliance
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	1,443	1,440	99.79%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,394	1,382	99.14%

Server and Software Installations

		Calls	Compliant	Compliance
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	440	381	86.59%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	10	10	100.00%

Network Service Availability

		Compliance
CAN	99.9% within IOT Business Hours	99.96%
WAN	98.9% within IOT Business Hours	99.79%
VPN	99.9% within IOT Business Hours	100.00%

Windows and Linux Server Availability

		Compliance
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	99.98%
Shared File Servers	99.9% within IOT Business Hours	100.00%
Web / Applications	99.9% within IOT Business Hours	99.99%

Cost Competitiveness

		Compliance
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer	92.30%

* Indicates Agency Values

🟩 In compliance	🟧 Within Tolerance	🟥 Out of compliance	⬜ Insufficient Data