

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 | | 6,061 | 96.33% |
| Level 1 Resolution Rate* | 90% Calls Resolved by Customer Service | 5,984 | 5,424 | 90.64% |
| HelpDesk Assistant Response Rate* | 90% Response within 1 IOT Business Hour | 5,772 | 5,749 | 99.60% |
| User Sampling Survey* | 95% of Reports: 'Meets' to 'Outstanding' | 1,527 | 1,472 | 96.40% |
| Resolution Of Incidents On Time* | 90% Resolved within SLA Target | 7,592 | 7,445 | 98.06% |
| Resolution Of Requests On Time* | 90% Resolved within SLA Target | 9,149 | 8,781 | 95.98% |
| Account Management | | | | |
| New Network Account Requests* | 99.0% Created within 24 IOT Business Hours | 1,602 | 1,601 | 99.94% |
| Disable Network Account Requests* | 98.0% Disabled within 4 IOT Business Hours | 1,351 | 1,347 | 99.70% |
| Server and Software Installations | | | | |
| New Std. Software Installations* | 90% Installed within 36 IOT Business Hours | 315 | 294 | 93.33% |
| New Std. VM Server Installations | 90% Installed within 36 IOT Business Hours | 13 | 13 | 100.00% |
| Network Service Availability | | | | |
| CAN | 99.9% within IOT Business Hours | | | 100.00% |
| WAN | 98.9% within IOT Business Hours | | | 99.83% |
| 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 | | | 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