

## 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		5,557	97.06%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	6,024	5,292	87.85%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	4,221	4,201	99.53%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,688	1,654	98.00%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	8,460	8,290	97.99%
Resolution Of Requests On Time*	90% Resolved within SLA Target	11,112	10,745	96.70%
<b>Account Management</b>				
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	1,491	1,486	99.66%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	2,974	2,958	99.46%
<b>Server and Software Installations</b>				
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	316	295	93.35%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	75	68	90.67%
<b>Network Service Availability</b>				
CAN	99.9% within IOT Business Hours			99.90%
WAN	98.9% within IOT Business Hours			99.50%
VPN	99.9% within IOT Business Hours			99.13%
<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			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			99.87%
<b>Cost Competitiveness</b>				
IOT Cost vs. Peers ( Gartner Study )	25th % Peer - IOT - Average % Peer			92.30%

\* Indicates Agency Values