

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		6,443	94.44%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	2,032	1,745	85.88%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	6,374	6,328	99.28%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,777	1,740	97.90%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	9,456	9,227	97.58%
Resolution Of Requests On Time*	90% Resolved within SLA Target	12,232	11,807	96.53%
Account Management				
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	2,212	2,204	99.64%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,365	1,360	99.63%
Server and Software Installations				
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	347	331	95.39%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	113	111	98.23%
Network Service Availability				
CAN	99.9% within IOT Business Hours			99.96%
WAN	98.9% within IOT Business Hours			99.72%
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			100.00%
Print Servers	99.9% within IOT Business Hours			99.99%
Shared File Servers	99.9% within IOT Business Hours			99.97%
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