

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'			96.52%
Customer Service					
Speed to Answer Calls		80% Calls Answered Under 180 Seconds		5,119	91.98%
Level 1 Resolution Rate*		90% Calls Resolved by Customer Service	1,952	1,512	77.46%
HelpDesk Assistant Response Rate*		90% Response within 1 IOT Business Hour	3,930	3,902	99.29%
User Sampling Survey*		95% of Reports: 'Meets' to 'Outstanding'			
Resolution Of Incidents On Time*		90% Resolved within SLA Target	5,885	5,709	97.01%
Resolution Of Requests On Time*		90% Resolved within SLA Target	8,170	7,927	97.03%
Account Management					
New Network Account Requests*		99.0% Created within 24 IOT Business Hours	1,001	1,001	100.00%
Disable Network Account Requests*		98.0% Disabled within 4 IOT Business Hours	1,757	1,756	99.94%
Server and Software Installations					
New Std. Software Installations*		90% Installed within 36 IOT Business Hours	395	361	91.39%
Network Service Availability					
CAN		99.9% within IOT Business Hours			99.95%
WAN		98.9% within IOT Business Hours			99.76%
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			99.90%
Shared File Servers		99.9% within IOT Business Hours			100.00%
Web / Applications		99.9% within IOT Business Hours			100.00%
Cost Competitiveness					
IOT Cost vs. Peers (Gartner Study)		25th % Peer - IOT - Average % Peer			92.30%

* Indicates Agency Values