Service Performance Report

January 2022

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'			98.31%
Customer Service				
Speed to Answer Calls	80% Calls Answered Under 180 Seconds		**8,739**	84.12%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	**3,014**	**2,739**	90.88%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	**6,632**	**6,525**	98.39%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	**2,113**	**2,052**	97.10%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	**10,065**	**9,304**	92.44%
Resolution Of Requests On Time*	90% Resolved within SLA Target	**18,410**	**17,002**	92.35%
Account Management				
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	**1,548**	**1,543**	99.68%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	**1,509**	**1,504**	99.67%
Server and Software Installations				
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	**166**	**158**	95.18%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	**78**	**77**	98.72%
Network Service Availability				
CAN	99.9% within IOT Business Hours			99.99%
WAN	98.9% within IOT Business Hours			99.89%
VPN	99.9% within IOT Business Hours			100.00%
Application Availability				
CA7	99.9% within IOT Business Hours			99.90%
IOS/JDS	99.9% within IOT Business Hours			99.90%
INFOR (AOS)	99.9% within IOT Business Hours			99.90%
ISETS (DCS)	99.9% within IOT Business Hours			99.90%
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%
Email (Farm)	99.9% within IOT Business Hours			100.00%
Print Servers	99.9% within IOT Business Hours			100.00%
Shared File Servers	99.9% within IOT Business Hours			99.98%
Storage – File and Home (Isilon)	99.9% within IOT Business Hours			100.00%
Storage – Infrastructure (All Flash)	99.9% within IOT Business Hours			99.98%
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

In compliance | Within Tolerance | Out of compliance | Insufficient Data