## Service Performance Report

**July 2022**

### Customer Service

- **Windows and Linux Server Availability**
  - Citrix (Farm): 99.9% within IOT Business Hours
  - Database - Oracle: 99.9% within IOT Business Hours
  - Database - SQL: 99.9% within IOT Business Hours
  - Print Servers: 99.9% within IOT Business Hours
  - Shared File Servers: 99.9% within IOT Business Hours
  - Web / Applications: 99.9% within IOT Business Hours

- **Database - SQL**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Print Servers**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Shared File Servers**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Web / Applications**
  - 99.9% within IOT Business Hours
  - 99.99%

### Account Management

- **New Network Account Requests**
  - 99.0% Created within 24 IOT Business Hours
  - 99.0% Created within 4 IOT Business Hours

- **Disable Network Account Requests**
  - 98.0% Disabled within 4 IOT Business Hours

### Server and Software Installations

- **New Std. Software Installations**
  - 90% Installed within 36 IOT Business Hours
  - 90% Installed within 36 IOT Business Hours

- **New Std. VM Server Installations**
  - 90% Installed within 36 IOT Business Hours
  - 90% Installed within 36 IOT Business Hours

### Network Service Availability

- **CAN**
  - 99.9% within IOT Business Hours
  - 99.97%

- **WAN**
  - 98.9% within IOT Business Hours
  - 99.74%

- **VPN**
  - 99.9% within IOT Business Hours
  - 100.0%

### Windows and Linux Server Availability

- **Citrix (Farm)**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Database - Oracle**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Database - SQL**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Print Servers**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Shared File Servers**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Web / Applications**
  - 99.9% within IOT Business Hours
  - 99.99%

### Key Performance Indicators

#### Core Services Delivery Level

<table>
<thead>
<tr>
<th>Customer Survey</th>
<th>Target</th>
<th>Calls</th>
<th>Compliant</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide Customer Survey</td>
<td>95% of Reports: &quot;Satisfied&quot;</td>
<td>95.99%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Customer Service

- **Speed to Answer Calls**
  - 80% Calls Answered Under 180 Seconds
  - 95.11%

- **Level 1 Resolution Rate**
  - 2,266 Calls Resolved by Customer Service
  - 90.42%

- **HelpDesk Assistant Response Rate**
  - 5,552 Response within 1 IOT Business Hour
  - 99.19%

- **User Sampling Survey**
  - 1,624 Reports: 'Meets' to 'Outstanding'
  - 97.20%

- **Resolution Of Incidents On Time**
  - 8,594 Resolved within SLA Target
  - 97.85%

- **Resolution Of Requests On Time**
  - 9,722 Resolved within SLA Target
  - 93.03%

### Account Management

- **New Network Account Requests**
  - 1,615 Created within 24 IOT Business Hours
  - 94.49%

- **Disable Network Account Requests**
  - 1,502 Disabled within 4 IOT Business Hours
  - 98.40%

### Server and Software Installations

- **New Std. Software Installations**
  - 209 Installed within 36 IOT Business Hours
  - 94.26%

- **New Std. VM Server Installations**
  - 183 Installed within 36 IOT Business Hours
  - 95.08%

### Network Service Availability

- **CAN**
  - 99.9% within IOT Business Hours
  - 99.97%

- **WAN**
  - 98.9% within IOT Business Hours
  - 99.74%

- **VPN**
  - 99.9% within IOT Business Hours
  - 100.0%

### Windows and Linux Server Availability

- **Citrix (Farm)**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Database - Oracle**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Database - SQL**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Print Servers**
  - 99.9% within IOT Business Hours
  - 99.99%

- **Shared File Servers**
  - 99.9% within IOT Business Hours
  - 99.99%

- **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%

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* Indicates Agency Values