

Key Performance Indicators

Cost Competitiveness



Core Services Delivery Level



Exec Branch Security Readiness



Core Services Delivery Level

Customer Survey	Target	Calls	Compliant	Compliance
Statewide Customer Survey	95% of Reports: 'Satisfied'			97.14%
Customer Service				
Call Abandonment Rate	Less than 5% Abandonment		9,919	1.09%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		9,680	91.20%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	3,546	3,254	91.77%
HelpDesk Assistant Response Rate*	98% Response within 1 IOT Business Hour	7,386	7,344	99.43%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,733	1,661	95.80%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	9,430	9,286	98.47%
Resolution Of Requests On Time*	90% Resolved within SLA Target	15,607	15,218	97.51%
Account Management				
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	1,405	1,399	99.57%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,065	1,061	99.62%
Server and Software Installations				
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	386	375	97.15%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	81	81	100.00%
Network Service Availability				
CAN	99.9% within IOT Business Hours			99.97%
WAN	98.9% within IOT Business Hours			99.82%
VPN	99.9% within IOT Business Hours			100.00%
Application Availability				
IBM Mainframe	99.9% within IOT Business Hours			99.99%
IMS Region	99.9% within IOT Business Hours			99.99%
DB2 Connect	99.9% within IOT Business Hours			99.99%
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			99.99%
Storage – File and Home (Isilon)	99.9% within IOT Business Hours			100.00%
Storage – Infrastructure (All Flash)	99.9% within IOT Business Hours			100.00%
Web / Applications	99.9% within IOT Business Hours			99.93%
Cost Competitiveness				
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%
Exec Branch Security Readiness				
Agency Maturity Profile Assessment	100% Agency Completion (PII Agencies)			
Agency Security Plan	100% Agency Completion (PII Agencies)			
Agency Risk Assessment	100% Agency Completion (PII Agencies)			
Information Security Training	90% Agency Completion			

* Indicates Agency Values