Service Performance Report

December 2021

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				
Call Abandonment Rate	Less than 5% Abandonment		**10,077**	2.39%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		**9,384**	79.17%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	**3,892**	**3,422**	87.92%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	**7,170**	**7,126**	99.39%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	**1,097**	**1,078**	98.30%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	**10,821**	**10,388**	96.00%
Resolution Of Requests On Time*	90% Resolved within SLA Target	**18,492**	**17,560**	94.96%
Account Management				
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	**1,395**	**1,392**	99.78%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	**1,282**	**1,276**	99.53%
Server and Software Installations				
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	**206**	**201**	97.57%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	**82**	**82**	100.00%
Network Service Availability				
CAN	99.9% within IOT Business Hours			100.00%
WAN	98.9% within IOT Business Hours			99.78%
VPN	99.9% within IOT Business Hours			100.00%
Application Availability				
IBM Mainframe	99.9% within IOT Business Hours			100.00%
DB2 Availability	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			99.99%
Database - SQL	99.9% within IOT Business Hours			99.79%
Email (Farm)	99.9% within IOT Business Hours			100.00%
Print Servers	99.9% within IOT Business Hours			99.98%
Shared File Servers	99.9% within IOT Business Hours			99.88%
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			99.92%

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