

Key Performance Indicators

Cost Competitiveness



Core Services Delivery Level



Exec Branch Security Readiness



Core Services Delivery Level

Customer Service

Target

Calls

Compliant

Compliance

Statewide Customer Service Survey	95% of Reports: 'Satisfied'			94.10%
Call Abandonment Rate	Less than 5% Abandonment		7,615	1.30%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		7,357	86.20%
Level 1 Resolution Rate	90% Calls Resolved by Customer Service	2748	2691	97.93%
HelpDesk Assistant Response Rate	98% Response within 1 IOT Business Hour	5423	5378	99.17%
User Sampling Survey	95% of Reports: 'Meets' to 'Outstanding'	2205	2151	97.60%
Resolution Of Incidents On Time	90% Resolved within SLA Target	7926	7762	97.93%
Resolution Of Requests On Time	90% Resolved within SLA Target	13428	13082	97.42%

Account Management

New Network Account Requests	99.0% Created within 2 IOT Business Days	1777	1758	98.93%
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	1019	1017	99.80%

Field Operations

New Std. Periphreal Installations	98.0% Installed within 5 IOT Business Days	45	42	93.33%
New Std. Workstation Installations	98.0% Installed within 5 IOT Business Days	48	47	97.92%
New Std. Software Installations	98.0% Installed within 3 IOT Business Days	283	264	93.29%

Network Service Availability

CAN	99.9% within IOT Business Hours			99.90%
WAN	98.9% within IOT Business Hours			100.00%
VPN	99.9% within IOT Business Hours			100.00%

Mainframe Availability

IBM Mainframe	99.9% within IOT Business Hours			99.90%
IMS Region	99.9% within IOT Business Hours			99.90%
DB2 Connect	99.9% within IOT Business Hours			99.90%

Windows and Linux Server Availability

Citrix (Farm)	99.9% within IOT Business Hours			100.00%
Email (Farm)	99.9% within IOT Business Hours			100.00%
Shared File	99.9% within IOT Business Hours			99.90%
SQL / Oracle	99.9% within IOT Business Hours			99.90%
Web / Applications	99.9% within IOT Business Hours			99.50%
Print Servers	99.9% within IOT Business Hours			100.00%
Storage System	99.9% within IOT Business Hours			98.10%

Cost Competitiveness

IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%
IOT Cost vs. Competitors	Equal to or less than Competitor Rates			

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



In compliance



Within Tolerance



Out of compliance



Insufficient Data