Service Performance Report

March 2024

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'			97.49%

Customer Service

		Calls	Compliant	Compliance
Speed to Answer Calls	80% Calls Answered Under 180 Seconds		5,994	92.06%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	6,228	5,540	88.95%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	6,569	6,537	99.51%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,480	1,450	98.00%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	8,063	7,894	97.90%
Resolution Of Requests On Time*	90% Resolved within SLA Target	8,891	8,624	97.00%

Account Management

		Calls	Compliant	Compliance
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	1,441	1,441	100.00%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,329	1,327	99.85%

Server and Software Installations

		Calls	Compliant	Compliance
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	311	294	94.53%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	16	16	100.00%

Network Service Availability

		Compliance
CAN	99.9% within IOT Business Hours	99.98%
WAN	98.9% within IOT Business Hours	99.69%
VPN	99.9% within IOT Business Hours	100.00%

Windows and Linux Server Availability

		Compliance
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%
Print Servers	99.9% within IOT Business Hours	99.99%
Shared File Servers	99.9% within IOT Business Hours	100.00%
Web / Applications	99.9% within IOT Business Hours	100.00%

Cost Competitiveness

		Compliance
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