

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				
Speed to Answer Calls	80% Calls Answered Under 180 Seconds		5,259	95.19%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	5,857	5,168	88.24%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	5,487	5,452	99.36%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,449	1,409	97.20%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	7,538	7,356	97.59%
Resolution Of Requests On Time*	90% Resolved within SLA Target	8,649	8,359	96.65%
Account Management				
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	1,406	1,402	99.72%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,338	1,332	99.55%
Server and Software Installations				
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	270	253	93.70%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	3	3	100.00%
Network Service Availability				
CAN	99.9% within IOT Business Hours			99.98%
WAN	98.9% within IOT Business Hours			99.68%
VPN	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			100.00%
Database - SQL	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			100.00%
Web / Applications	99.9% within IOT Business Hours			99.98%
Cost Competitiveness				
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%

* Indicates Agency Values