

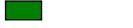
Service Performance Report

February 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				
Speed to Answer Calls Level 1 Resolution Rate* HelpDesk Assistant Response Rate* User Sampling Survey* Resolution Of Incidents On Time* Resolution Of Requests On Time*	80% Calls Answered Under 180 Seconds 90% Calls Resolved by Customer Service 90% Response within 1 IOT Business Hour 95% of Reports: 'Meets' to 'Outstanding' 90% Resolved within SLA Target 90% Resolved within SLA Target	6,078 5,881 1,500 7,300 8,814	5,987 5,403 5,853 1,466 7,171 8,460	94.45% 88.89% 99.52% 97.70% 98.23% 95.98%
Account Management				
New Network Account Requests* Disable Network Account Requests*	99.0% Created within 24 IOT Business Hours 98.0% Disabled within 4 IOT Business Hours	1,629 1,282	1,621 1,267	99.51% 98.83%
Server and Software Installations				
New Std. Software Installations* New Std. VM Server Installations	90% Installed within 36 IOT Business Hours 90% Installed within 36 IOT Business Hours	288 10	280 10	97.22% 100.00%
Network Service Availability				
CAN WAN VPN	99.9% within IOT Business Hours 98.9% within IOT Business Hours 99.9% within IOT Business Hours			99.99% 99.75% 100.00%
Windows and Linux Server Availability				
Citrix (Farm) Database - Oracle Database - SQL Print Servers Shared File Servers Web / Applications	99.9% within IOT Business Hours 99.9% within IOT Business Hours			100.00% 100.00% 100.00% 100.00% 100.00% 99.99%
	Cost Competitiveness			
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%

^{*} Indicates Agency Values







