

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'			96.52%
Customer Service				
Speed to Answer Calls	80% Calls Answered Under 180 Seconds		6,081	97.07%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	2,215	1,809	81.67%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	4,224	4,182	99.01%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,622	1,594	98.30%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	6,807	6,634	97.46%
Resolution Of Requests On Time*	90% Resolved within SLA Target	7,623	7,299	95.75%
Account Management				
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	1,059	1,053	99.43%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,148	1,140	99.30%
Server and Software Installations				
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	334	291	87.13%
Network Service Availability				
CAN	99.9% within IOT Business Hours			99.96%
WAN	98.9% within IOT Business Hours			99.49%
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			100.00%
Cost Competitiveness				
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%

* Indicates Agency Values