

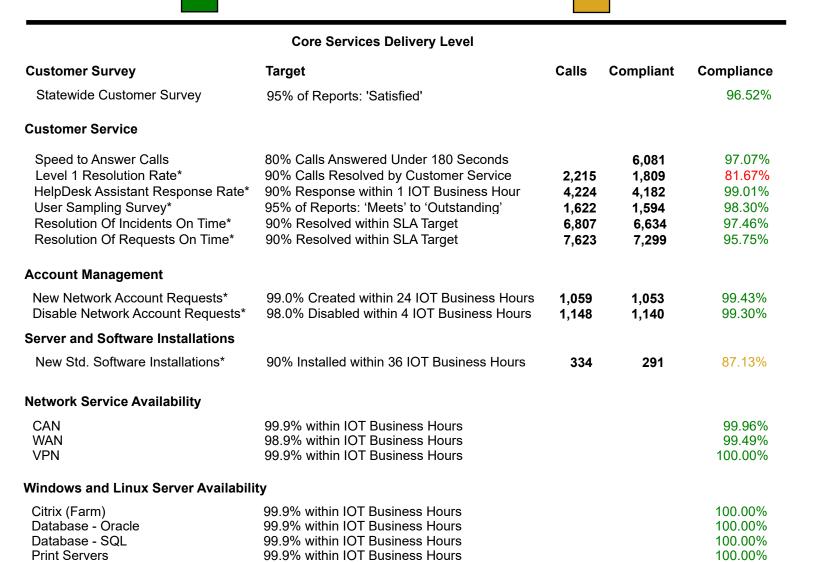
Service Performance Report

March 2025

Key Performance Indicators

Cost Competitiveness

Core Services Delivery Level



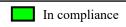
Cost Competitiveness

99.9% within IOT Business Hours

99.9% within IOT Business Hours

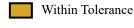
IOT Cost vs. Peers (Gartner Study) 25th % Peer - IOT - Average % Peer 92.30%

^{*} Indicates Agency Values

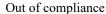


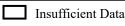
Shared File Servers

Web / Applications









100.00%

100.00%