Service Performance Report

November 2024

Key Performance Indicators

Cost Competitiveness

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Core Services Delivery Level

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Core Services Delivery Level

Customer Survey	Target	Calls	Compliant	Compliance
Statewide Customer Survey	95% of Reports: 'Satisfied'			96.52%

Customer Service

	Target	Calls	Compliant	Compliance
Speed to Answer Calls	80% Calls Answered Under 180 Seconds		4,696	92.09%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	1,677	1,405	83.78%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	3,282	3,220	98.11%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,065	1,034	97.10%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	5,364	5,248	97.84%
Resolution Of Requests On Time*	90% Resolved within SLA Target	7,155	6,693	93.54%

Account Management

	Target	Calls	Compliant	Compliance
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	1,112	1,097	98.65%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,175	1,109	94.38%

Server and Software Installations

	Target	Calls	Compliant	Compliance
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	294	274	93.20%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	5	5	100.00%

Network Service Availability

	Target	Calls	Compliant	Compliance
CAN	99.9% within IOT Business Hours			99.88%
WAN	98.9% within IOT Business Hours			99.89%
VPN	99.9% within IOT Business Hours			100.00%

Windows and Linux Server Availability

	Target	Calls	Compliant	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			100.00%
Shared File Servers	99.9% within IOT Business Hours			100.00%
Web / Applications	99.9% within IOT Business Hours			99.99%

Cost Competitiveness

	Target	Calls	Compliant	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