

Key Performance Indicators

Cost Competitiveness



Core Services Delivery Level



Exec Branch Security Readiness



Core Services Delivery Level

| Customer Survey | Target | Calls | Compliant | Compliance |
|----------------------------------------------|--------------------------------------------|--------|-----------|------------|
| Statewide Customer Survey | 95% of Reports: 'Satisfied' | | | 98.28% |
| Customer Service | | | | |
| Call Abandonment Rate | Less than 5% Abandonment | | 8,926 | 0.39% |
| Speed to Answer Calls | 90% Calls Answered Under 60 Seconds | | 8,812 | 93.77% |
| Level 1 Resolution Rate* | 90% Calls Resolved by Customer Service | 3,871 | 3,805 | 98.30% |
| HelpDesk Assistant Response Rate* | 98% Response within 1 IOT Business Hour | 8,491 | 8,490 | 99.99% |
| User Sampling Survey* | 95% of Reports: 'Meets' to 'Outstanding' | 2,174 | 2,117 | 97.40% |
| Resolution Of Incidents On Time* | 90% Resolved within SLA Target | 5,354 | 5,123 | 95.69% |
| Resolution Of Requests On Time* | 90% Resolved within SLA Target | 12,073 | 11,658 | 96.56% |
| Account Management | | | | |
| New Network Account Requests* | 99.0% Created within 2 IOT Business Days | 2,076 | 2,066 | 99.52% |
| Disable Network Account Requests* | 98.0% Disabled within 4 IOT Business Hours | 1,267 | 1,264 | 99.76% |
| Server and Software Installations | | | | |
| New Std. Software Installations* | 90% Installed within 3 IOT Business Days | 501 | 467 | 93.21% |
| New Std. VM Server Installations | 90% Installed within 3 IOT Business Days | 133 | 130 | 97.74% |
| Network Service Availability | | | | |
| CAN | 99.9% within IOT Business Hours | | | 99.96% |
| WAN | 98.9% within IOT Business Hours | | | 99.87% |
| VPN | 99.9% within IOT Business Hours | | | 100.00% |
| Application Availability | | | | |
| IBM Mainframe | 99.9% within IOT Business Hours | | | 99.99% |
| IMS Region | 99.9% within IOT Business Hours | | | 99.99% |
| DB2 Connect | 99.9% within IOT Business Hours | | | 99.99% |
| Windows and Linux Server Availability | | | | |
| Citrix (Farm) | 99.9% within IOT Business Hours | | | 99.98% |
| Database - Oracle | 99.9% within IOT Business Hours | | | 100.00% |
| Database - SQL | 99.9% within IOT Business Hours | | | 100.00% |
| Email (Farm) | 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% |
| Storage – File and Home (Isilon) | 99.9% within IOT Business Hours | | | 100.00% |
| Storage – Infrastructure (All Flash) | 99.9% within IOT Business Hours | | | 100.00% |
| Web / Applications | 99.9% within IOT Business Hours | | | 99.99% |

Cost Competitiveness

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

Exec Branch Security Readiness

| | |
|------------------------------------|-----------------------------------------|
| Agency Maturity Profile Assessment | 100% Agency Completion (PII Agencies) |
| Agency Security Plan | 100% Agency Completion (PII Agencies) |
| Agency Risk Assessment | 100% Agency Completion (PII Agencies) |
| Information Security Training | 90% Agency Completion |

* Indicates Agency Values