

Service Performance Report

August 2019

Key Performance Indicators

Cost Competitiveness

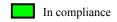
Core Services Delivery Level

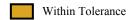
Exec Branch Security Readiness



	Core Services Delivery Level			
Customer Survey	Target	Calls	Compliant	Compliance
Statewide Customer Survey	95% of Reports: 'Satisfied'			95.67%
Customer Service				
Call Abandonment Rate 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*	Less than 5% Abandonment 90% Calls Answered Under 60 Seconds 90% Calls Resolved by Customer Service 98% Response within 1 IOT Business Hour 95% of Reports: 'Meets' to 'Outstanding' 90% Resolved within SLA Target 90% Resolved within SLA Target	3,835 6,545 2,203 9,609 16,456	9,040 8,892 3,710 6,539 2,134 9,428 16,065	0.54% 92.53% 96.74% 99.91% 96.90% 98.12% 97.62%
Account Management	·	·	·	
New Network Account Requests* Disable Network Account Requests*	99.0% Created within 2 IOT Business Days 98.0% Disabled within 4 IOT Business Hours	2,145 1,463	2,139 1,459	99.72% 99.73%
System and Software Installations				
New Std. Peripheral Installations* New Std. Workstation Installations* New Std. Software Installations* New Std. VM Server Installations	90% Installed within 5 IOT Business Days 90% Installed within 5 IOT Business Days 90% Installed within 3 IOT Business Days 90% Installed within 3 IOT Business Days	25 26 508 99	25 25 477 95	100.00% 96.15% 93.90% 95.96%
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% 99.79% 100.00%
Mainframe Availability				
IBM Mainframe IMS Region DB2 Connect	99.9% within IOT Business Hours 99.9% within IOT Business Hours 99.9% within IOT Business Hours			99.90% 99.90% 99.90%
Windows and Linux Server Availability				
Citrix (Farm) Database - Oracle Database - SQL Email (Farm) Print Servers Shared File Servers Storage – File and Home (Isilon) Storage – Infrastructure (All Flash) Web / Applications	99.9% within IOT Business Hours			99.90% 100.00% 99.90% 100.00% 100.00% 99.90% 100.00% 99.90%
	Cost Competitiveness			
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%
	Exec Branch Security Readiness			
Agency Maturity Profile Assessment Agency Security Plan Agency Risk Assessment	100% Agency Completion (PII Agencies) 100% Agency Completion (PII Agencies) 100% Agency Completion (PII Agencies)			

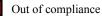
Information Security Training





90% Agency Completion





^{*} Indicates Agency Values