

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		7,536	0.33%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		7,461	94.77%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	3,375	3,285	97.33%
HelpDesk Assistant Response Rate*	98% Response within 1 IOT Business Hour	7,844	7,842	99.97%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	2,053	2,002	97.50%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	4,833	4,698	97.21%
Resolution Of Requests On Time*	90% Resolved within SLA Target	11,018	10,731	97.40%
Account Management				
New Network Account Requests*	99.0% Created within 2 IOT Business Days	2,061	2,056	99.76%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,130	1,128	99.82%
Server and Software Installations				
New Std. Software Installations*	90% Installed within 3 IOT Business Days	484	456	94.21%
New Std. VM Server Installations	90% Installed within 3 IOT Business Days	70	67	95.71%
Network Service Availability				
CAN	99.9% within IOT Business Hours			99.99%
WAN	98.9% within IOT Business Hours			99.94%
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			100.00%
Database - Oracle	99.9% within IOT Business Hours			100.00%
Database - SQL	99.9% within IOT Business Hours			99.99%
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				
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