

Service Performance Report

June 2019

Key Performance Indicators

Cost Competitiveness

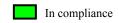
Core Services Delivery Level

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	Less than 5% Abandonment		8,948	0.87%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		8,765	91.81%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	3,304	3,263	98.76%
HelpDesk Assistant Response Rate*	98% Response within 1 IOT Business Hour	7,045	7,027	99.74%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	2,239	2,188	97.70%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	9,408	9,268	98.51%
Resolution Of Requests On Time*	90% Resolved within SLA Target	15,446	15,131	97.96%
Account Management				
New Network Account Requests*	99.0% Created within 2 IOT Business Days	1,869	1,859	99.46%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,214	1,208	99.51%
System and Software Installations				
New Std. Peripheral Installations*	90% Installed within 5 IOT Business Days	19	18	94.74%
New Std. Workstation Installations*	90% Installed within 5 IOT Business Days	23	21	91.30%
New Std. Software Installations*	90% Installed within 3 IOT Business Days	504	485	96.23%
New Std. VM Server Installations	90% Installed within 3 IOT Business Days	100	97	97.00%
Network Service Availability				
CAN	99.9% within IOT Business Hours			99.99%
WAN	98.9% within IOT Business Hours			99.74%
VPN	99.9% within IOT Business Hours			100.00%
Mainframe Availability				
IBM Mainframe	99.9% within IOT Business Hours			99.90%
IMS Region	99.9% within IOT Business Hours			99.90%
DB2 Connect	99.9% within IOT Business Hours			99.90%
Windows and Linux Server Availability				
Citrix (Farm)	99.9% within IOT Business Hours			100.00%
Database - Oracle	99.9% within IOT Business Hours			99.90%
Database - SQL	99.9% within IOT Business Hours			100.00%
Email (Farm)	99.9% within IOT Business Hours			100.00%
Print Servers Shared File Servers	99.9% within IOT Business Hours			100.00%
Storage – File and Home (Isilon)	99.9% within IOT Business Hours 99.9% within IOT Business Hours			99.90% 100.00%
Storage – Infrastructure (All Flash)	99.9% within IOT Business Hours			100.00%
Web / Applications	99.9% within IOT Business Hours			100.00%
	Cost Competitiveness			
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%
	Exec Branch Security Readiness			
Agonov Maturity Profile Assessment				
Agency Maturity Profile Assessment Agency Security Plan	100% Agency Completion (PII Agencies) 100% Agency Completion (PII Agencies)			
Agency Risk Assessment	100% Agency Completion (PII Agencies)			
Information Security Training	90% Agency Completion			

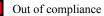
Information Security Training

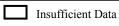




90% Agency Completion







^{*} Indicates Agency Values