

## 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%
<b>Customer Service</b>				
Call Abandonment Rate	Less than 5% Abandonment		15,146	4.71%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		10,973	55.81%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	3,816	3,680	96.44%
HelpDesk Assistant Response Rate*	98% Response within 1 IOT Business Hour	11,809	10,843	91.82%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	2,947	2,867	97.30%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	10,579	10,346	97.80%
Resolution Of Requests On Time*	90% Resolved within SLA Target	17,495	16,747	95.72%
<b>Account Management</b>				
New Network Account Requests*	99.0% Created within 2 IOT Business Days	2,554	2,498	97.81%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,074	1,072	99.81%
<b>Server and Software Installations</b>				
New Std. Software Installations*	90% Installed within 3 IOT Business Days	516	489	94.77%
New Std. VM Server Installations	90% Installed within 3 IOT Business Days	128	120	93.75%
<b>Network Service Availability</b>				
CAN	99.9% within IOT Business Hours			99.99%
WAN	98.9% within IOT Business Hours			99.72%
VPN	99.9% within IOT Business Hours			100.00%
<b>Application Availability</b>				
DB2 Connect	99.9% within IOT Business Hours			99.99%
IBM Mainframe	99.9% within IOT Business Hours			99.99%
IMS Region	99.9% within IOT Business Hours			99.99%
<b>Windows and Linux Server Availability</b>				
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%
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%
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### 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