

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		7,790	1.51%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		7,580	92.28%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	3,951	3,769	95.39%
HelpDesk Assistant Response Rate*	98% Response within 1 IOT Business Hour	6,108	6,099	99.85%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,994	1,944	97.50%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	8,526	8,369	98.16%
Resolution Of Requests On Time*	90% Resolved within SLA Target	14,554	14,224	97.73%
Account Management				
New Network Account Requests*	99.0% Created within 2 IOT Business Days	1,853	1,842	99.41%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,099	1,099	100.00%
System and Software Installations				
New Std. Peripheral Installations*	90% Installed within 5 IOT Business Days	21	19	90.48%
New Std. Workstation Installations*	90% Installed within 5 IOT Business Days	5	5	100.00%
New Std. Software Installations*	90% Installed within 3 IOT Business Days	477	454	95.18%
New Std. VM Server Installations	90% Installed within 3 IOT Business Days	261	255	97.70%
Network Service Availability				
CAN	99.9% within IOT Business Hours			99.99%
WAN	98.9% within IOT Business Hours			99.83%
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			99.90%
Database - Oracle	99.9% within IOT Business Hours			99.90%
Database - SQL	99.9% within IOT Business Hours			99.90%
Email (Farm)	99.9% within IOT Business Hours			99.90%
Print Servers	99.9% within IOT Business Hours			100.00%
Shared File Servers	99.9% within IOT Business Hours			99.90%
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			99.90%

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