Service Performance Report

December 2019

Key Performance Indicators

Cost Competitiveness	Core Services Delivery Level	Exec Branch Security Readiness
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Core Services Delivery Level

Customer Survey	Target	Calls	Compliant	Compliance
Statewide Customer Survey	95% of Reports: 'Satisfied'			98.28%

Customer Service

	Target	Calls	Compliant	Compliance
Call Abandonment Rate	Less than 5% Abandonment		8,145	0.72%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		8,007	92.12%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	3,519	3,441	97.78%
HelpDesk Assistant Response Rate*	98% Response within 1 IOT Business Hour	8,313	8,304	99.89%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,831	1,781	97.30%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	8,336	8,189	98.24%
Resolution Of Requests On Time*	90% Resolved within SLA Target	13,914	13,652	98.12%

Account Management

	Target	Calls	Compliant	Compliance
New Network Account Requests*	99.0% Created within 2 IOT Business Days	1,833	1,832	99.95%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,041	1,039	99.81%

System and Software Installations

	Target	Calls	Compliant	Compliance
New Std. Peripheral Installations*	90% Installed within 5 IOT Business Days	10	10	100.00%
New Std. Workstation Installations*	90% Installed within 5 IOT Business Days	14	14	100.00%
New Std. Software Installations*	90% Installed within 3 IOT Business Days	399	371	92.98%
New Std. VM Server Installations	90% Installed within 3 IOT Business Days	79	79	100.00%

Network Service Availability

	Target	Calls	Compliant	Compliance
CAN	99.9% within IOT Business Hours			100.00%
WAN	98.9% within IOT Business Hours			99.92%
VPN	99.9% within IOT Business Hours			100.00%

Mainframe Availability

	Target	Calls	Compliant	Compliance
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

	Target	Calls	Compliant	Compliance
Citrix (Farm)	99.9% within IOT Business Hours			100.00%
Database - Oracle	99.9% within IOT Business Hours			99.99%
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			99.98%

Cost Competitiveness

	Target	Calls	Compliant	Compliance
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%

Exec Branch Security Readiness

	Target
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

🟩 In compliance	🟧 Within Tolerance	🟥 Out of compliance	⬜ Insufficient Data