

## 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'			98.46%
<b>Customer Service</b>				
Call Abandonment Rate	Less than 5% Abandonment		15,486	0.41%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		10,184	60.71%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	3,675	3,430	93.33%
HelpDesk Assistant Response Rate*	98% Response within 1 IOT Business Hour	9,274	9,163	98.80%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	2,071	2,038	98.40%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	10,967	10,773	98.23%
Resolution Of Requests On Time*	90% Resolved within SLA Target	16,488	16,139	97.88%
<b>Account Management</b>				
New Network Account Requests*	99.0% Created within 2 IOT Business Days	2,237	2,235	99.91%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	990	986	99.60%
<b>Server and Software Installations</b>				
New Std. Software Installations*	90% Installed within 3 IOT Business Days	280	270	96.43%
New Std. VM Server Installations	90% Installed within 3 IOT Business Days	24	21	87.50%
<b>Network Service Availability</b>				
CAN	99.9% within IOT Business Hours			100.00%
WAN	98.9% within IOT Business Hours			99.79%
VPN	99.9% within IOT Business Hours			100.00%
<b>Application Availability</b>				
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%
<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			99.98%
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			99.94%
<b>Cost Competitiveness</b>				
IOT Cost vs. Peers ( Gartner Study )	25th % Peer - IOT - Average % Peer			92.30%
<b>Exec Branch Security Readiness</b>				
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