

## 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		8,116	1.43%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		7,920	93.78%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	3,277	3,201	97.68%
HelpDesk Assistant Response Rate*	98% Response within 1 IOT Business Hour	7,793	7,790	99.96%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	1,652	1,602	97.00%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	7,880	7,726	98.05%
Resolution Of Requests On Time*	90% Resolved within SLA Target	13,647	13,329	97.67%
<b>Account Management</b>				
New Network Account Requests*	99.0% Created within 2 IOT Business Days	1,905	1,900	99.74%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,161	1,156	99.57%
<b>System and Software Installations</b>				
New Std. Peripheral Installations*	90% Installed within 5 IOT Business Days	21	21	100.00%
New Std. Workstation Installations*	90% Installed within 5 IOT Business Days	11	10	90.91%
New Std. Software Installations*	90% Installed within 3 IOT Business Days	439	419	95.44%
New Std. VM Server Installations	90% Installed within 3 IOT Business Days	100	100	100.00%
<b>Network Service Availability</b>				
CAN	99.9% within IOT Business Hours			99.88%
WAN	98.9% within IOT Business Hours			99.84%
VPN	99.9% within IOT Business Hours			100.00%
<b>Mainframe Availability</b>				
IBM Mainframe	99.9% within IOT Business Hours			99.99%
IMS Region	99.9% within IOT Business Hours			99.90%
DB2 Connect	99.9% within IOT Business Hours			99.90%
<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			99.96%
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			99.97%
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

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