

Service Performance Report

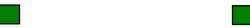
November 2019

Key Performance Indicators

Cost Competitiveness

Core Services Delivery Level

Exec Branch Security Readiness



Customer Survey	Target	Calls	Compliant	Compliance
Statewide Customer Survey	95% of Reports: 'Satisfied'			98.28%
Customer Service				
Call Abandonment Rate Speed to Answer Calls Level 1 Resolution Rate* HelpDesk Assistant Response Rate* User Sampling Survey* Resolution Of Incidents On Time* Resolution Of Requests On Time*	Less than 5% Abandonment 90% Calls Answered Under 60 Seconds 90% Calls Resolved by Customer Service 98% Response within 1 IOT Business Hour 95% of Reports: 'Meets' to 'Outstanding' 90% Resolved within SLA Target 90% Resolved within SLA Target	3,277 7,793 1,652 7,880 13,647	8,116 7,920 3,201 7,790 1,602 7,726 13,329	1.43% 93.78% 97.68% 99.96% 97.00% 98.05% 97.67%
Account Management				
New Network Account Requests* Disable Network Account Requests*	99.0% Created within 2 IOT Business Days 98.0% Disabled within 4 IOT Business Hours	1,905 1,161	1,900 1,156	99.74% 99.57%
System and Software Installations				
New Std. Peripheral Installations* New Std. Workstation Installations* New Std. Software Installations* New Std. VM Server Installations	90% Installed within 5 IOT Business Days 90% Installed within 5 IOT Business Days 90% Installed within 3 IOT Business Days 90% Installed within 3 IOT Business Days	21 11 439 100	21 10 419 100	100.00% 90.91% 95.44% 100.00%
Network Service Availability				
CAN WAN VPN	99.9% within IOT Business Hours 98.9% within IOT Business Hours 99.9% within IOT Business Hours			99.88% 99.84% 100.00%
Mainframe Availability				
IBM Mainframe IMS Region DB2 Connect	99.9% within IOT Business Hours 99.9% within IOT Business Hours 99.9% within IOT Business Hours			99.99% 99.90% 99.90%
Windows and Linux Server Availability				
Citrix (Farm) Database - Oracle Database - SQL Email (Farm) Print Servers Shared File Servers Storage - File and Home (Isilon) Storage - Infrastructure (All Flash) Web / Applications	99.9% within IOT Business Hours			100.00% 100.00% 99.96% 100.00% 100.00% 99.97% 100.00% 100.00% 99.98%
	Cost Competitiveness			
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%
	Exec Branch Security Readiness			

Agency Maturity Profile Assessment Agency Security Plan Agency Risk Assessment Information Security Training 100% Agency Completion (PII Agencies) 100% Agency Completion (PII Agencies) 100% Agency Completion (PII Agencies) 90% Agency Completion

^{*} Indicates Agency Values







