

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'			97.14%
Customer Service				
Call Abandonment Rate	Less than 5% Abandonment		8,915	0.72%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		8,742	93.82%
Level 1 Resolution Rate*	90% Calls Resolved by Customer Service	3,743	3,348	89.45%
HelpDesk Assistant Response Rate*	90% Response within 1 IOT Business Hour	7,618	7,599	99.75%
User Sampling Survey*	95% of Reports: 'Meets' to 'Outstanding'	2,037	1,991	97.70%
Resolution Of Incidents On Time*	90% Resolved within SLA Target	9,421	9,287	98.58%
Resolution Of Requests On Time*	90% Resolved within SLA Target	17,112	16,774	98.02%
Account Management				
New Network Account Requests*	99.0% Created within 24 IOT Business Hours	1,938	1,929	99.54%
Disable Network Account Requests*	98.0% Disabled within 4 IOT Business Hours	1,562	1,555	99.55%
Server and Software Installations				
New Std. Software Installations*	90% Installed within 36 IOT Business Hours	257	252	98.05%
New Std. VM Server Installations	90% Installed within 36 IOT Business Hours	84	82	97.62%
Network Service Availability				
CAN	99.9% within IOT Business Hours			100.00%
WAN	98.9% within IOT Business Hours			99.85%
VPN	99.9% within IOT Business Hours			100.00%
Application Availability				
IBM Mainframe	99.9% within IOT Business Hours			100.00%
DB2 Availability	99.9% within IOT Business Hours			100.00%
Windows and Linux Server Availability				
Citrix (Farm)	99.9% within IOT Business Hours			99.95%
Database - Oracle	99.9% within IOT Business Hours			100.00%
Database - SQL	99.9% within IOT Business Hours			99.97%
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			99.89%
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			99.99%
Cost Competitiveness				
IOT Cost vs. Peers (Gartner Study)	25th % Peer - IOT - Average % Peer			92.30%
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