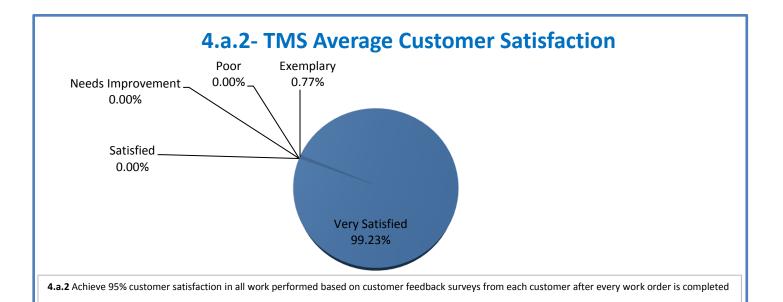


# 4.a.1 - TMS Scorecard for Overall Performance Excellence

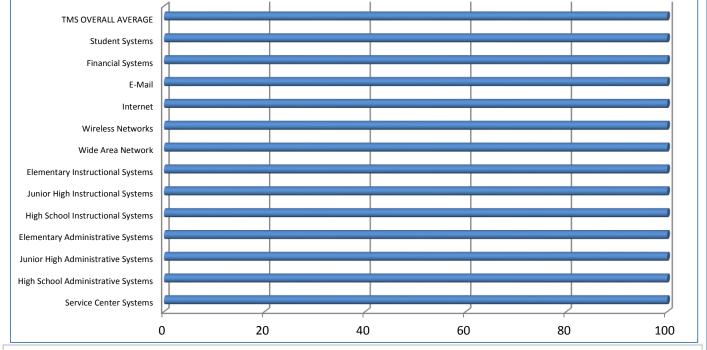
4.a.1-Overall Score (95%)	98%						
4.a.2-Customer Satisfaction (95%)	100%						
4.a.3-System Availability (99%)	100%						
4.a.4-Computer Availability (99%)	99.90%						
4.a.5-Peripheral Availability (99%)	100.00%						
4.a.6-SLA Emergency (95%)		100%					
4.a.7-SLA Critical (95%)	100%						
4.a.8- SLA Instructional (95%)	100%						
4.a.9-SLA Administrative (95%)	100%						
4.a.10-Productivity (85%)	100%						
4.a.11-Time Accountability (100%)	100%						
4.a.12-Direct Support (70%)	100%						
4.a.13-Instructional Time Allocation (60%)	100%						
4.a.14-Wellness Survey Results (80%)	80%						
4.a.15-Training Effectiveness (95%)	0%						
4.a.16-Centralized Backups (95%)	99%						
0	%	20%	40%	60%	80%	100%	

4.a.1 Achieve an overall average of 95% in TMS' service areas based on the results of TMS' Key Performance Indicators (KPIs), as documented in strategies 2-16

**4.a.15** Provide 95% technology effectiveness results based on feedback surveys from trainings given. **4.a.16** Achieve 95% centralized network backup success in all files stored on the district network.



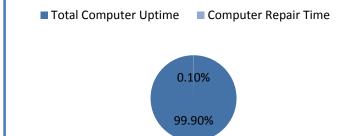
4.a.3- TMS Percent Availability for All Major Systems



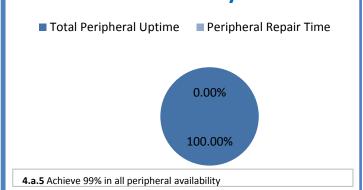
4.a.3 Achieve 99% in all systems availability

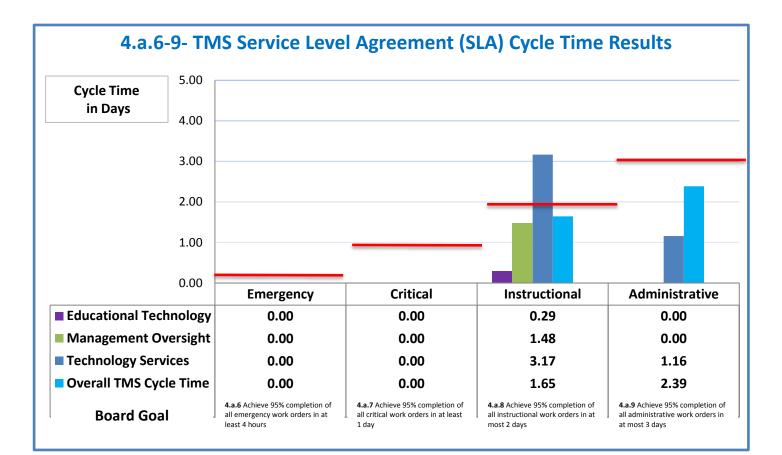
4.a.4 Achieve 99% in all computer availability



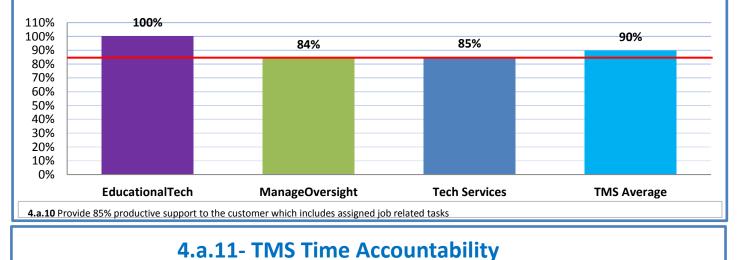


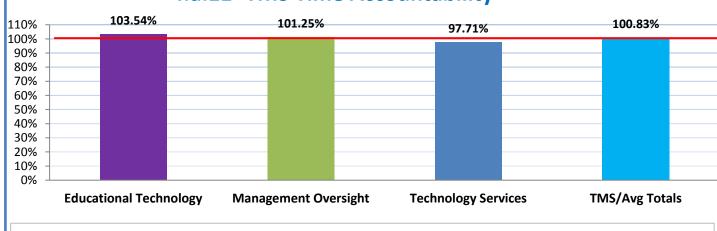
#### 4.a.5- Overall Peripheral Availability



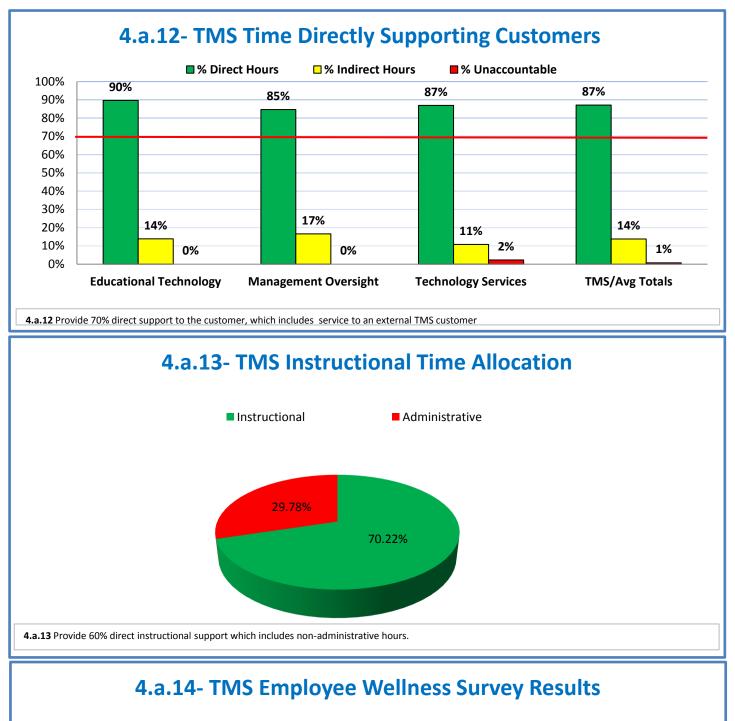


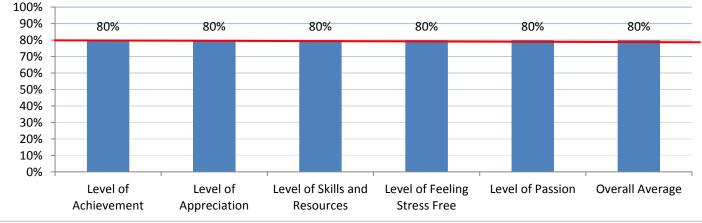
#### 4.a.10- TMS Productivity





4.a.11 Provide 100% time accountability recording how all TMS time is spent by type, subtype, and customer



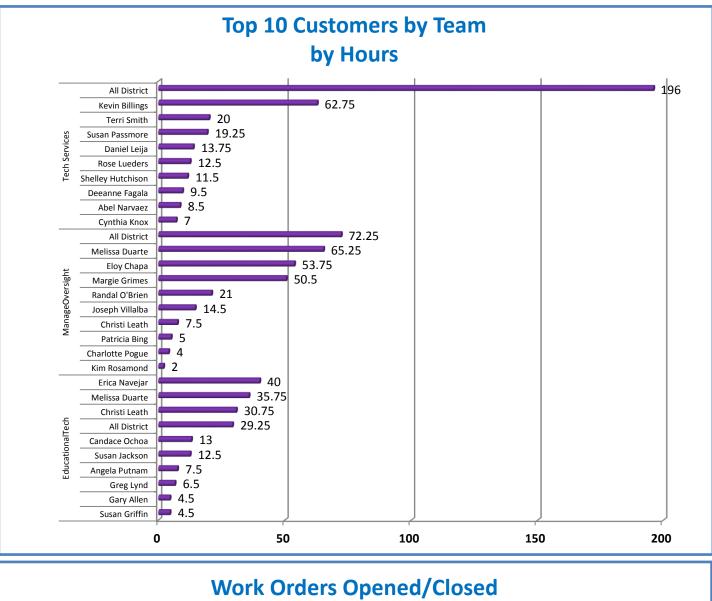


**4.a.14** Provide 80% employee wellness resulting in positive feelings about job performance including level of achievement, appreciation, skills and resources, and overall feelings of being stress free.



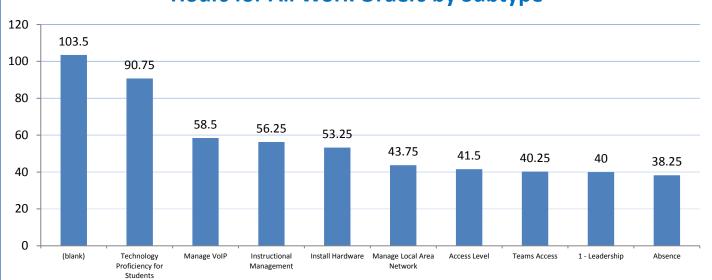
Performance Excellence Dashboard Supplemental Information



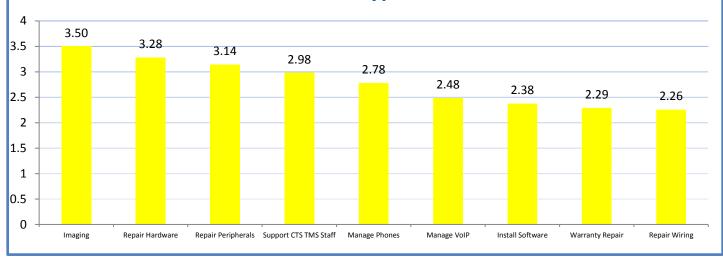




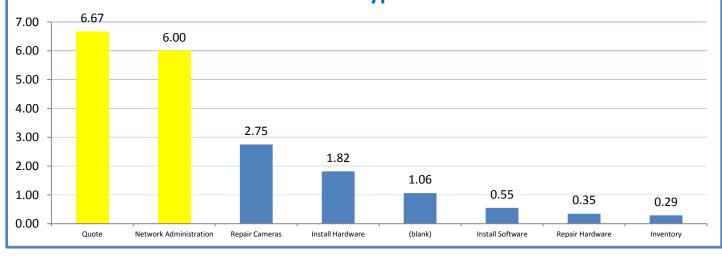
### Hours for All Work Orders by Subtype



# Average Days Aged for Instructional Work Orders by Subtype



## Average Days Aged for Administrative Work Orders by Subtype



### Administrative and Educational Classroom Training Effectiveness

