

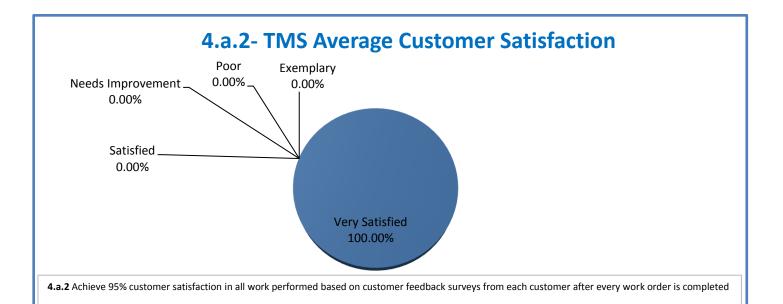
# 4.a.1 - TMS Scorecard for **Overall Performance Excellence**

4.a.1-Overall Score (95%)	97%				
4.a.2-Customer Satisfaction (95%)	100%				
4.a.3-System Availability (99%)	100%				
4.a.4-Computer Availability (99%)	99%				
4.a.5-Peripheral Availability (99%)	100%				
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%)	97%				
4.a.11-Time Accountability (100%)	99%				
4.a.12-Direct Support (70%)	91%				
4.a.13-Instructional Time Allocation (60%)	100%				
4.a.14-Wellness Survey Results (80%)	72%				
4.a.15-Training Effectiveness (95%)	0%				
4.a.16-Centralized Backups (95%)	99%				
0	)% 20%	40%	60%	80%	100%
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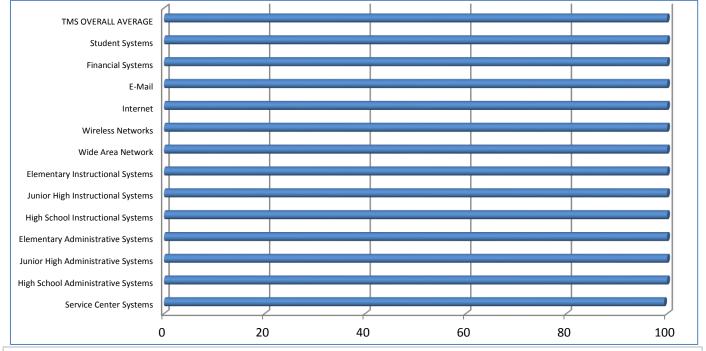
4.a.1 Achieve an overall average of 95% in TMS' service areas based on the results of TMS' Key Performance Indicators (KPIs), as documented in strategies 2-16

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.



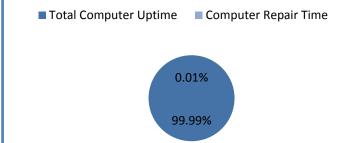
4.a.3- TMS Percent Availability for All Major Systems



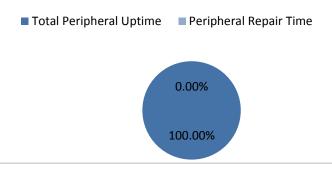
4.a.3 Achieve 99% in all systems availability

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

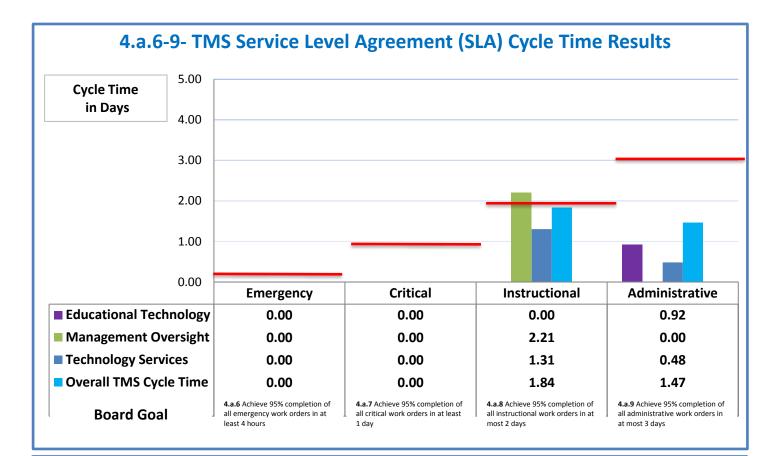




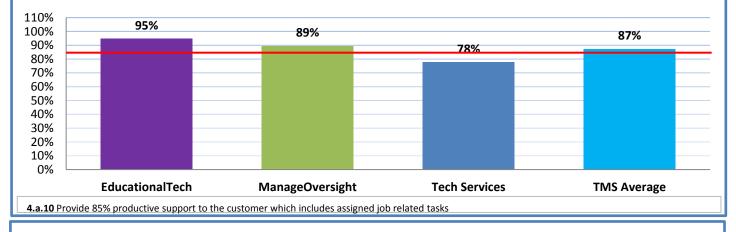
### 4.a.5- Overall Peripheral Availability



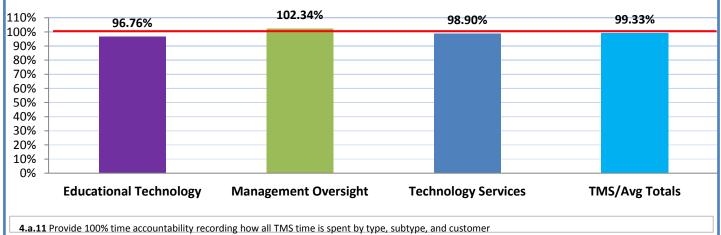
4.a.5 Achieve 99% in all peripheral availability

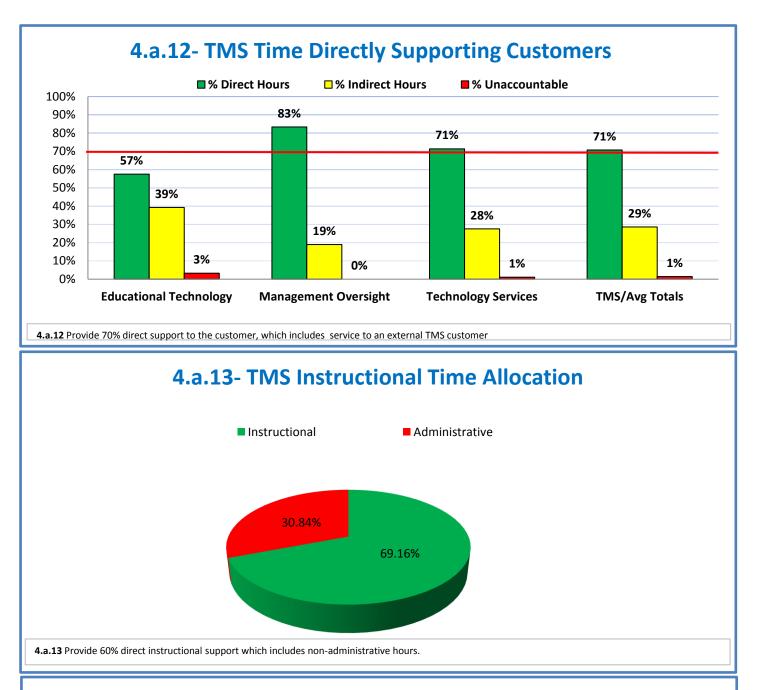


#### 4.a.10- TMS Productivity

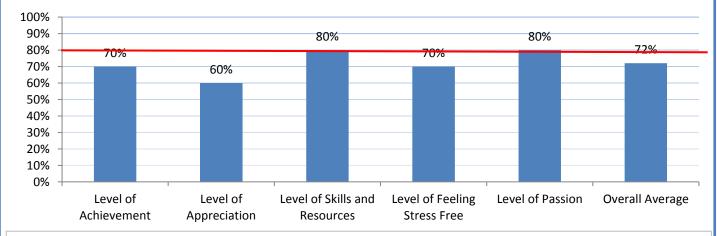


#### 4.a.11- TMS Time Accountability





#### **4.a.14- TMS Employee Wellness Survey Results**

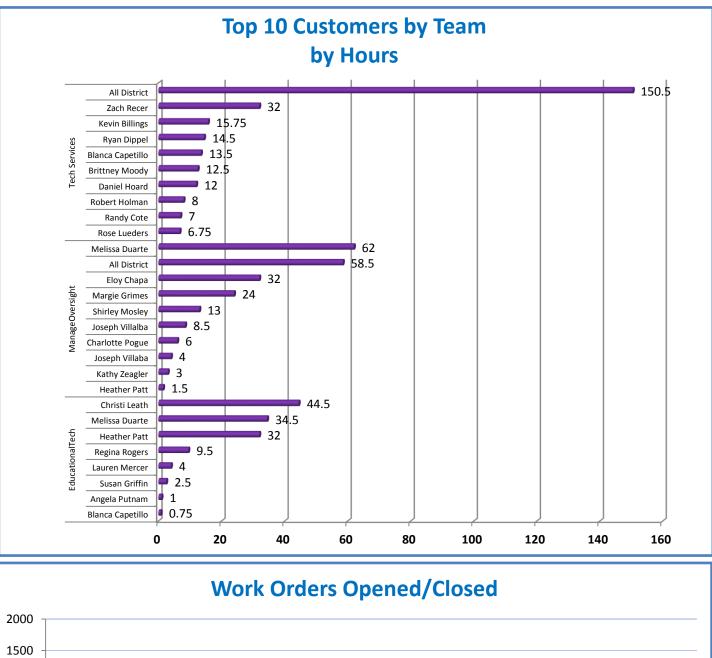


**4.a.14** Provide 80% employee wellness resulting in positive feelings about job performance including level of achievement, appreciation, skills and resources, and overall feelings of being stress free.



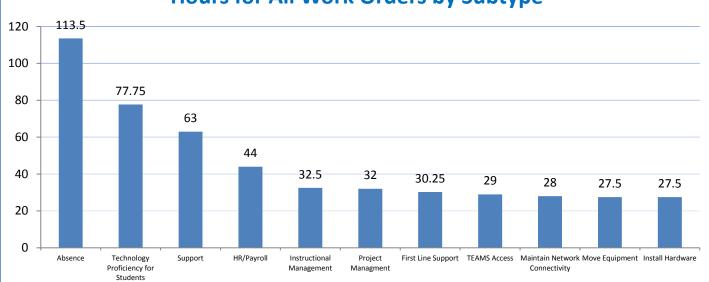
Performance Excellence Dashboard Supplemental Information



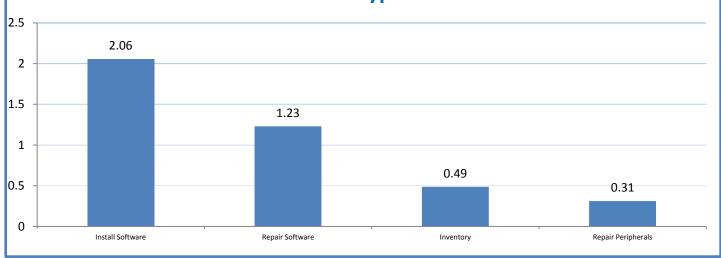




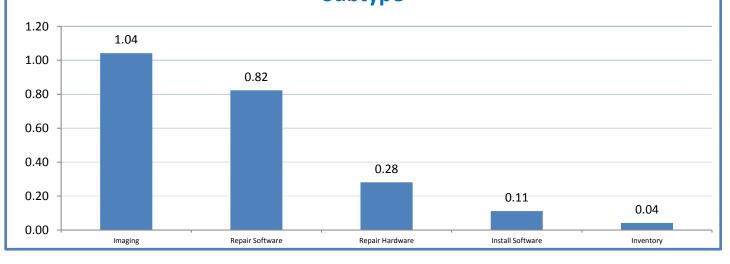
#### Hours for All Work Orders by Subtype



## Average Days Aged for Instructional Work Orders by Subtype



## Average Days Aged for Administrative Work Orders by Subtype



#### Administrative and Educational Classroom Training Effectiveness

