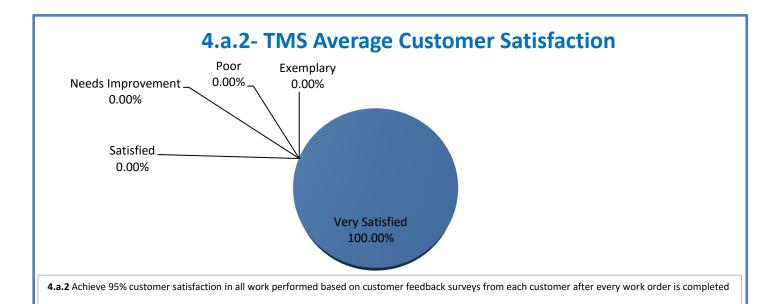


4.a.1 - TMS Scorecard for Overall Performance Excellence

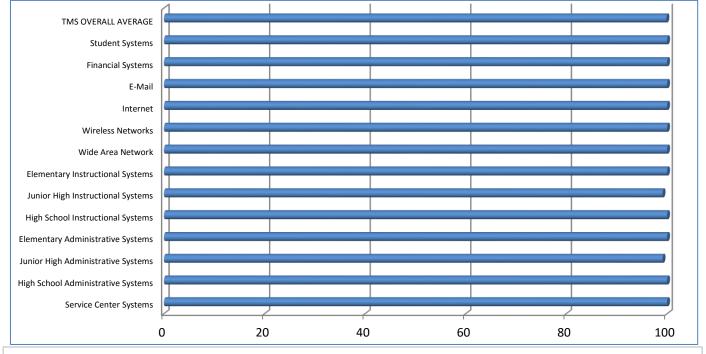
| 4.a.1-Overall Score (95%) | 96% | | | | | |
|---|------|-----|-----|-----|-----|------|
| 4.a.2-Customer Satisfaction (95%) | 100% | | | | | |
| 4.a.3-System Availability (99%) | 100% | | | | | |
| 4.a.4-Computer Availability (99%) | | | 9 | 9% | | |
| 4.a.5-Peripheral Availability (99%) | | | 10 | 00% | | |
| 4.a.6-SLA Emergency (95%) | | | 10 | 00% | | |
| 4.a.7-SLA Critical (95%) | 100% | | | | | |
| 4.a.8- SLA Instructional (95%) | 81% | | | | | |
| 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%) | 93% | | | | | |
| 4.a.13-Instructional Time Allocation (60%) | 100% | | | | | |
| 4.a.14-Wellness Survey Results (80%) | | | 78% | | | |
| 4.a.15-Training Effectiveness (95%) | 0% | | | | | |
| 4.a.16-Centralized Backups (95%) | 98% | | | | | |
| 0 | 1% | 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.



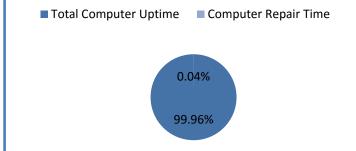
4.a.3- TMS Percent Availability for All Major Systems



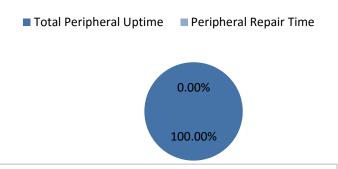
4.a.3 Achieve 99% in all systems availability

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

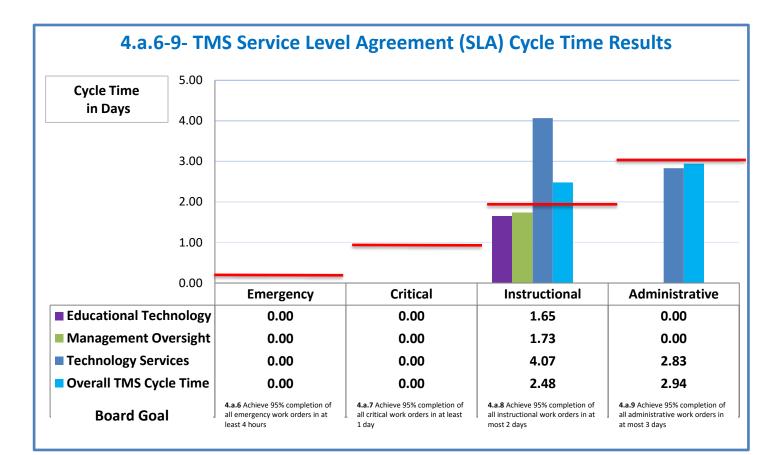




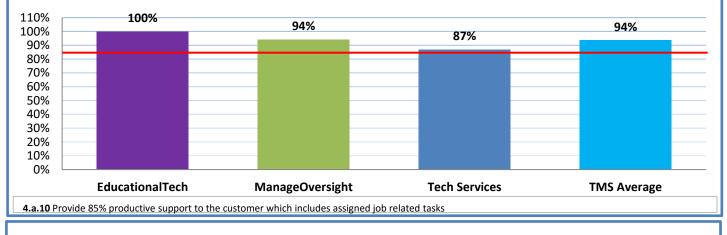
4.a.5- Overall Peripheral Availability



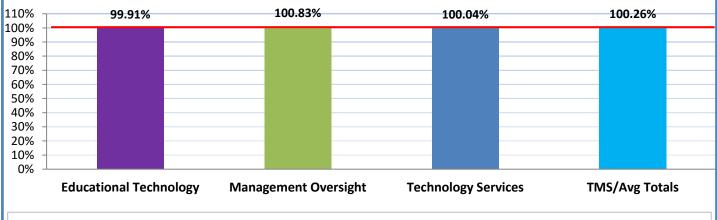
4.a.5 Achieve 99% in all peripheral availability



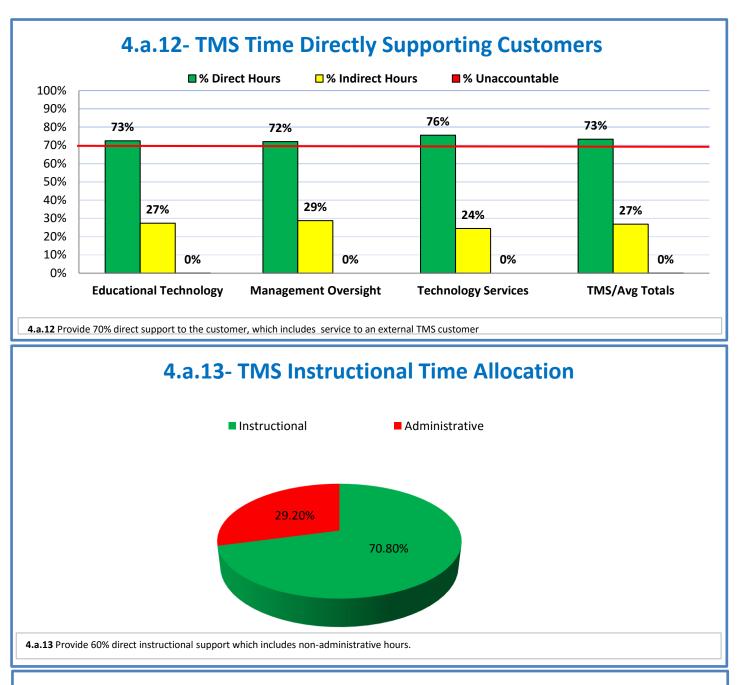




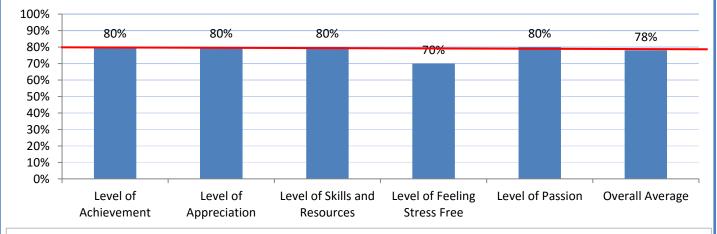
4.a.11- TMS Time Accountability



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



4.a.14- TMS Employee Wellness Survey Results

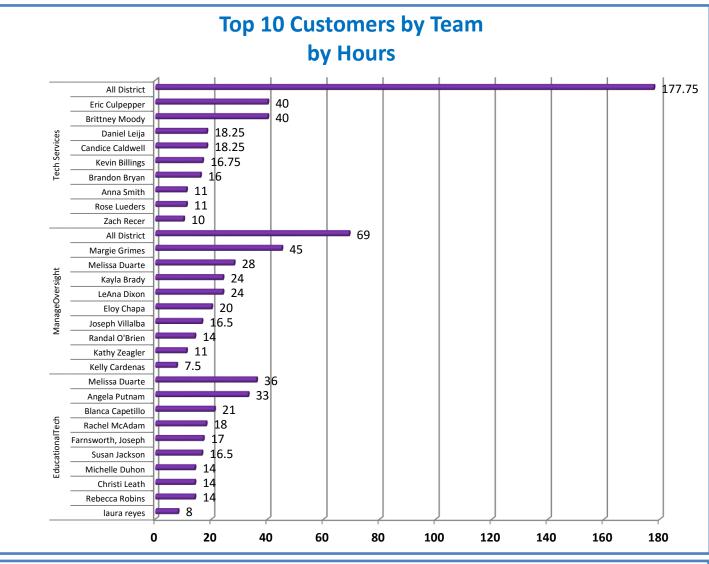


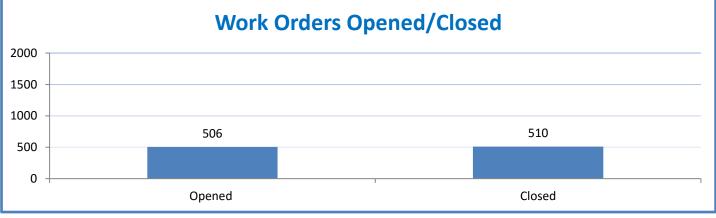
4.a.14 Provide 80% employee wellness resulting in positive feelings about job performance including level of achievement, appreciation, skills and resources, and overall feelings of being stress free.

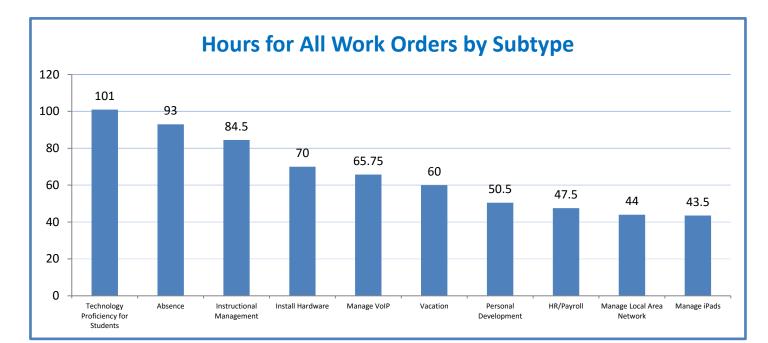


Performance Excellence Dashboard Supplemental Information

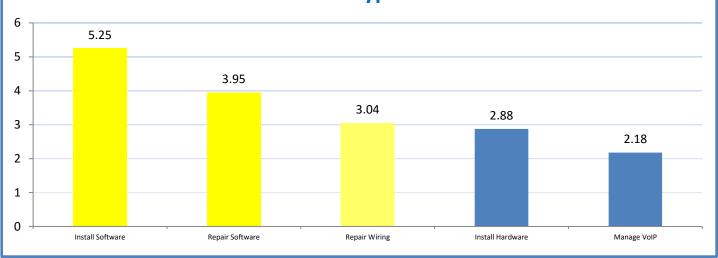




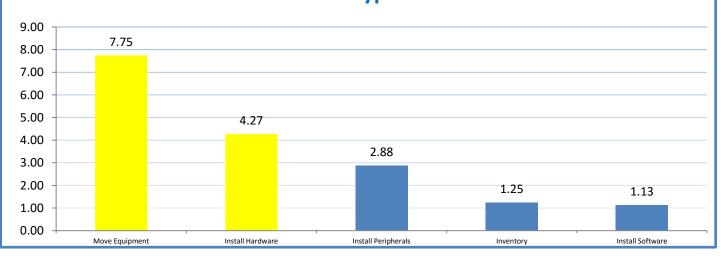




Average Days Aged for Instructional Work Orders by Subtype



Average Days Aged for Administrative Work Orders by Subtype



Administrative and Educational Classroom Training Effectiveness

