

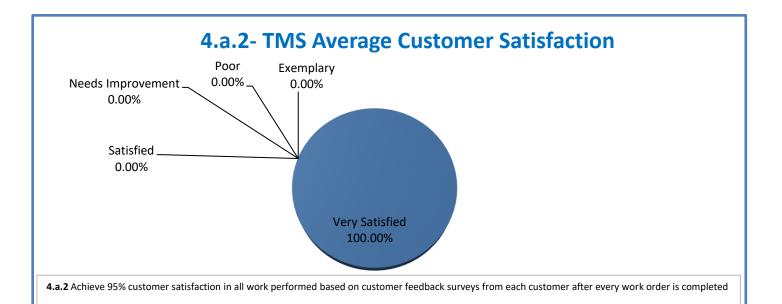
# 4.a.1 - TMS Scorecard for Overall Performance Excellence

4.a.1-Overall Score (95%)			979	%		
4.a.2-Customer Satisfaction (95%)			10	0%		
4.a.3-System Availability (99%)			10	0%		
4.a.4-Computer Availability (99%)			99	%		
4.a.5-Peripheral Availability (99%)			10	0%		
4.a.6-SLA Emergency (95%)			10	0%		
4.a.7-SLA Critical (95%)			10	0%		
4.a.8- SLA Instructional (95%)			10	0%		
4.a.9-SLA Administrative (95%)			10	0%		
4.a.10-Productivity (85%)			97%	6		
4.a.11-Time Accountability (100%)			10	0%		
4.a.12-Direct Support (70%)			99	%		
4.a.13-Instructional Time Allocation (60%)			10	0%		
4.a.14-Wellness Survey Results (80%)		6	4%			
4.a.15-Training Effectiveness (95%)	0%					
4.a.16-Centralized Backups (95%)	100%					
0	9%	20%	40%	60%	80%	100%

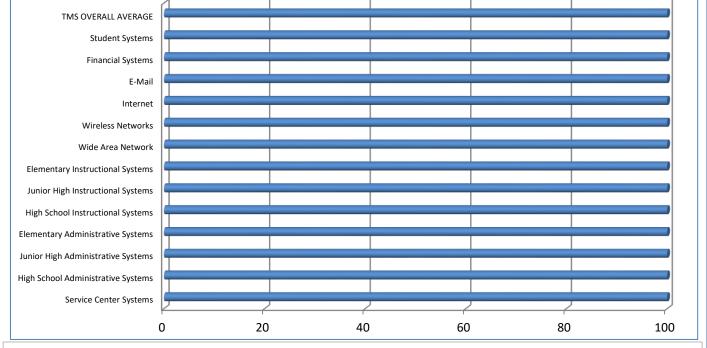
4.a.1 Achieve an overall average of 95% in TMS' service areas based on the results of TMS' Key Performance Indicators (KPIs), as documented in strategies 2-16

**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.



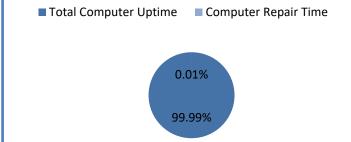
4.a.3- TMS Percent Availability for All Major Systems



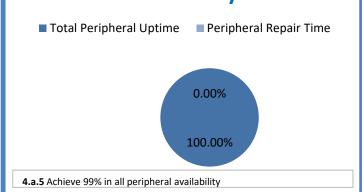
4.a.3 Achieve 99% in all systems availability

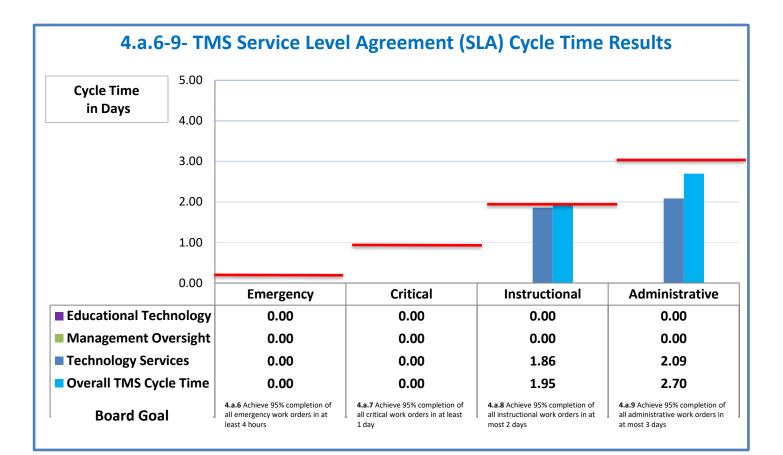
4.a.4 Achieve 99% in all computer availability



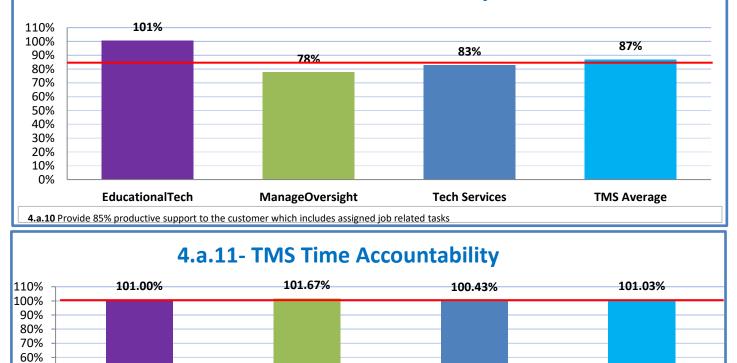


## 4.a.5- Overall Peripheral Availability









**Technology Services** 

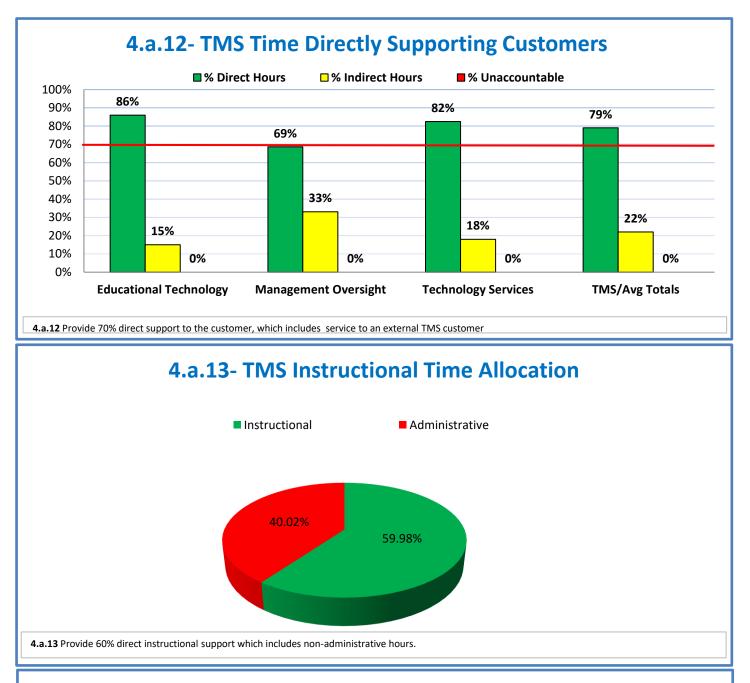
**TMS/Avg Totals** 

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

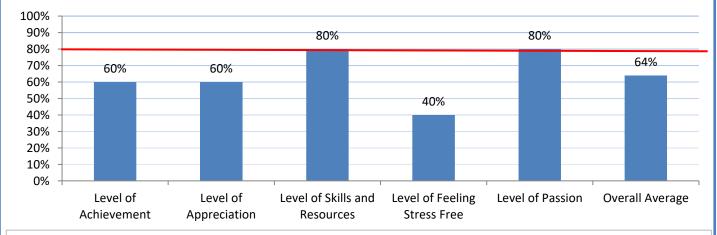
**Management Oversight** 

50% 40% 30% 20% 10% 0%

**Educational Technology** 



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

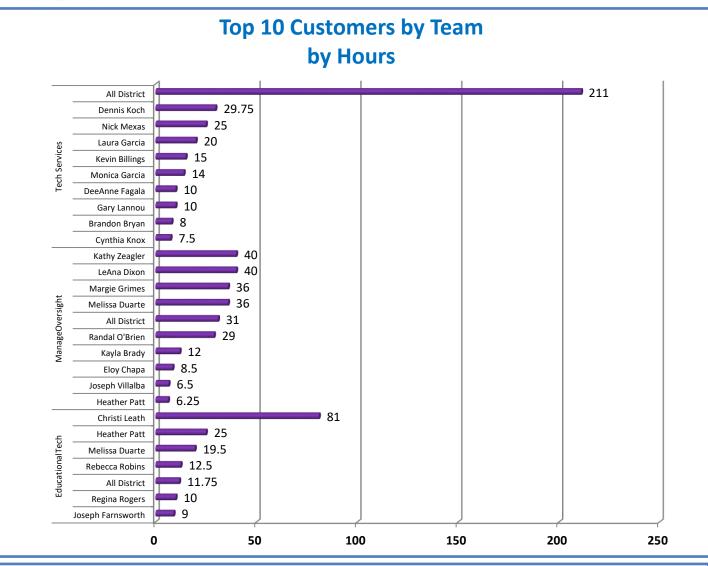


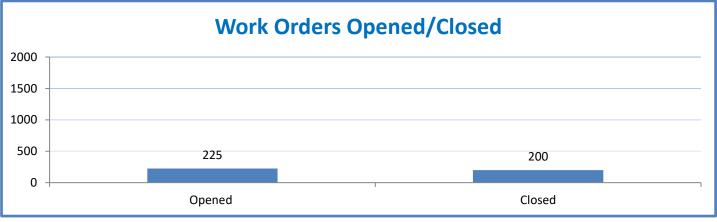
**4.a.14** Provide 80% employee wellness resulting in positive feelings about job performance including level of achievement, appreciation, skills and resources, and overall feelings of being stress free.



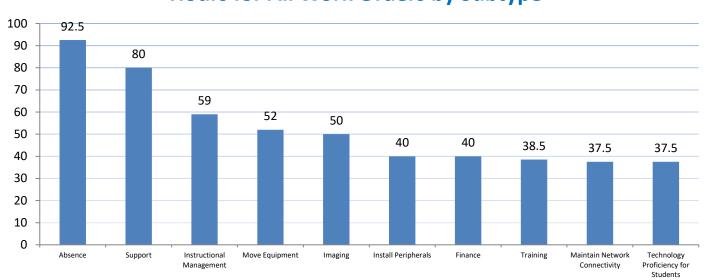
Performance Excellence Dashboard Supplemental Information



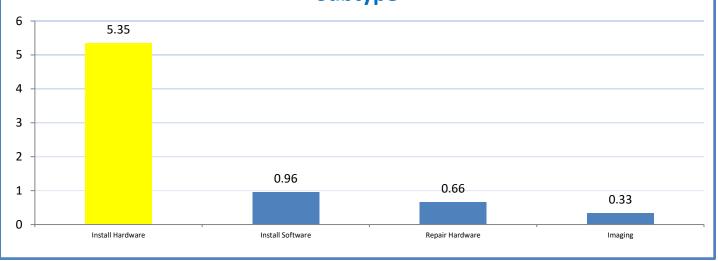




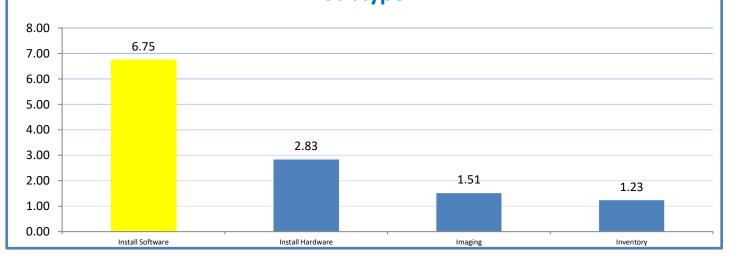
## Hours for All Work Orders by Subtype



# Average Days Aged for Instructional Work Orders by Subtype



Average Days Aged for Administrative Work Orders by Subtype



#### Administrative and Educational Classroom Training Effectiveness

