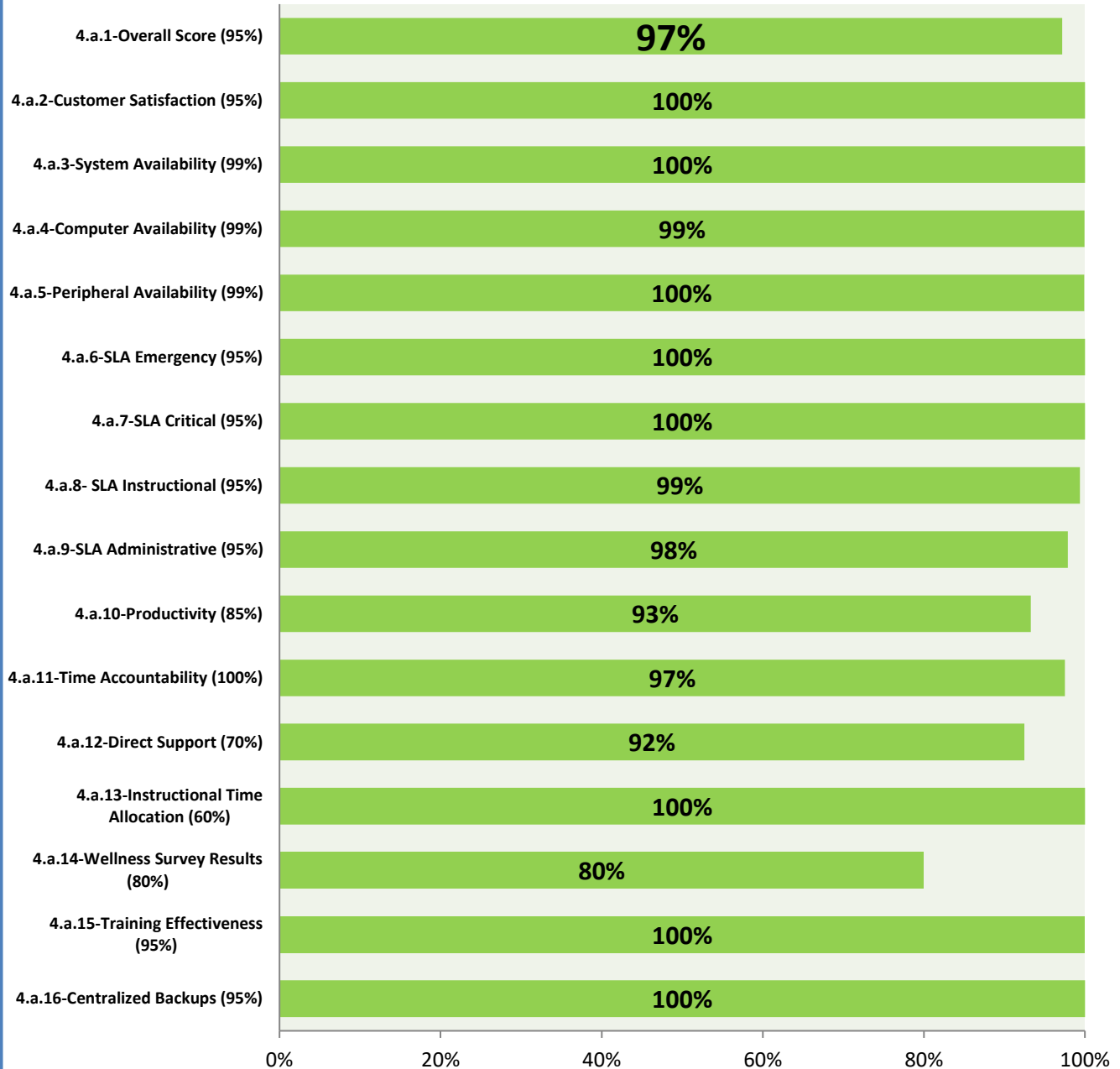


## 4.a.1 - TMS Scorecard for Overall Performance Excellence

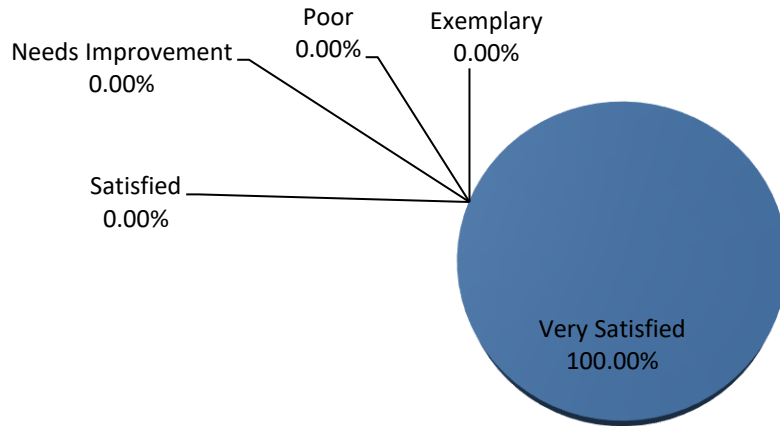


**4.a.1** Achieve an overall average of 95% in TMS' service areas based on the results of TMS' Key Performance Indicators (KPIs), as documented in strategies 2-16

**4.a.15** Provide 95% technology effectiveness results based on feedback surveys from trainings given.

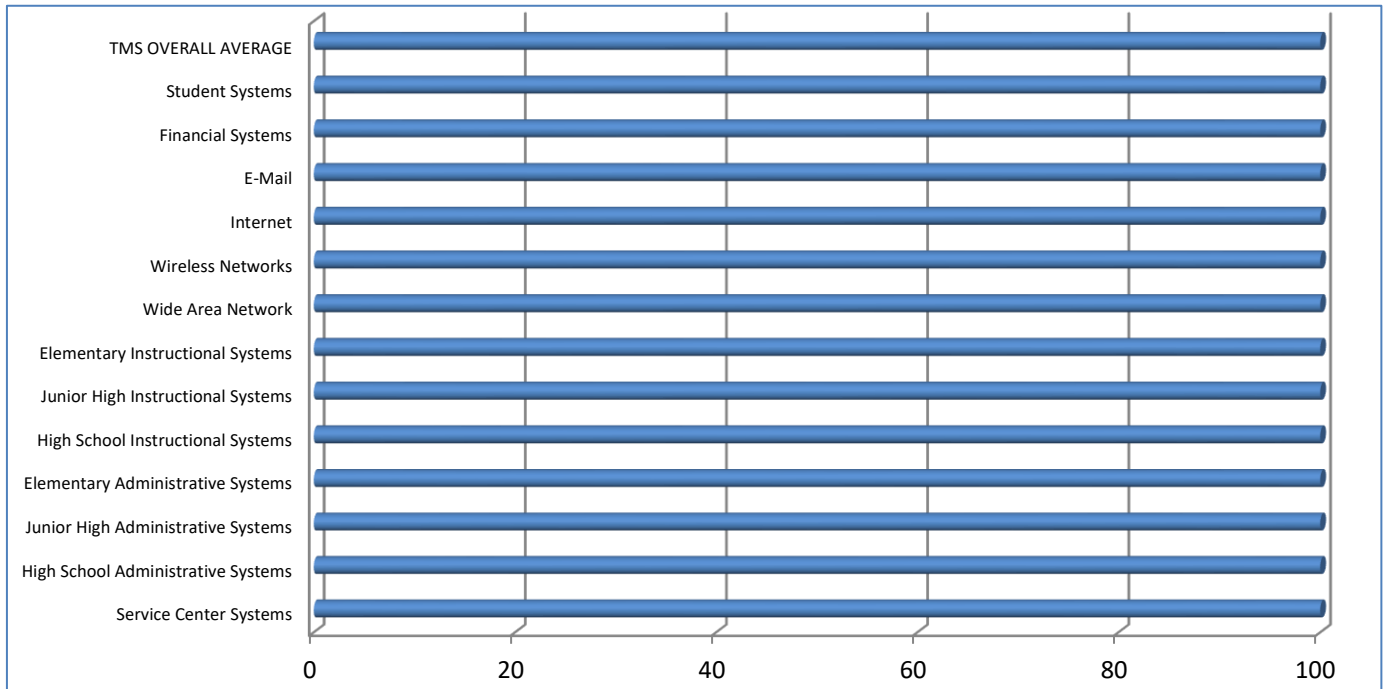
**4.a.16** Achieve 95% centralized network backup success in all files stored on the district network.

## 4.a.2- TMS Average Customer Satisfaction



4.a.2 Achieve 95% customer satisfaction in all work performed based on customer feedback surveys from each customer after every work order is completed

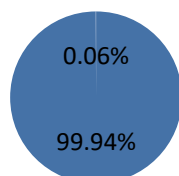
## 4.a.3- TMS Percent Availability for All Major Systems



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

## 4.a.4- Overall Computer Availability

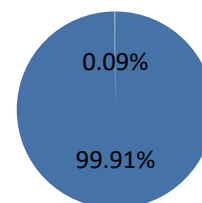
■ Total Computer Uptime ■ Computer Repair Time



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

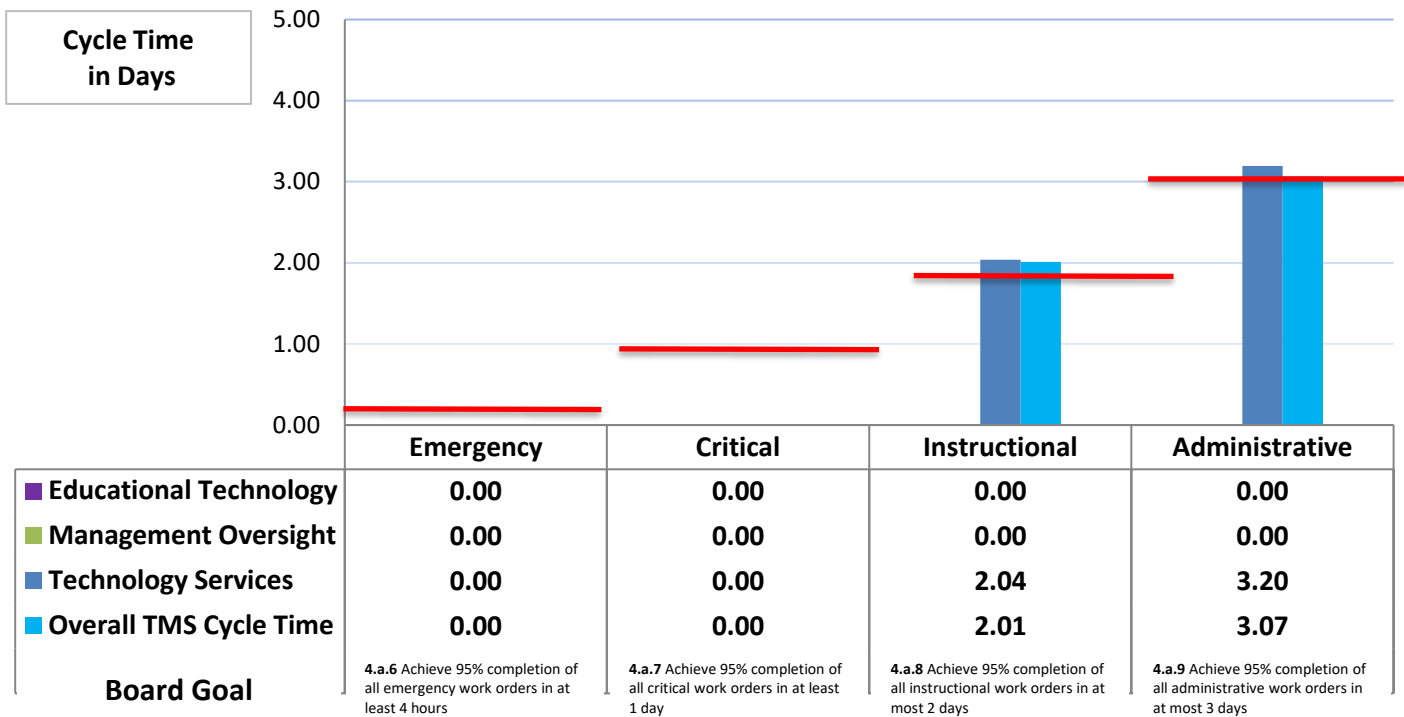
## 4.a.5- Overall Peripheral Availability

■ Total Peripheral Uptime ■ Peripheral Repair Time

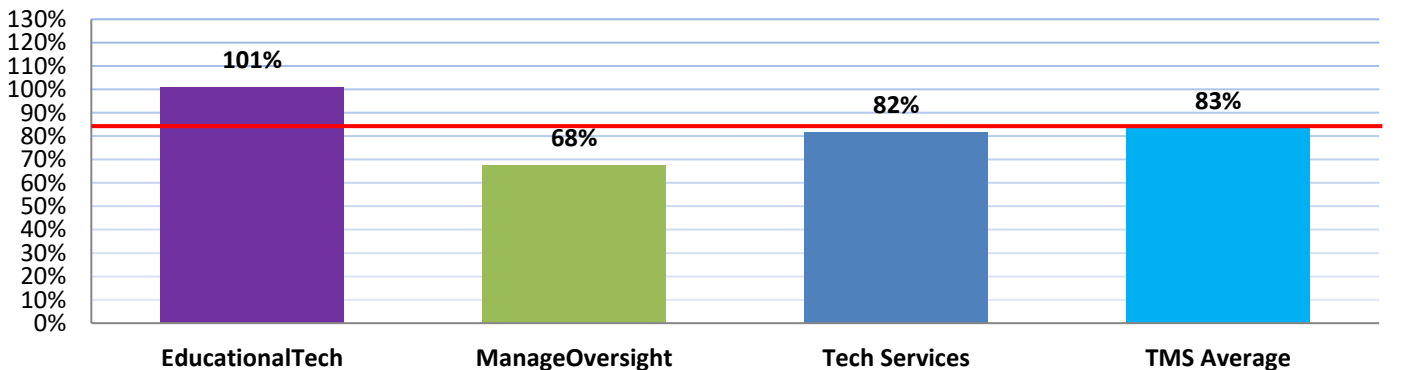


4.a.5 Achieve 99% in all peripheral availability

## 4.a.6-9- TMS Service Level Agreement (SLA) Cycle Time Results

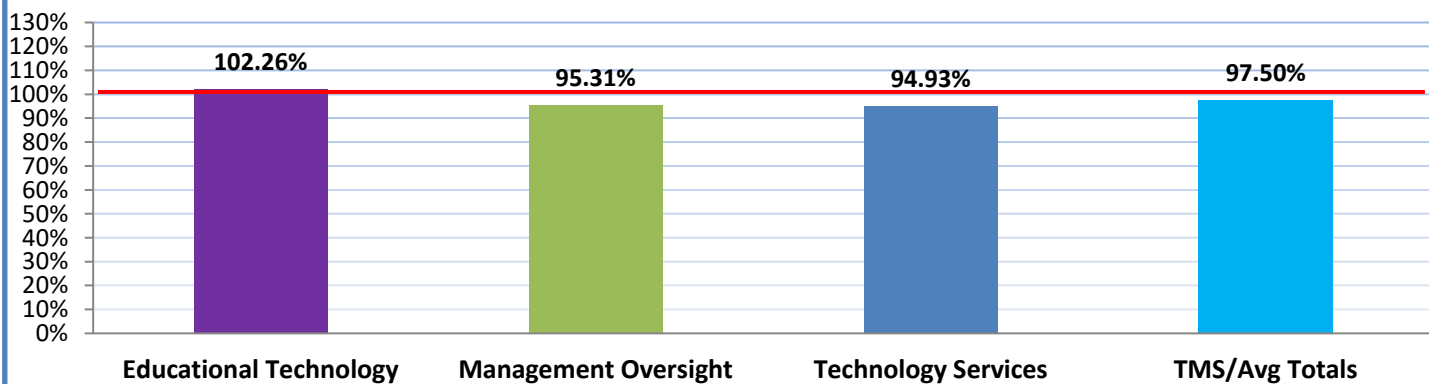


## 4.a.10- TMS Productivity



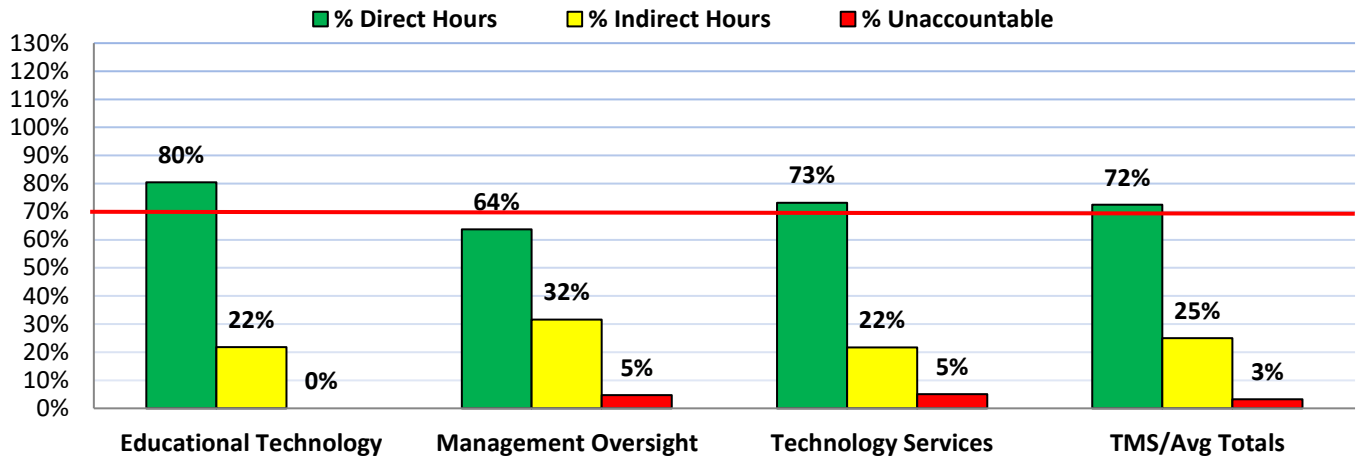
4.a.10 Provide 85% productive support to the customer which includes assigned job related tasks

## 4.a.11- TMS Time Accountability



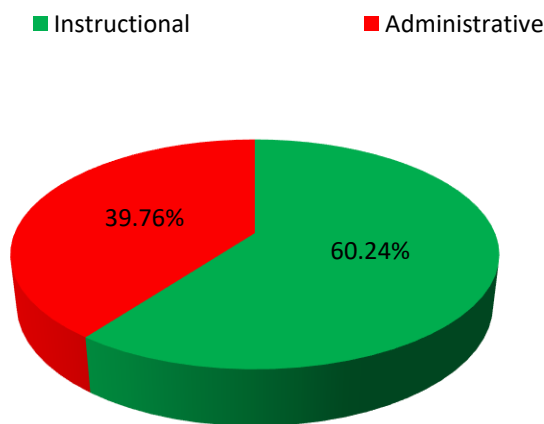
4.a.11 Provide 100% time accountability recording how all TMS time is spent by type, subtype, and customer

## 4.a.12- TMS Time Directly Supporting Customers



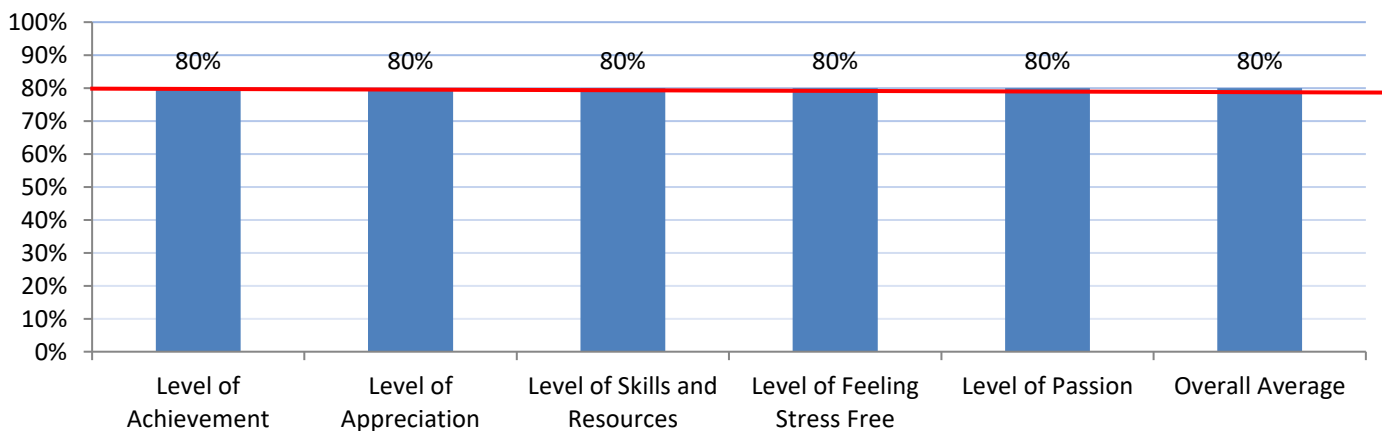
4.a.12 Provide 70% direct support to the customer, which includes service to an external TMS customer

## 4.a.13- TMS Instructional Time Allocation



4.a.13 Provide 60% direct instructional support which includes non-administrative hours.

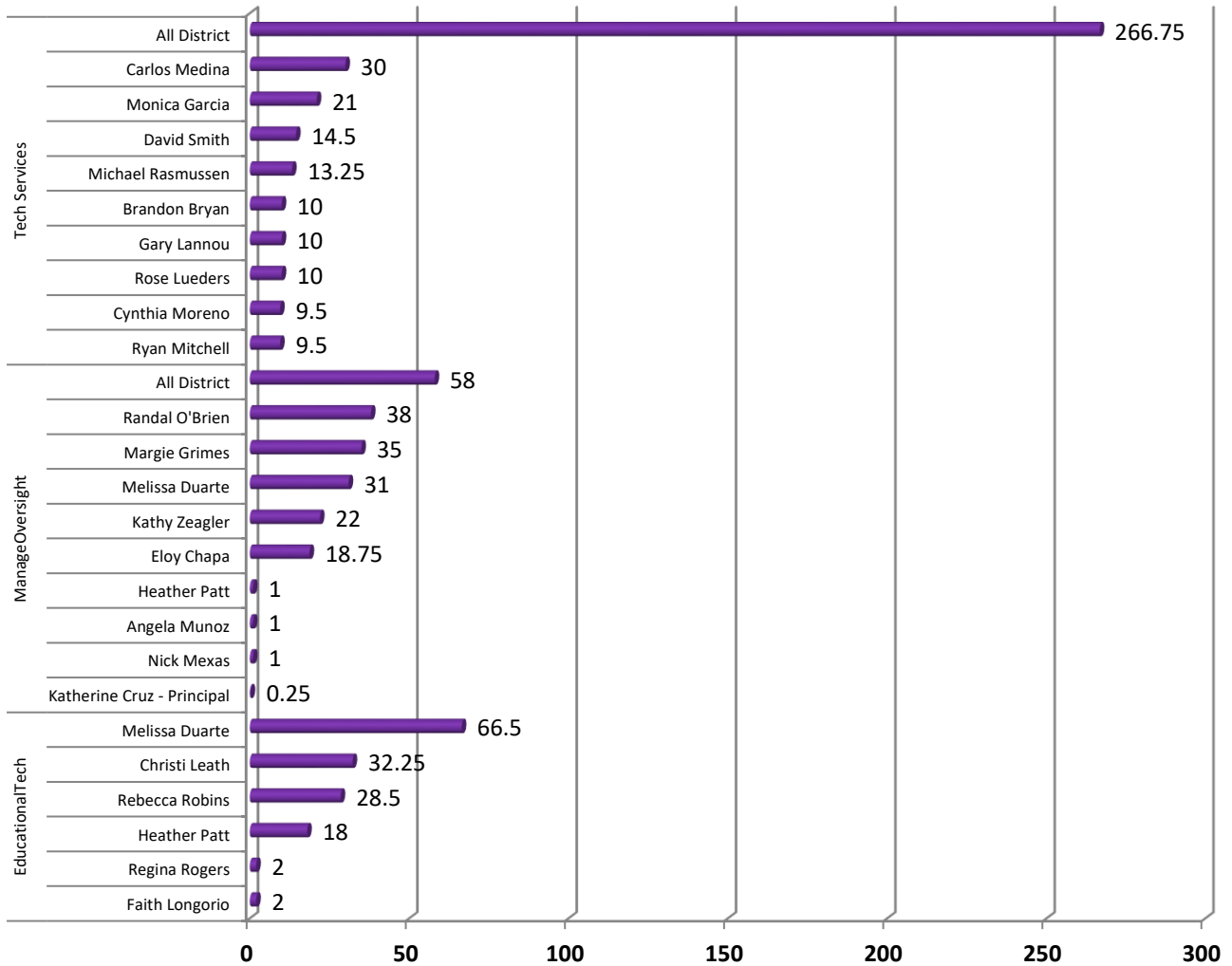
## 4.a.14- TMS Employee Wellness Survey Results



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.



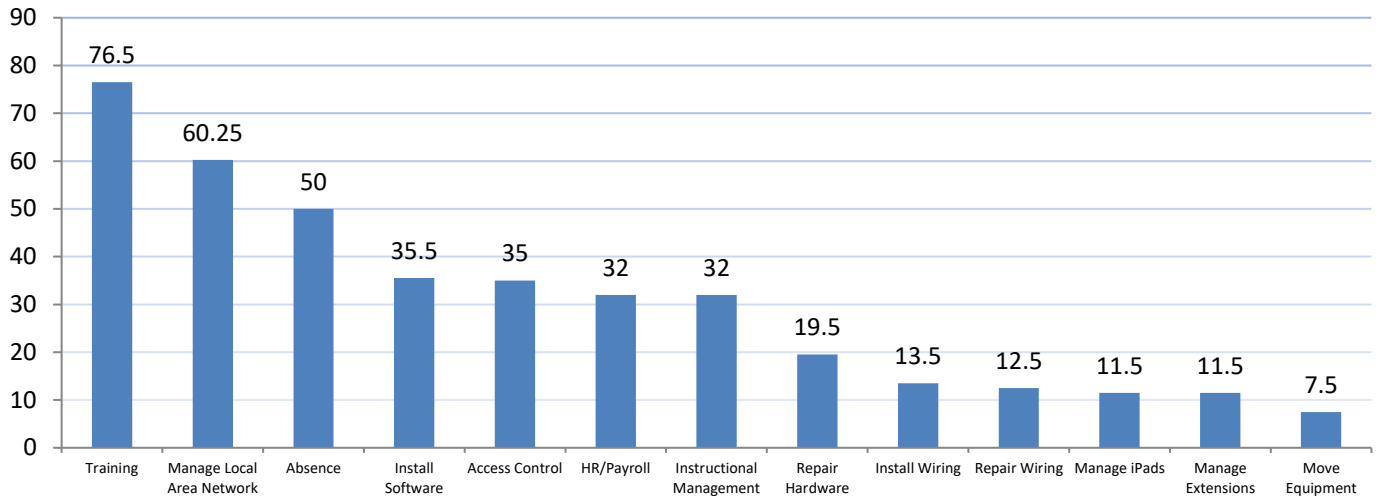
### Top 10 Customers by Team by Hours



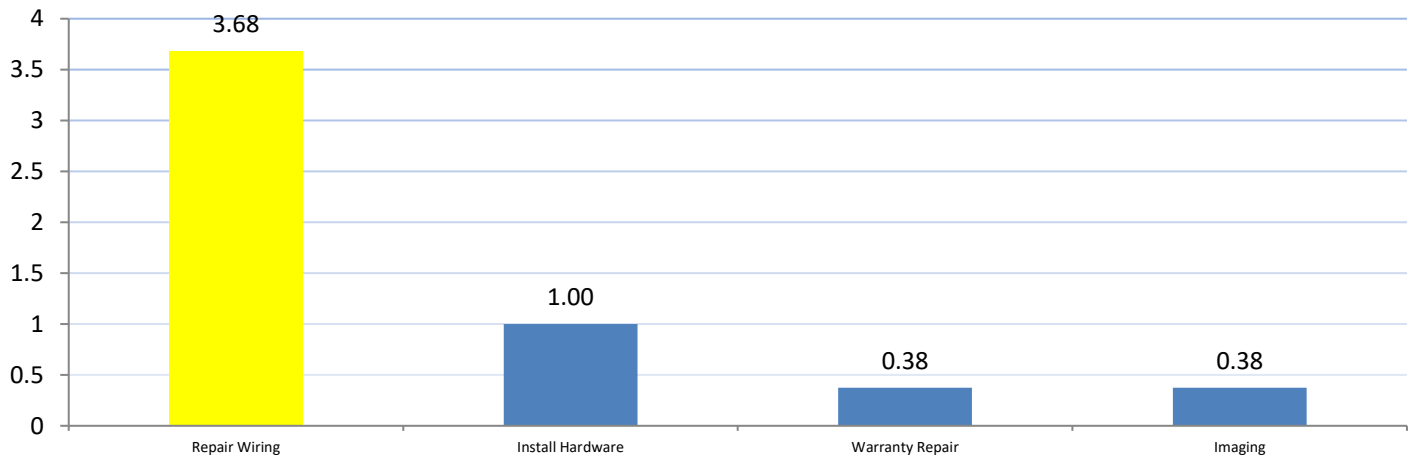
### Work Orders Opened/Closed



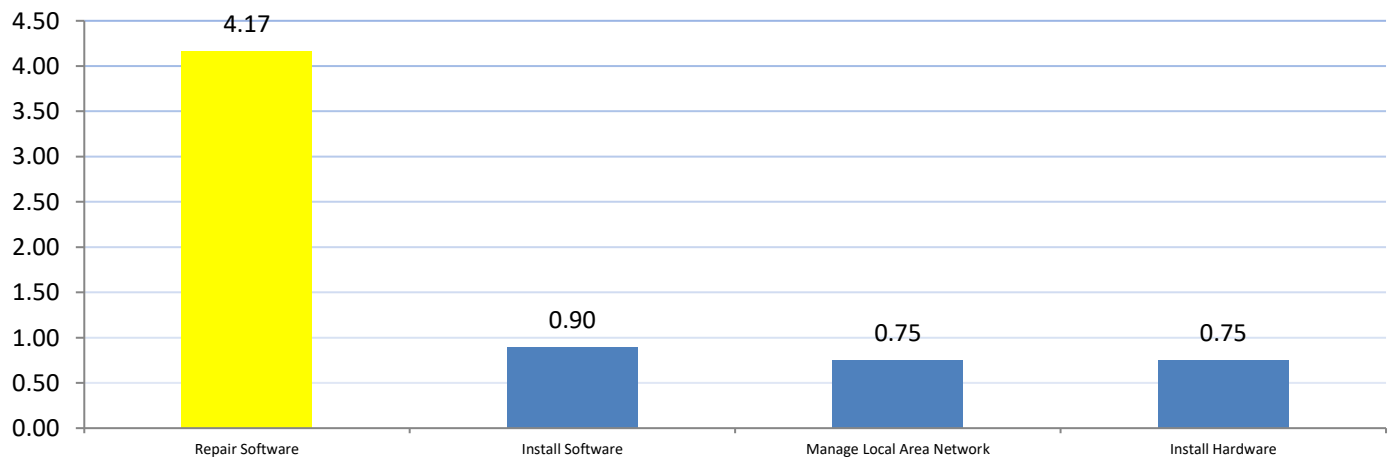
## Hours for All Work Orders by Subtype



## Average Days Aged for Instructional Work Orders by Subtype



## Average Days Aged for Administrative Work Orders by Subtype



## Total Hours for Training by Expertise

