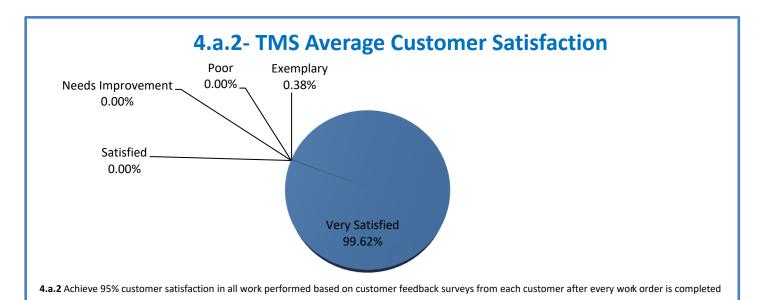


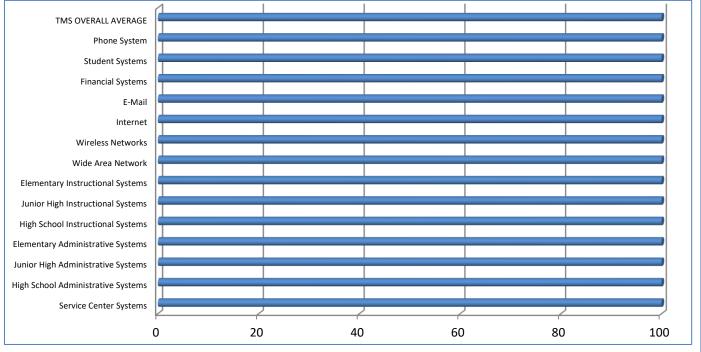
# 4.a.1 - TMS Scorecard for Overall Performance Excellence

4.a.1-Overall Score (95%)	93%
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%)	95%
4.a.10-Productivity (85%)	90%
4.a.11-Time Accountability (100%)	100%
4.a.12-Direct Support (80%)	100%
4.a.13-Instructional Time Allocation (60%)	100%
4.a.14-Wellness Survey Results (80%)	80%
4.a.15-Training Effectiveness (95%)	36%
4.a.16-Centralized Backups (95%)	100%
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). **4.a.15** Provide at least 95% technology support via modeling and assisting in the classroom and professional development **4.a.16** Achieve 95% centralized network backup success in all files stored on the district network.

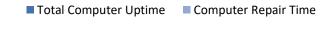


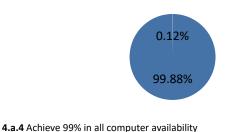
### 4.a.3- TMS Percent Availability for All Major Systems



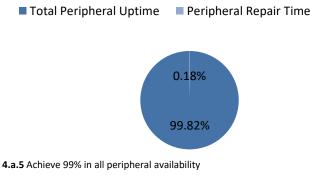
4.a.3 Achieve 99% in all systems availability

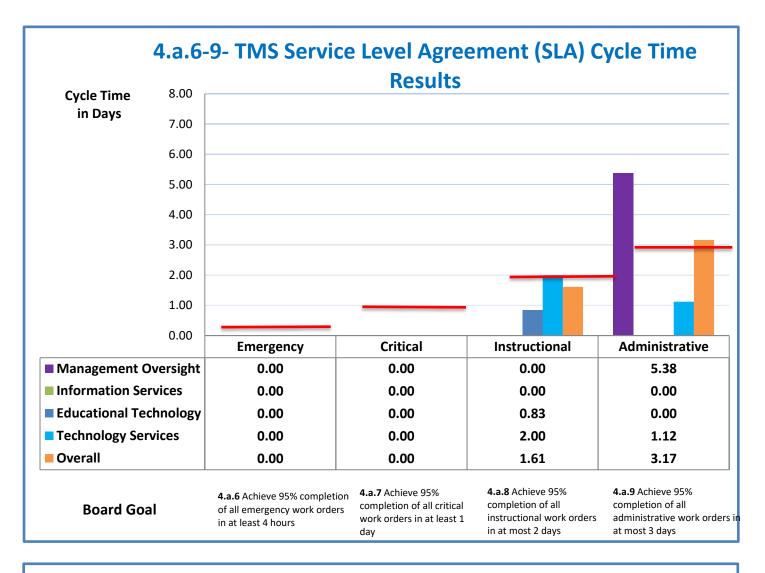
# 4.a.4- Overall Computer Availability

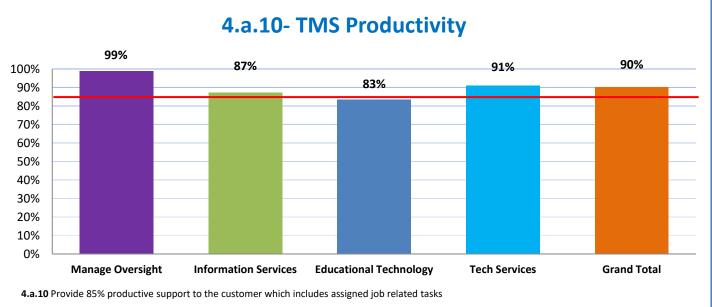


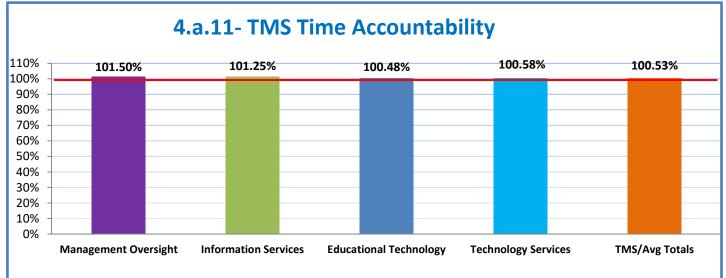


# 4.a.5- Overall Peripheral Availability



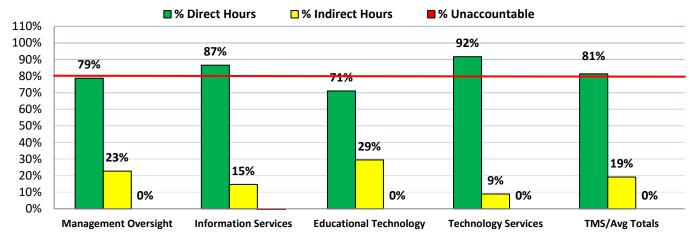






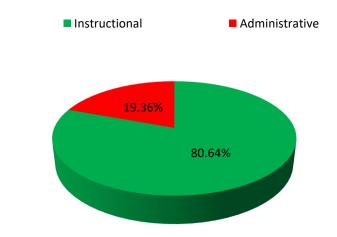
4.a.11 Provide 100% time accountability recording how all TMS time is spent by type, subtype, and customer

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

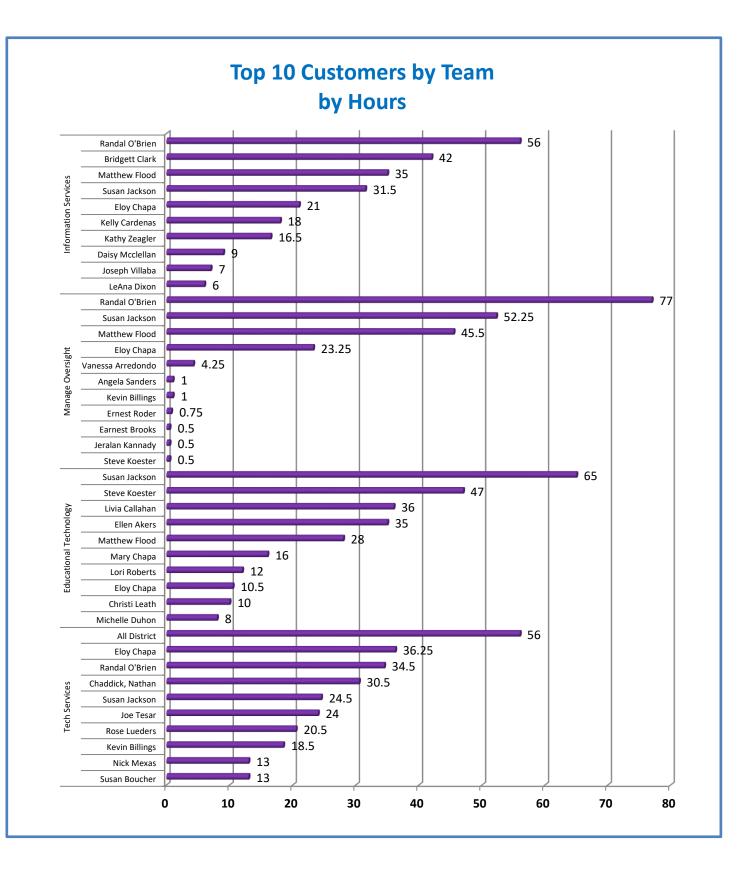


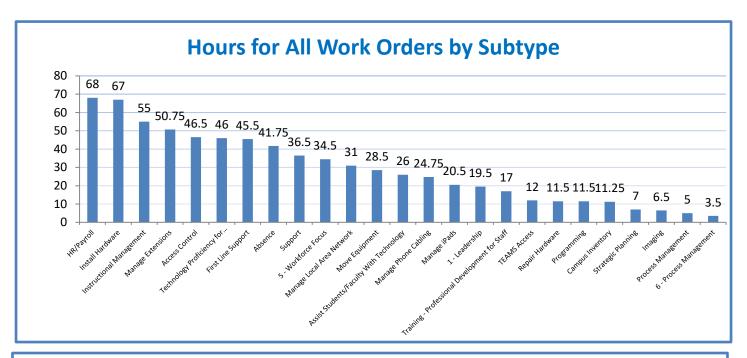
4.a.12 Provide 80% direct support to the customer, which includes service to an external TMS customer

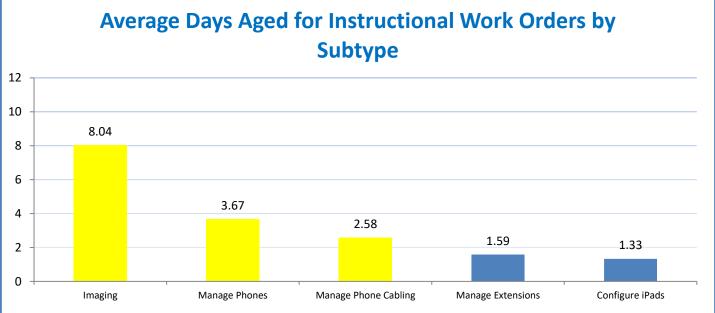
# 4.a.13- TMS Instructional Time Allocation

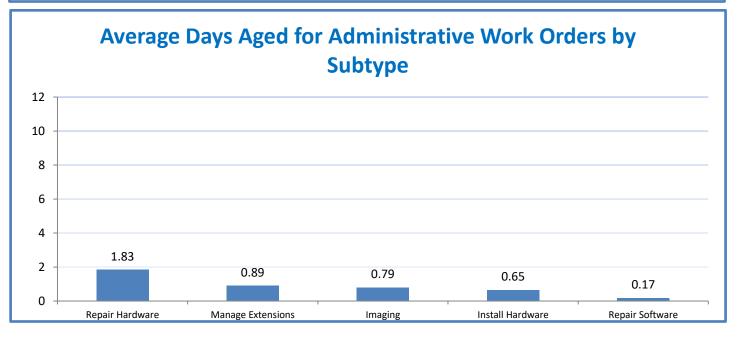


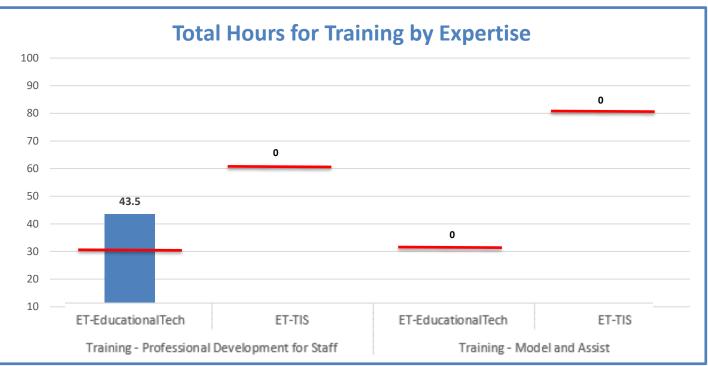
4.a.13 Provide 60% direct instructional support which includes non-administrative hours.





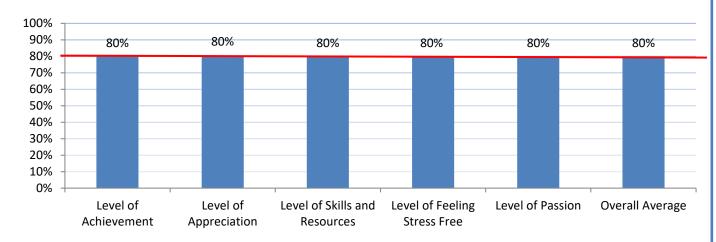






# Work Orders Opened/Closed

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.