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

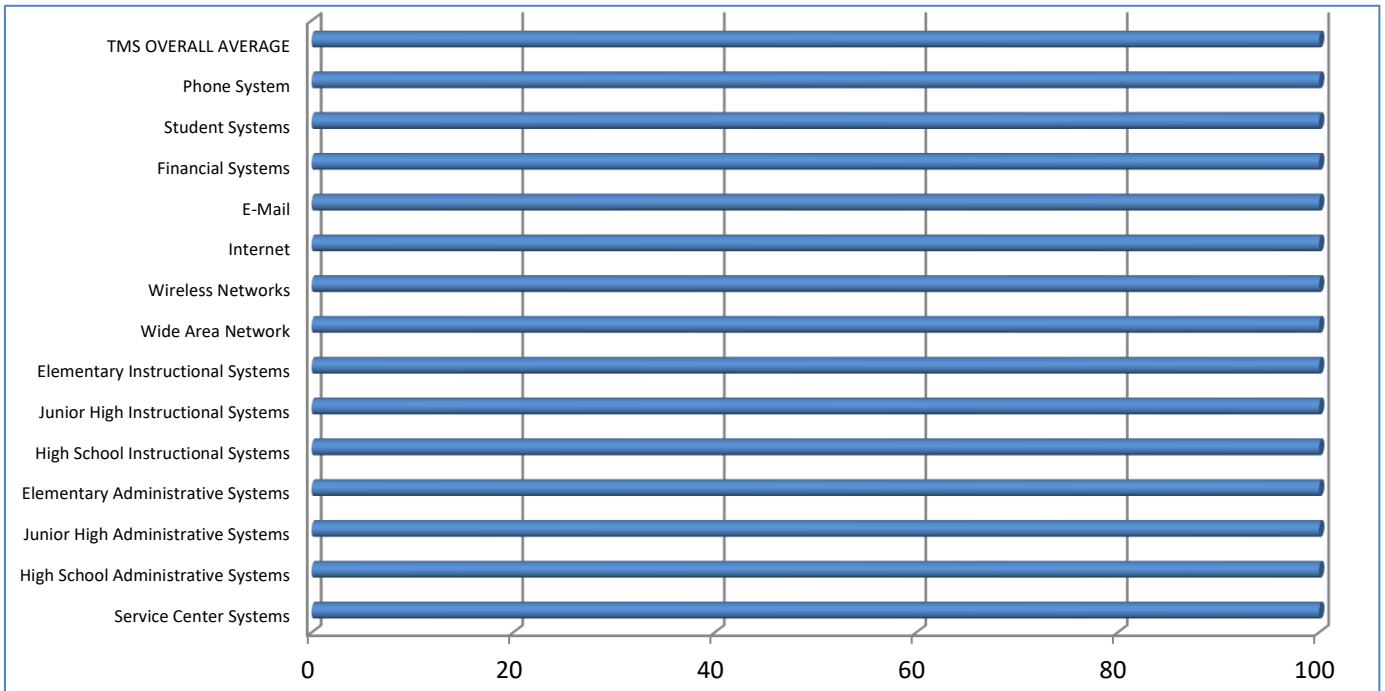| KPI	Score
4.a.1-Overall Score (95%)	97%
4.a.2-Customer Satisfaction (95%)	100%
4.a.3-System Availability (99%)	100%
4.a.4-Computer Availability (99%)	99%
4.a.5-Peripheral Availability (99%)	100%
4.a.6-SLA Emergency (95%)	100%
4.a.7-SLA Critical (95%)	100%
4.a.8- SLA Instructional (95%)	100%
4.a.9-SLA Administrative (95%)	100%
4.a.10-Productivity (85%)	87%
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%)	84%
4.a.15-Training Effectiveness (95%)	80%
4.a.16-Centralized Backups (95%)	99%

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.2- TMS Average Customer Satisfaction

Needs Improvement
0.00%

Poor
0.00%

Exemplary
0.46%

Satisfied
0.00%

Very Satisfied
99.54%
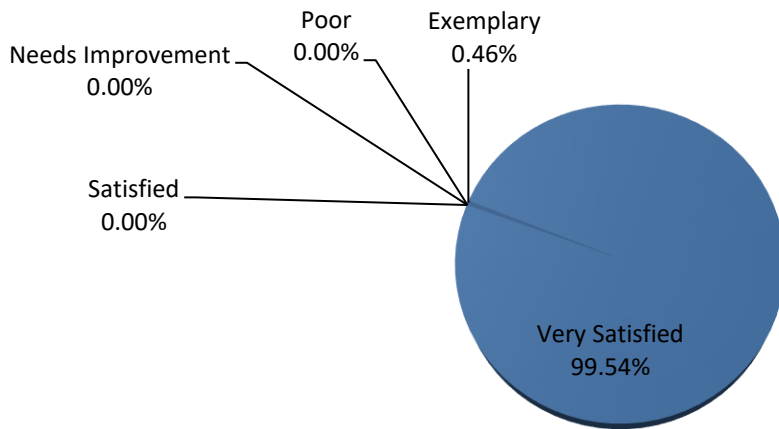
4.a.2 Achieve 95% customer satisfaction in all work performed based on customer feedback surveys from each customer after every work order is completed

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

- TMS OVERALL AVERAGE
- Phone System
- Student Systems
- Financial Systems
- E-Mail
- Internet
- Wireless Networks
- Wide Area Network
- Elementary Instructional Systems
- Junior High Instructional Systems
- High School Instructional Systems
- Elementary Administrative Systems
- Junior High Administrative Systems
- High School Administrative Systems
- Service Center Systems

0   20   40   60   80   100

4.a.3 Achieve 99% in all systems availability
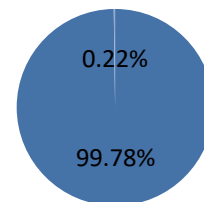
4.a.4- Overall Computer Availability

■ Total Computer Uptime   ■ Computer Repair Time

0.15%

99.85%
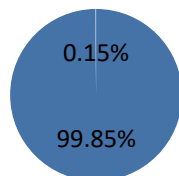
4.a.4 Achieve 99% in all computer availability
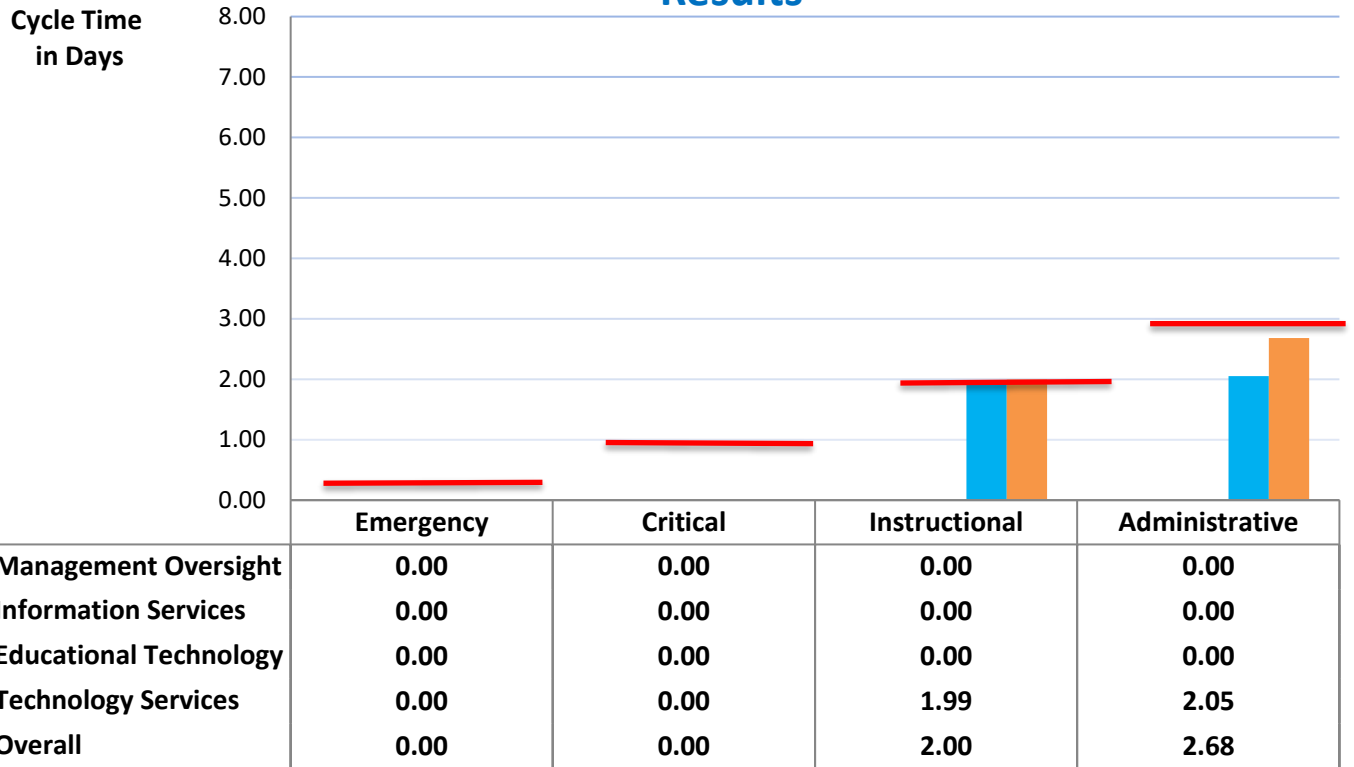
4.a.5- Overall Peripheral Availability

■ Total Peripheral Uptime   ■ Peripheral Repair Time

0.22%

99.78%

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

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

Cycle Time in Days

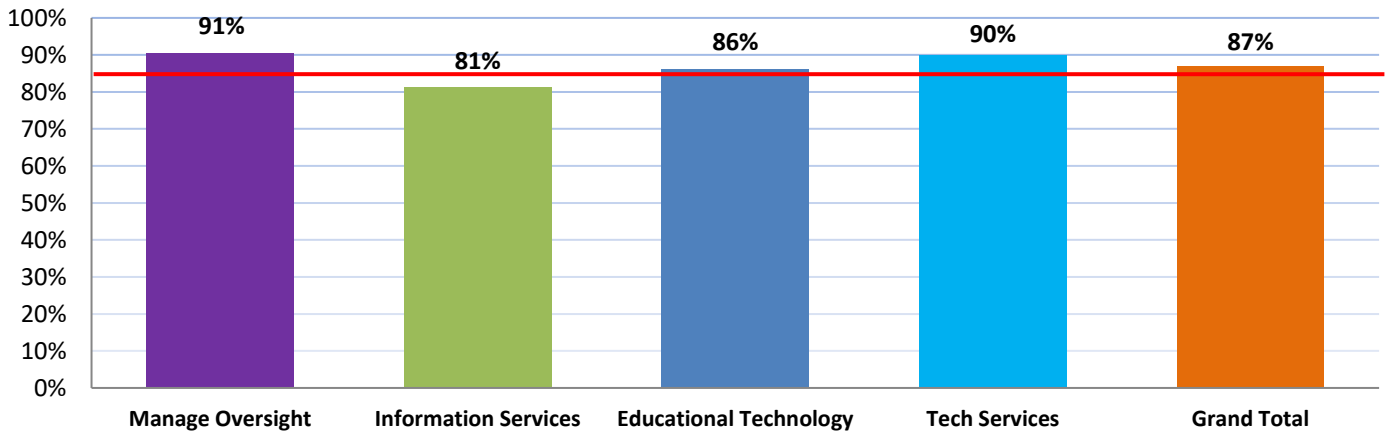|	Emergency	Critical	Instructional	Administrative
■ Management Oversight	0.00	0.00	0.00	0.00
■ Information Services	0.00	0.00	0.00	0.00
■ Educational Technology	0.00	0.00	0.00	0.00
■ Technology Services	0.00	0.00	1.99	2.05
■ Overall	0.00	0.00	2.00	2.68
Board Goal	**4.a.6** Achieve 95% completion of all emergency work orders in at least 4 hours	**4.a.7** Achieve 95% completion of all critical work orders in at least 1 day	**4.a.8** Achieve 95% completion of all instructional work orders in at most 2 days	**4.a.9** Achieve 95% completion of all administrative work orders in at most 3 days

4.a.10- TMS Productivity

Manage Oversight	Information Services	Educational Technology	Tech Services	Grand Total
91%	81%	86%	90%	87%

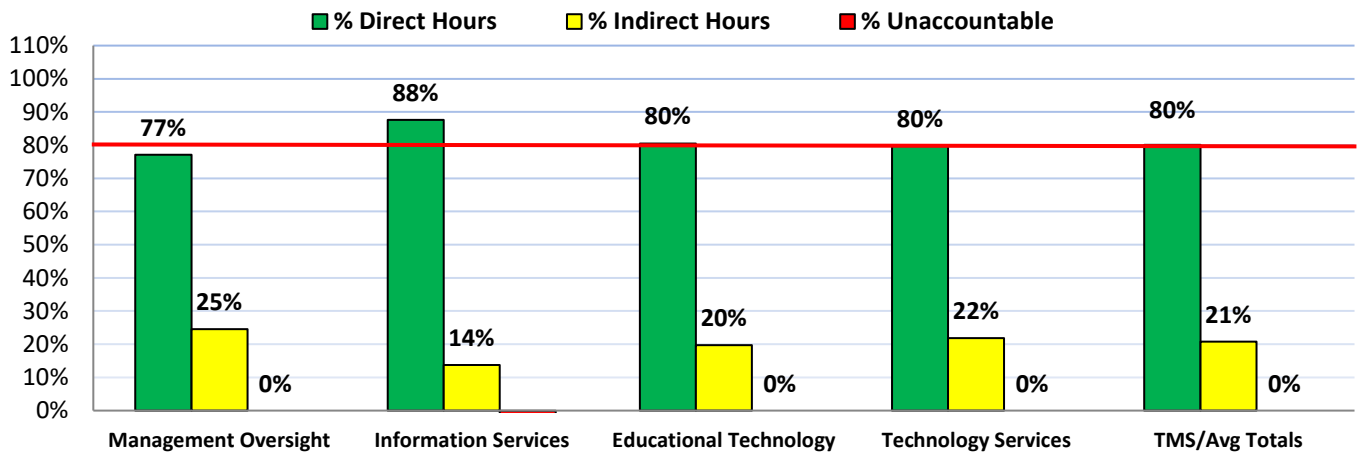**4.a.10** Provide 85% productive support to the customer which includes assigned job related tasks

4.a.11- TMS Time Accountability

	Management Oversight	Information Services	Educational Technology	Technology Services	TMS/Avg Totals
	101.63%	101.35%	100.21%	101.49%	100.85%
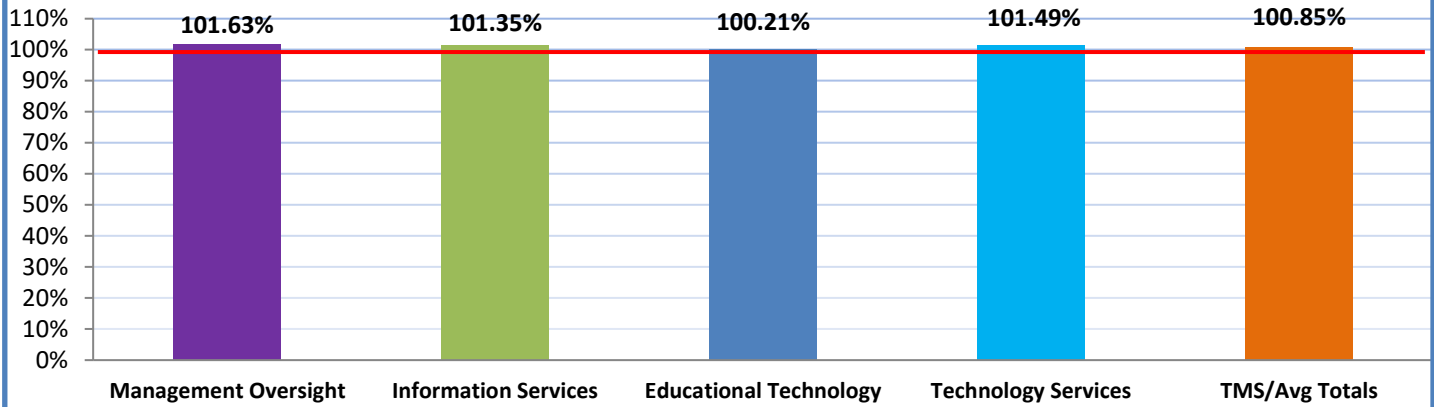
4.a.11 Provide 100% time accountability recording how all TMS time is spent by type, subtype, and customer

4.a.12- TMS Time Directly Supporting Customers

■ % Direct Hours □ % Indirect Hours ■ % Unaccountable

	Management Oversight	Information Services	Educational Technology	Technology Services	TMS/Avg Totals
% Direct Hours	77%	88%	80%	80%	80%
% Indirect Hours	25%	14%	20%	22%	21%
% Unaccountable	0%		0%	0%	0%

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

■ Instructional ■ Administrative

20.23%

79.77%

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

Top 10 Customers by Team
by Hours

Manage Oversight

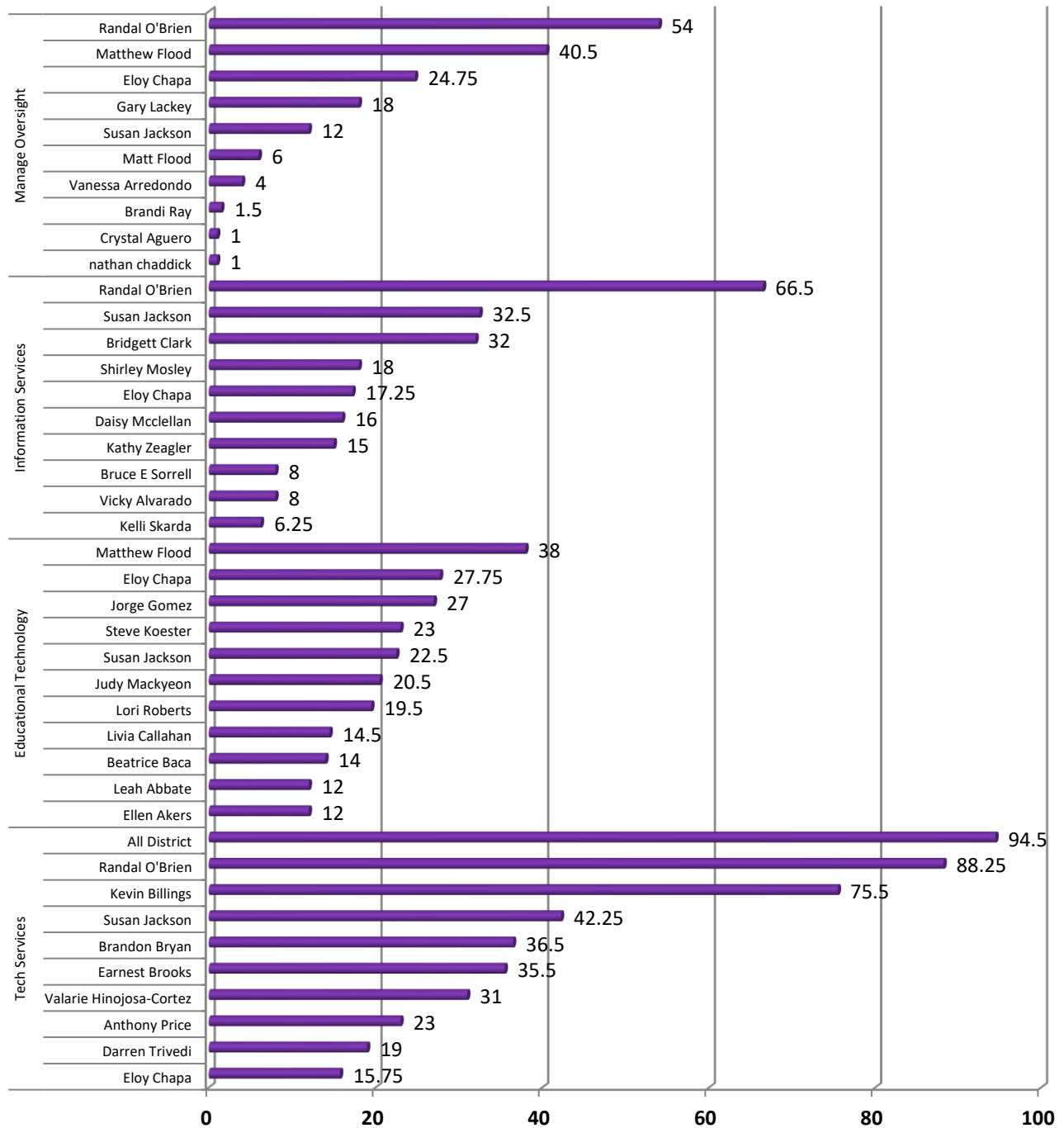| Customer	Hours
Randal O'Brien	54
Matthew Flood	40.5
Eloy Chapa	24.75
Gary Lackey	18
Susan Jackson	12
Matt Flood	6
Vanessa Arredondo	4
Brandi Ray	1.5
Crystal Aguero	1
nathan chaddick	1

Information Services

Customer	Hours
Randal O'Brien	66.5
Susan Jackson	32.5
Bridgett Clark	32
Shirley Mosley	18
Eloy Chapa	17.25
Daisy Mcclellan	16
Kathy Zeagler	15
Bruce E Sorrell	8
Vicky Alvarado	8
Kelli Skarda	6.25

Educational Technology

Customer	Hours
Matthew Flood	38
Eloy Chapa	27.75
Jorge Gomez	27
Steve Koester	23
Susan Jackson	22.5
Judy Mackyeon	20.5
Lori Roberts	19.5
Livia Callahan	14.5
Beatrice Baca	14
Leah Abbate	12
Ellen Akers	12

Tech Services

Customer	Hours
All District	94.5
Randal O'Brien	88.25
Kevin Billings	75.5
Susan Jackson	42.25
Brandon Bryan	36.5
Earnest Brooks	35.5
Valarie Hinojosa-Cortez	31
Anthony Price	23
Darren Trivedi	19
Eloy Chapa	15.75

Hours for All Work Orders by Subtype

Bar chart showing hours for all work orders by subtype:
- Install Hardware: 137.5
- Absence: 89.25
- Oversee Local, Wide Are Network Operations: 79
- Assist Staff with Technology: 72.25
- 5 - Workforce Focus: 65
- Manage Extensions: 45
- Training - Professional Development for Staff: 45
- Support: 42
- First Line Support: 41
- Move Equipment: 39.75
- Technology Proficiency for Teachers/Librarians: 37.5
- HR/Payroll: 33
- Administration Functions: 32
- 1 - Leadership: 29
- Professional Growth & Developement: 27
- Maintain Network Connectivity: 27
- Training - Model and Assist: 25
- Finance: 24
- Inventory: 21.25
- Manage Local Area Network: 21.25
- Imaging: 21
- Manage iPads: 18.75
- Access Level: 18.25
- Manage Phone Cabling: 17.15
- TEAMS Access: 16.25
- Install Software: 16
- Instructional Management: 10
- Access Control: 9
- Assist Students/Faculty With Technology: 9
- Repair Hardware: 7
- Paperwork: 5.5
- Repair/Update Software: 4.25
- Promethean Projector: 4
- 6 - Process Management: 4
- Strategic Planning: 4
- iPad Support: 2
- Meetings: 2
- Programming: 1.5
- Repair Software: 1.25
- Manage Phones: 0.5
- Manage VoIP: 0.5

Average Days Aged for Instructional Work Orders by Subtype

Bar chart:
- Assist Staff with Technology: 4.15
- Move Equipment: 3.83
- Promethean Projector: 2.91
- Imaging: 2.50
- Manage Extensions: 2.17
- Install Software: 1.65
- Repair Software: 1.46
- iPad Support: 0.99

Average Days Aged for Administrative Work Orders by Subtype

Bar chart:
- Repair Hardware: 6.00
- Install Hardware: 2.37
- Imaging: 2.21
- Manage iPads: 1.83
- Manage Extensions: 1.46
- Install Software: 0.04

Total Hours for Training by Expertise

	Training - Professional Development for Staff		Training - Model and Assist	
	ET-EducationalTech	ET-TIS	ET-EducationalTech	ET-TIS
Hours	42	69.5	0	38.75

Work Orders Opened/Closed

Opened	Closed
500	431

4.a.14- TMS Employee Wellness Survey Results

Level of Achievement	Level of Appreciation	Level of Skills and Resources	Level of Feeling Stress Free	Level of Passion	Overall Average
80%	80%	80%	80%	100%	84%

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.