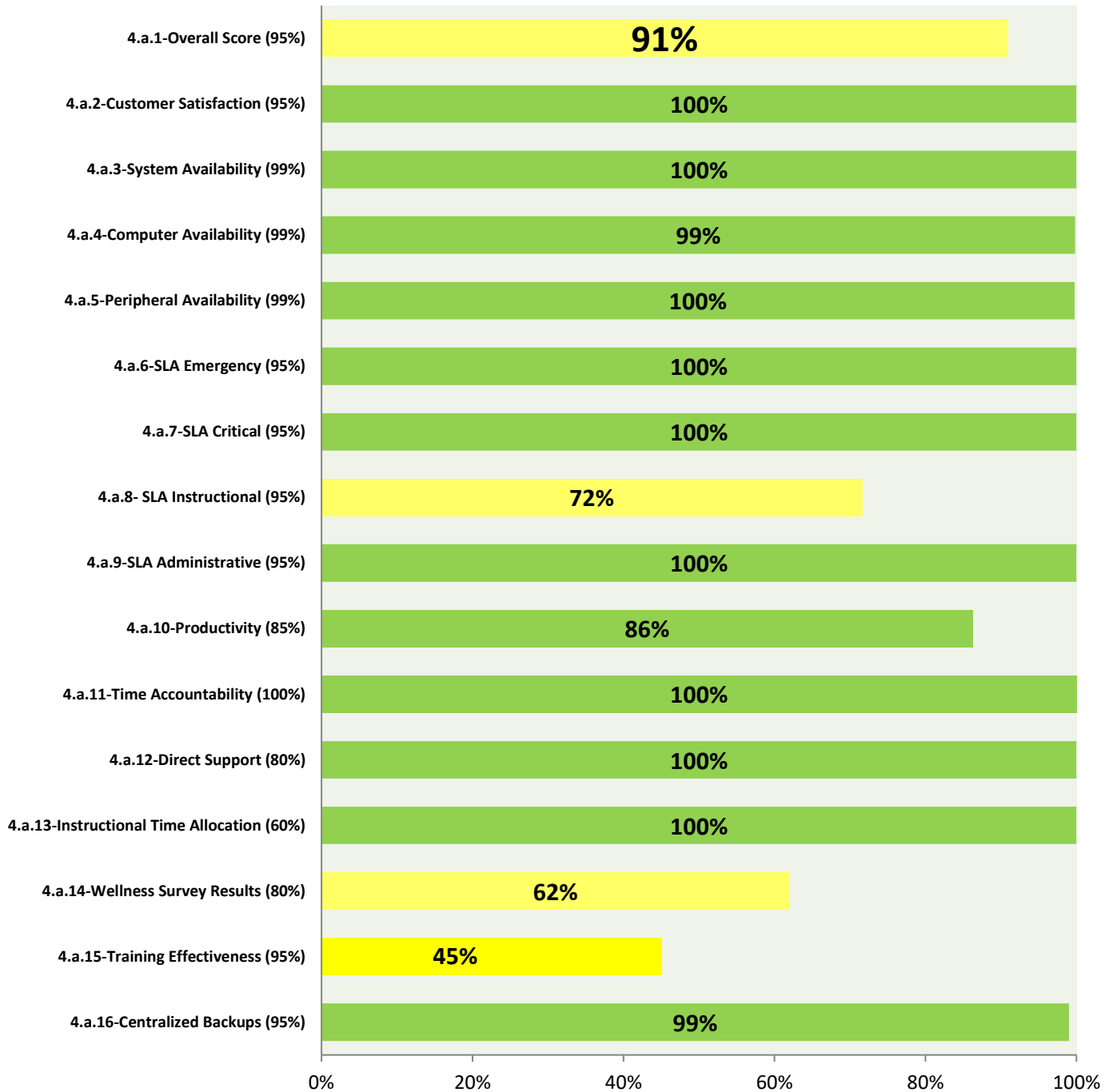


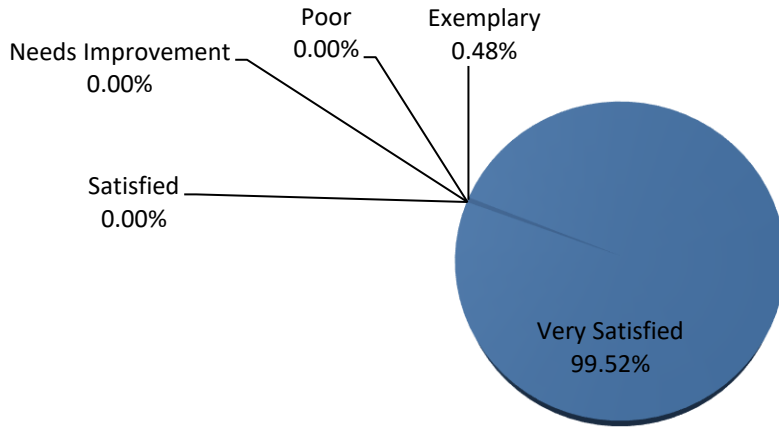


## 4.a.1 - TMS Scorecard for Overall Performance Excellence



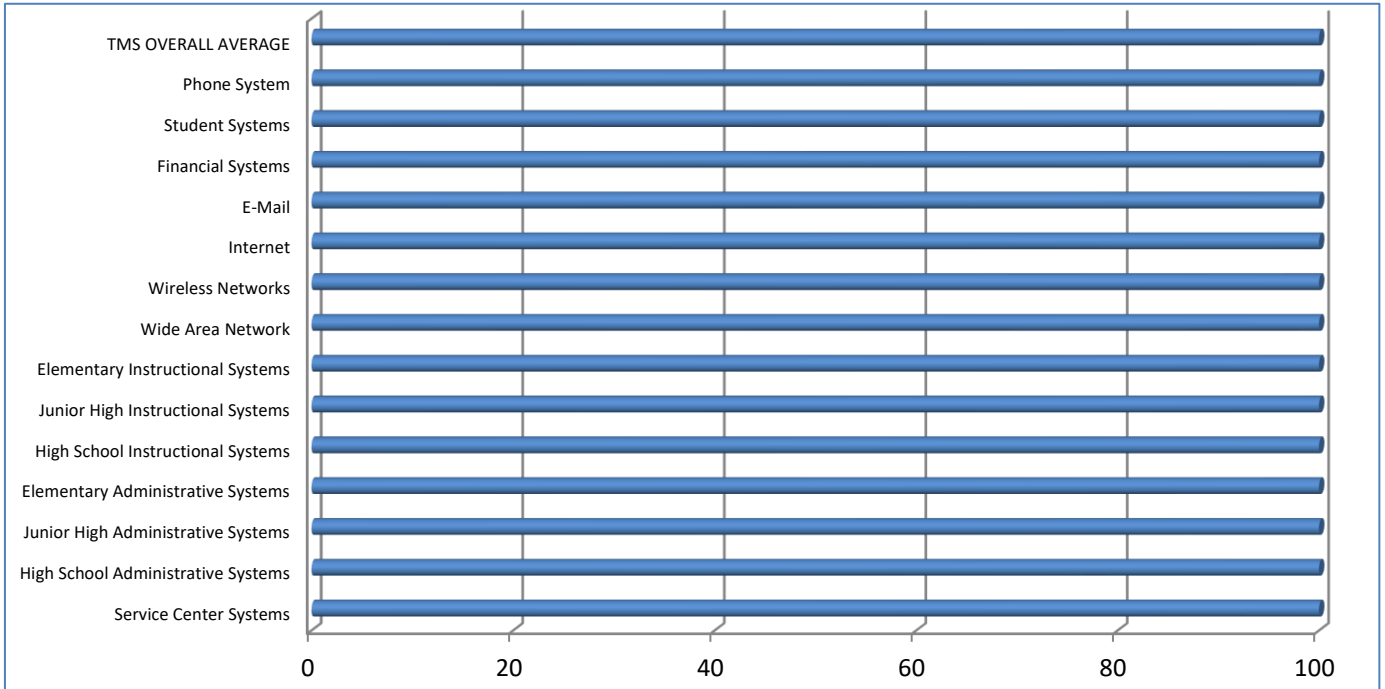
**4.a.1** Achieve an overall average of 95% in TMS' service areas based on the results of TMS' Key Performance Indicators (KPIs). **4.a.15** Provide at least 95% technology support via modeling and assisting in the classroom and professional development  
**4.a.16** Achieve 95% centralized network backup success in all files stored on the district network.

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



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

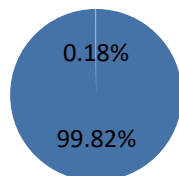
### 4.a.3- TMS Percent Availability for All Major Systems



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

### 4.a.4- Overall Computer Availability

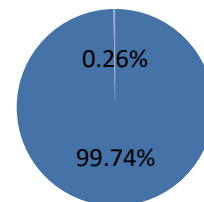
■ Total Computer Uptime ■ Computer Repair Time



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

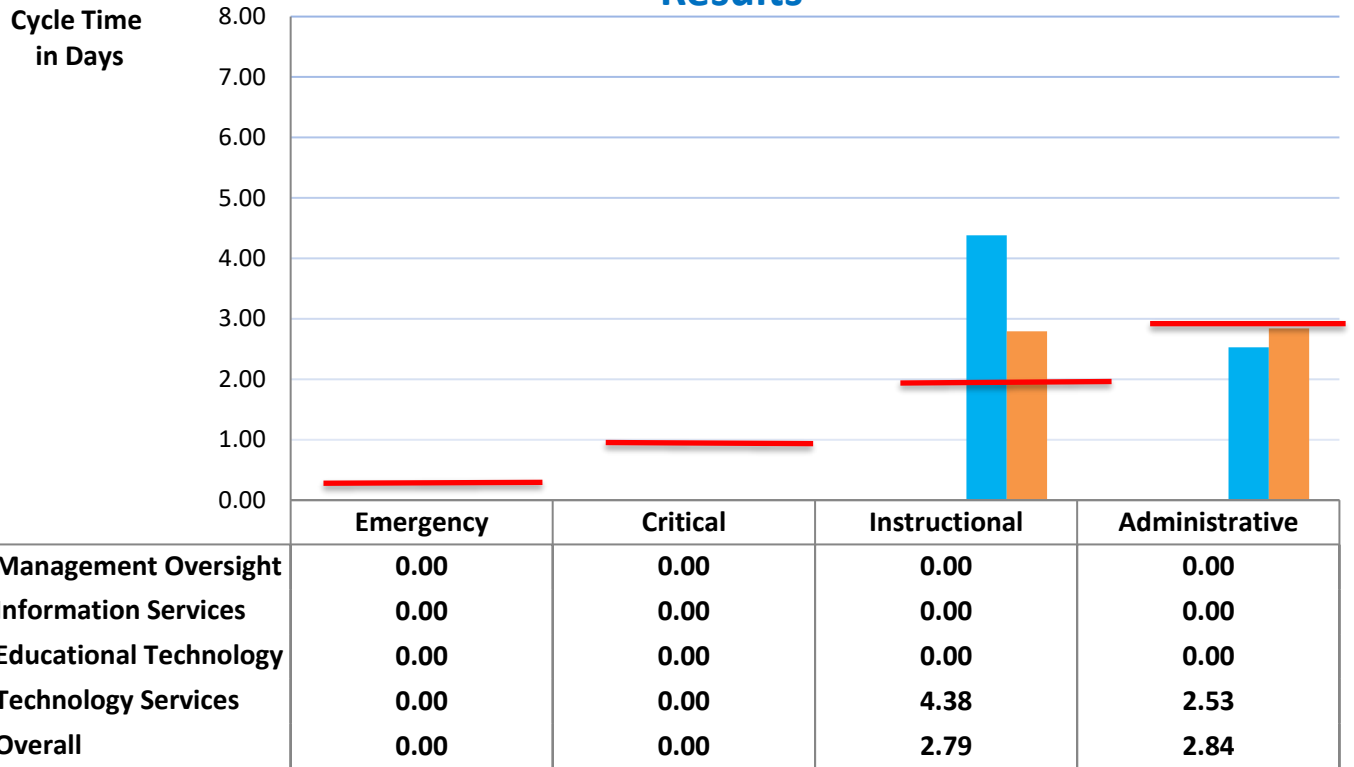
### 4.a.5- Overall Peripheral Availability

■ 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



### Board Goal

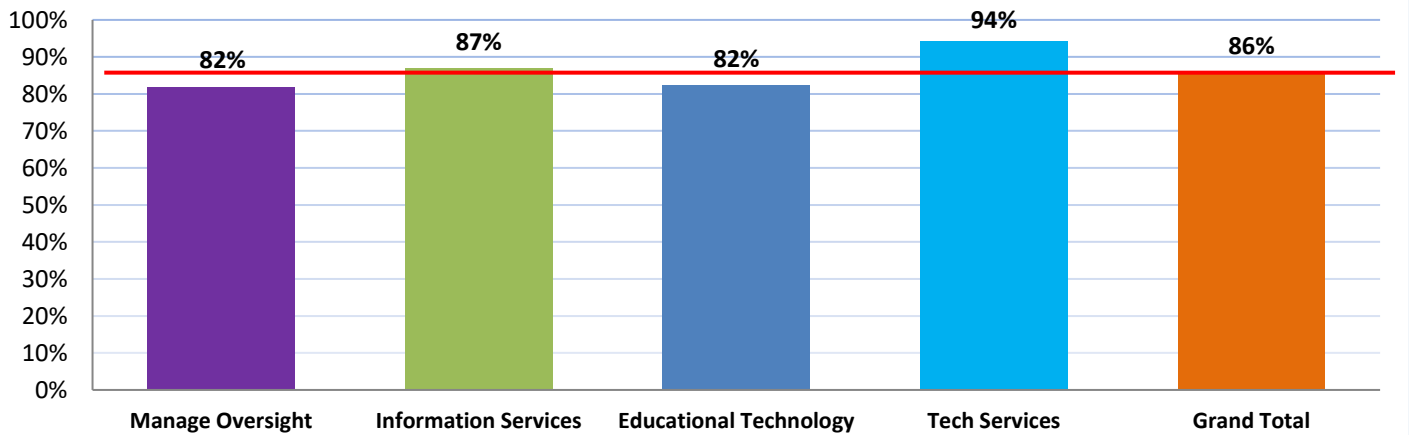
**4.a.6** Achieve 95% completion of all emergency work orders in at least 4 hours

**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

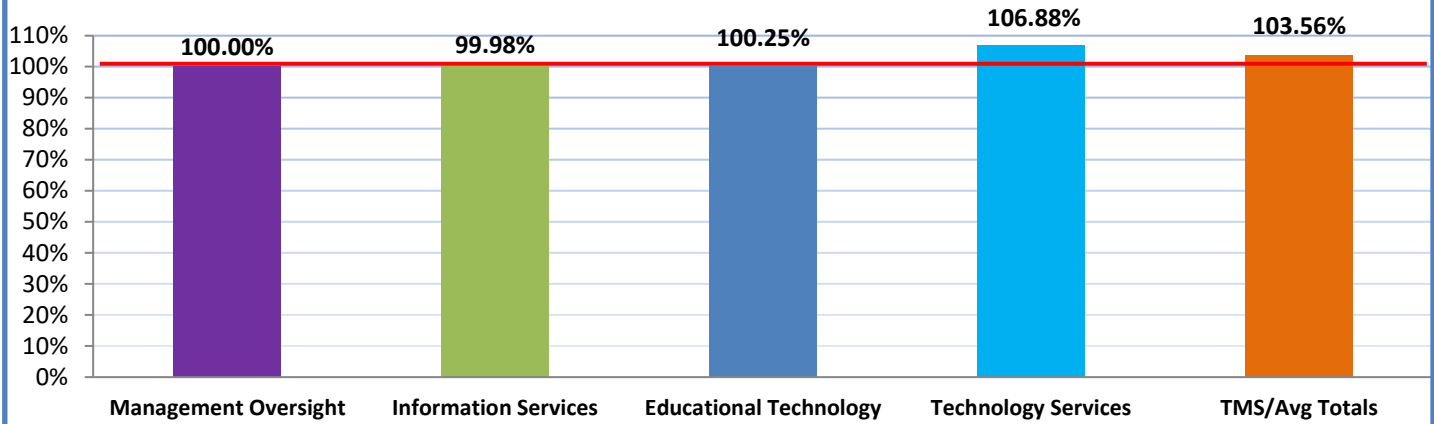
**4.a.9** Achieve 95% completion of all administrative work orders in at most 3 days

## 4.a.10- TMS Productivity



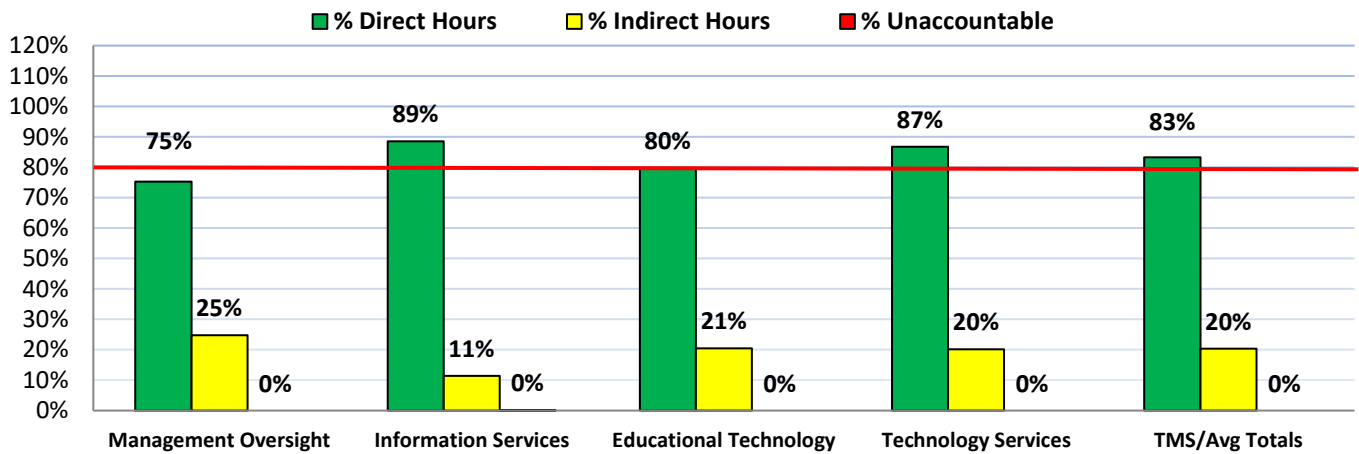
**4.a.10** Provide 85% productive support to the customer which includes assigned job related tasks

### 4.a.11- TMS Time Accountability



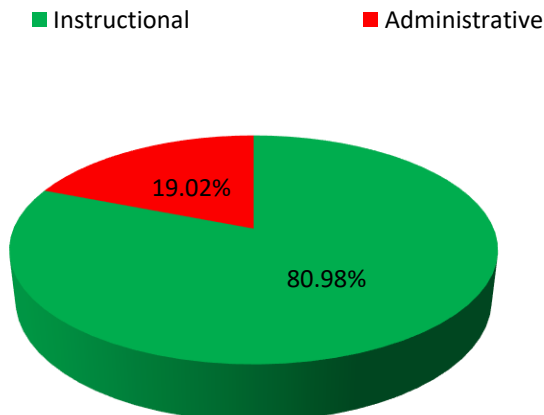
4.a.11 Provide 100% time accountability recording how all TMS time is spent by type, subtype, and customer

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



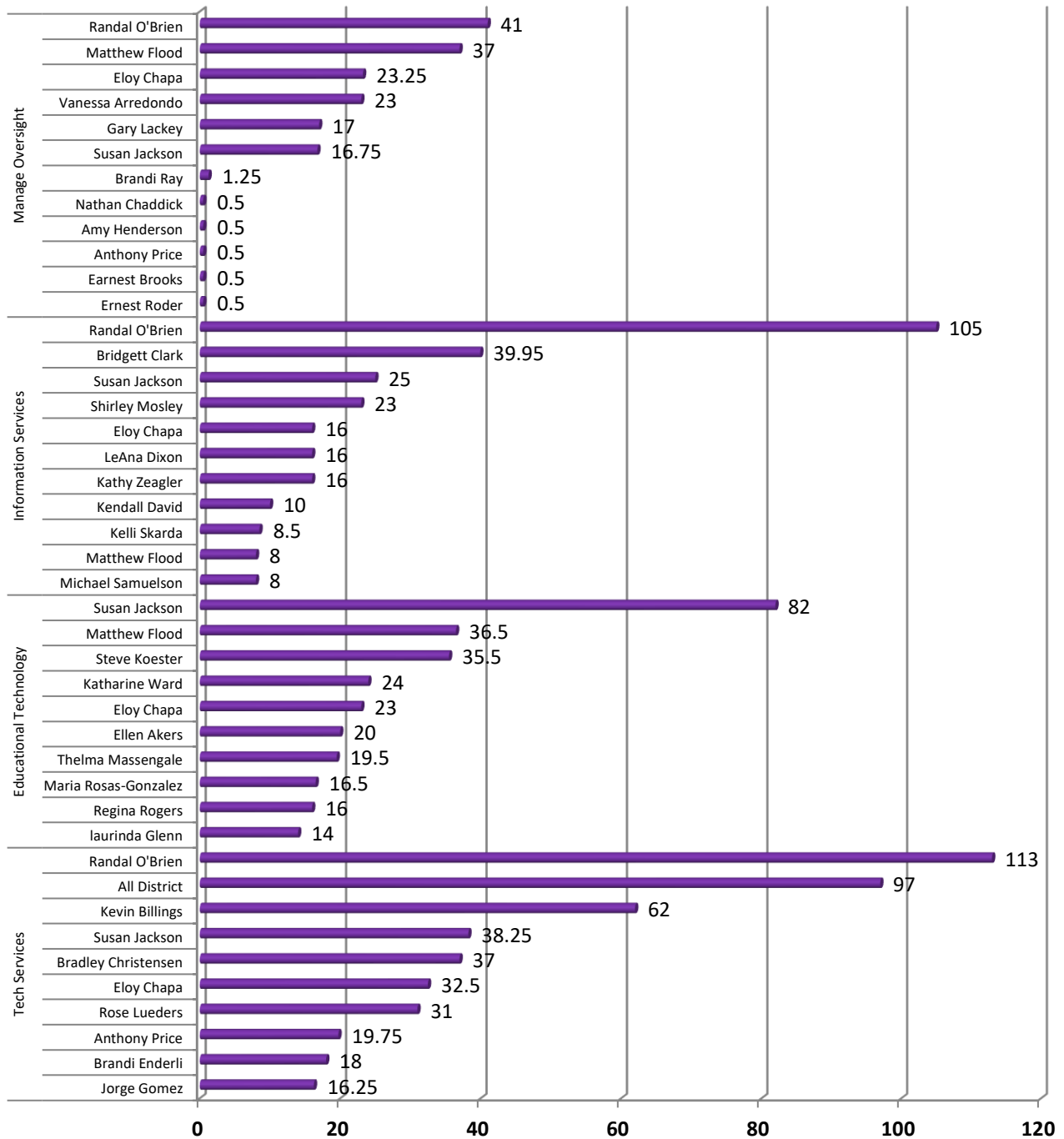
4.a.12 Provide 80% direct support to the customer, which includes service to an external TMS customer

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

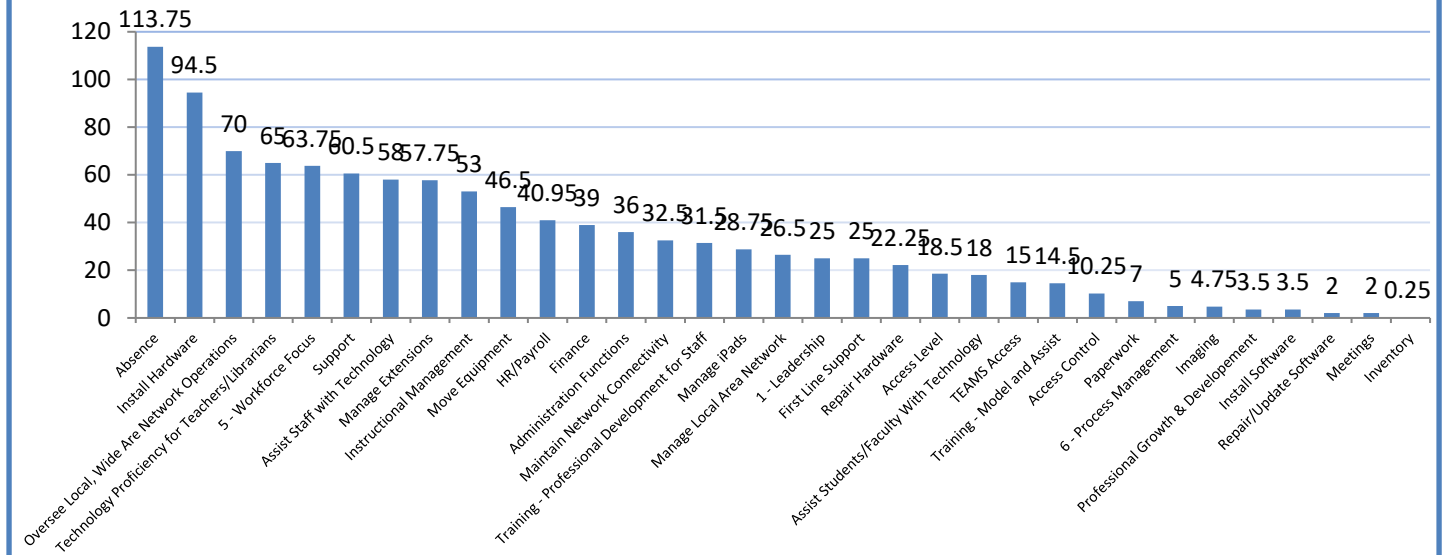


4.a.13 Provide 60% direct instructional support which includes non-administrative hours.

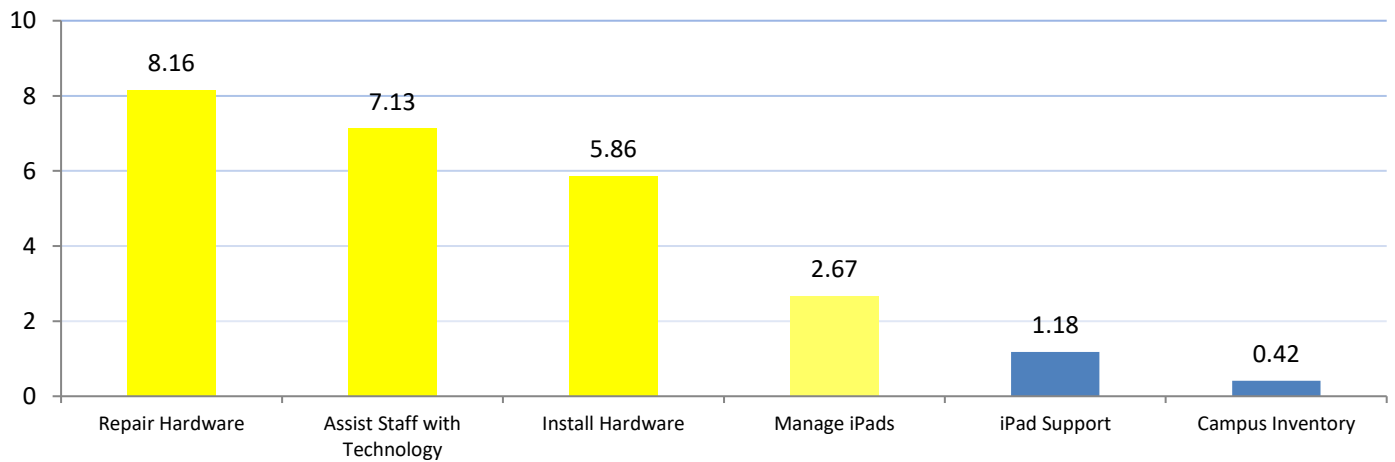
## Top 10 Customers by Team by Hours



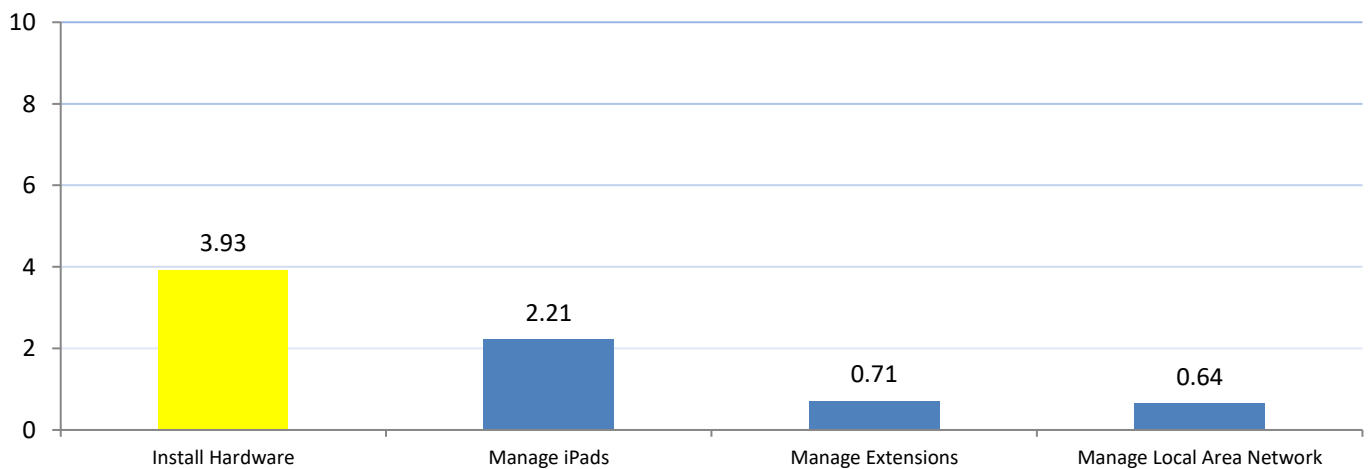
## Hours for All Work Orders by Subtype



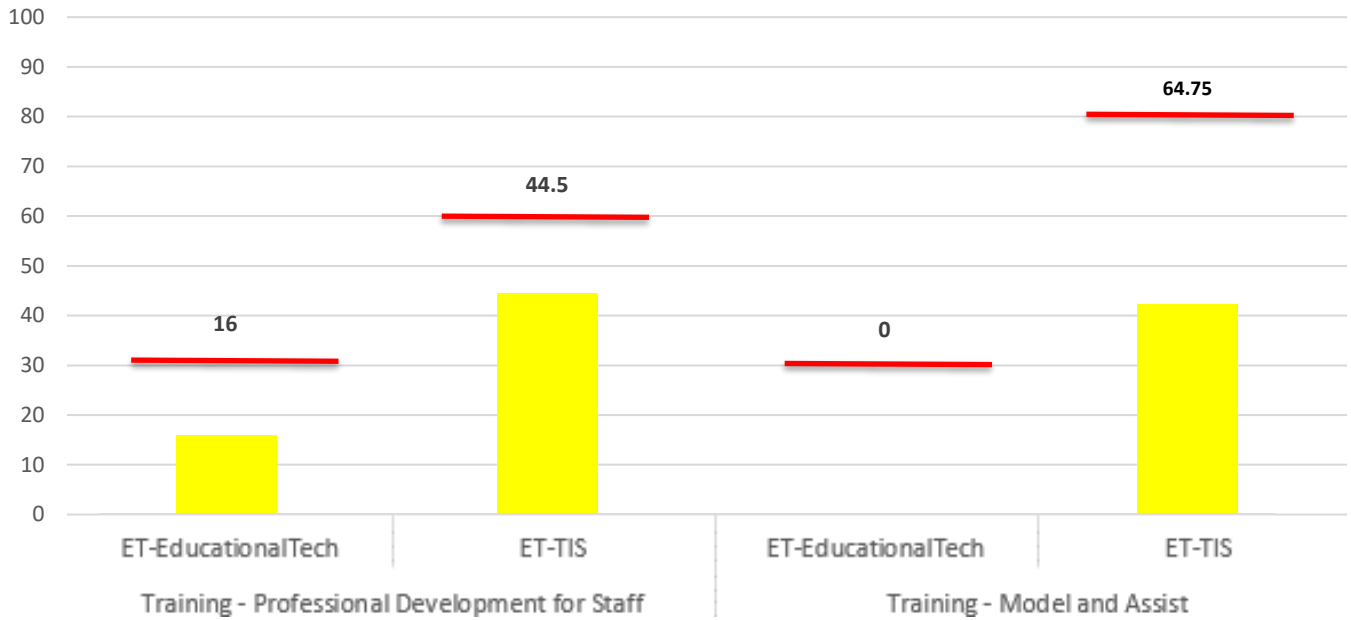
## Average Days Aged for Instructional Work Orders by Subtype



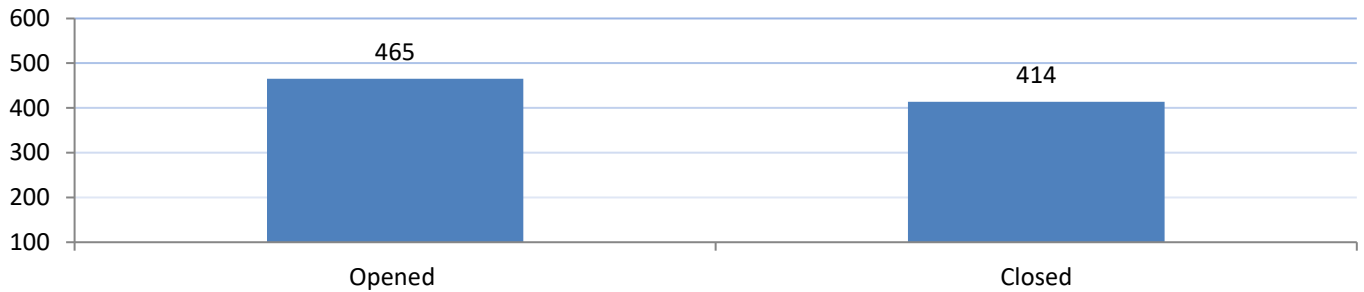
## Average Days Aged for Administrative Work Orders by Subtype



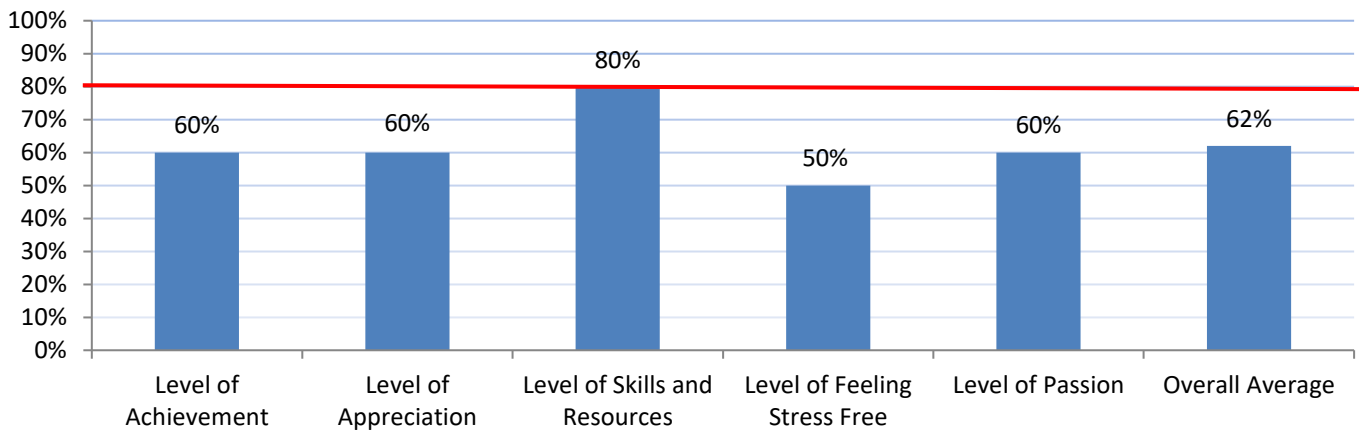
## Total Hours for Training by Expertise



## 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.