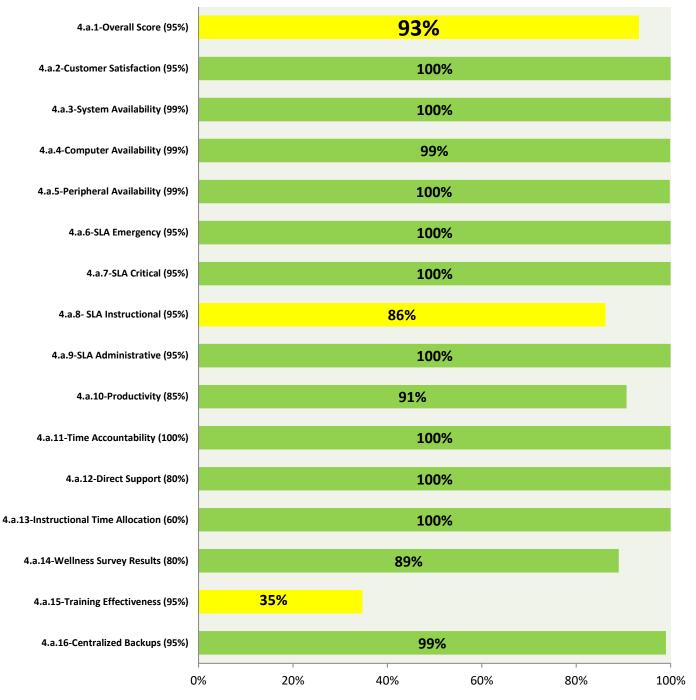
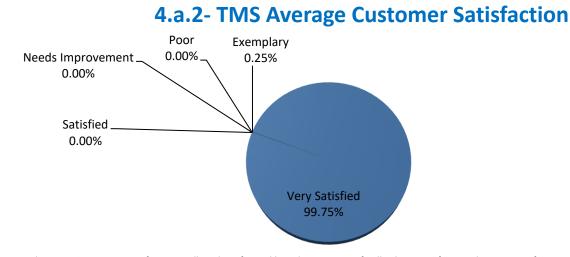
Week Ending: 1/21/2022

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

