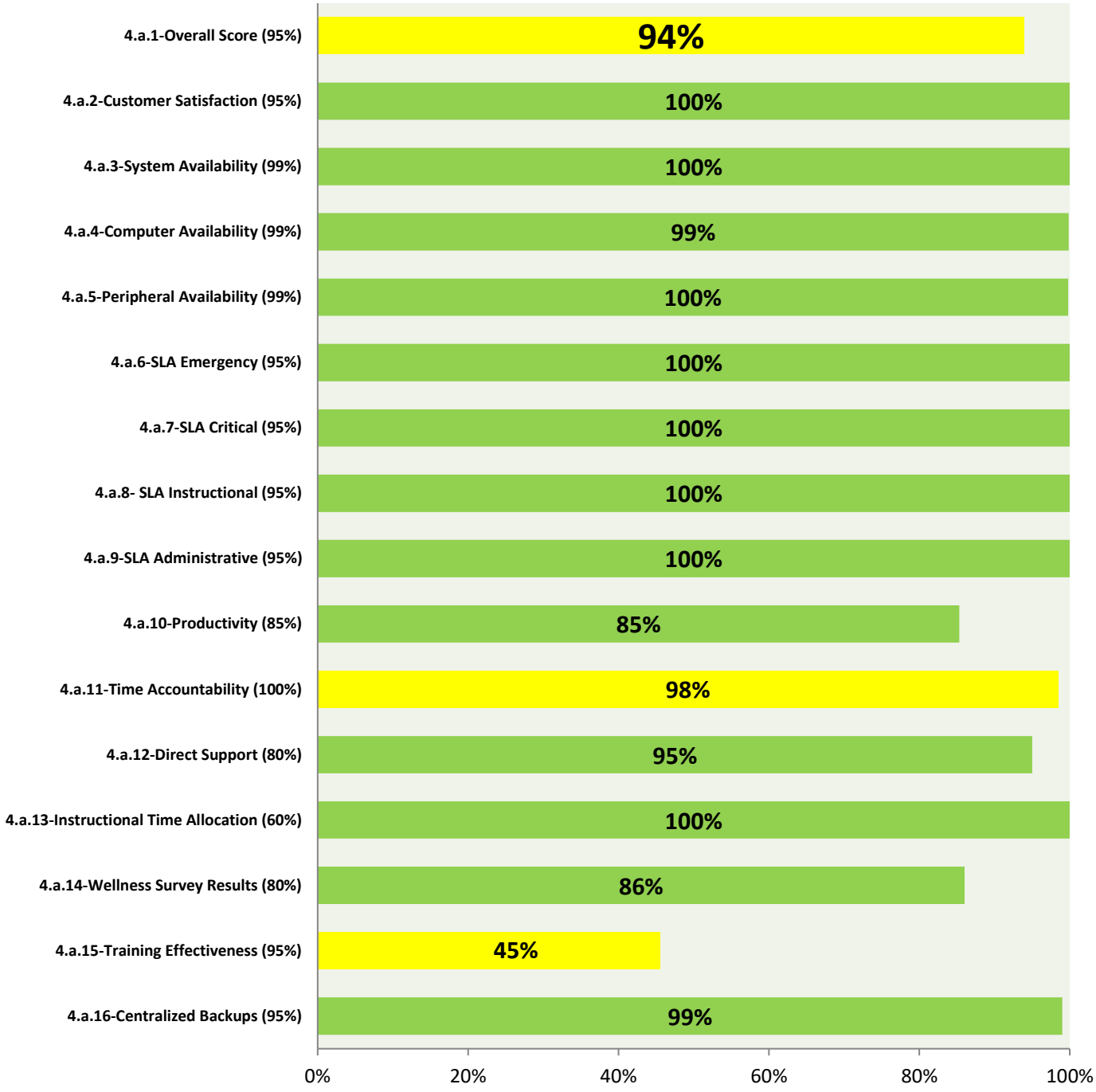
Technology Management Systems Performance Excellence Dashboard

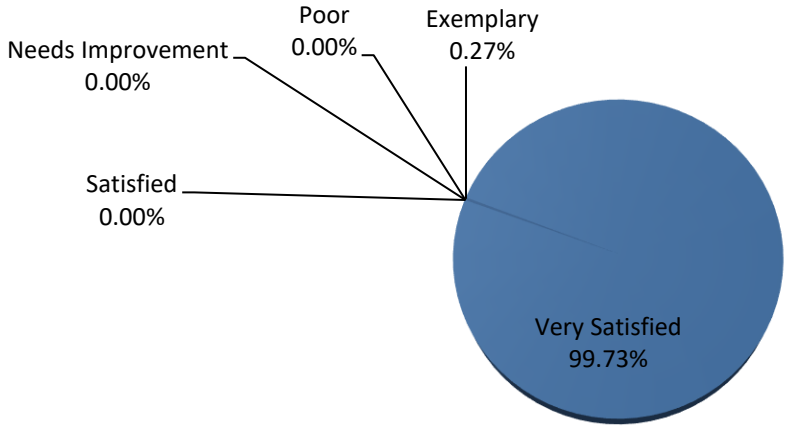
Week Ending: 3/4/2022

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



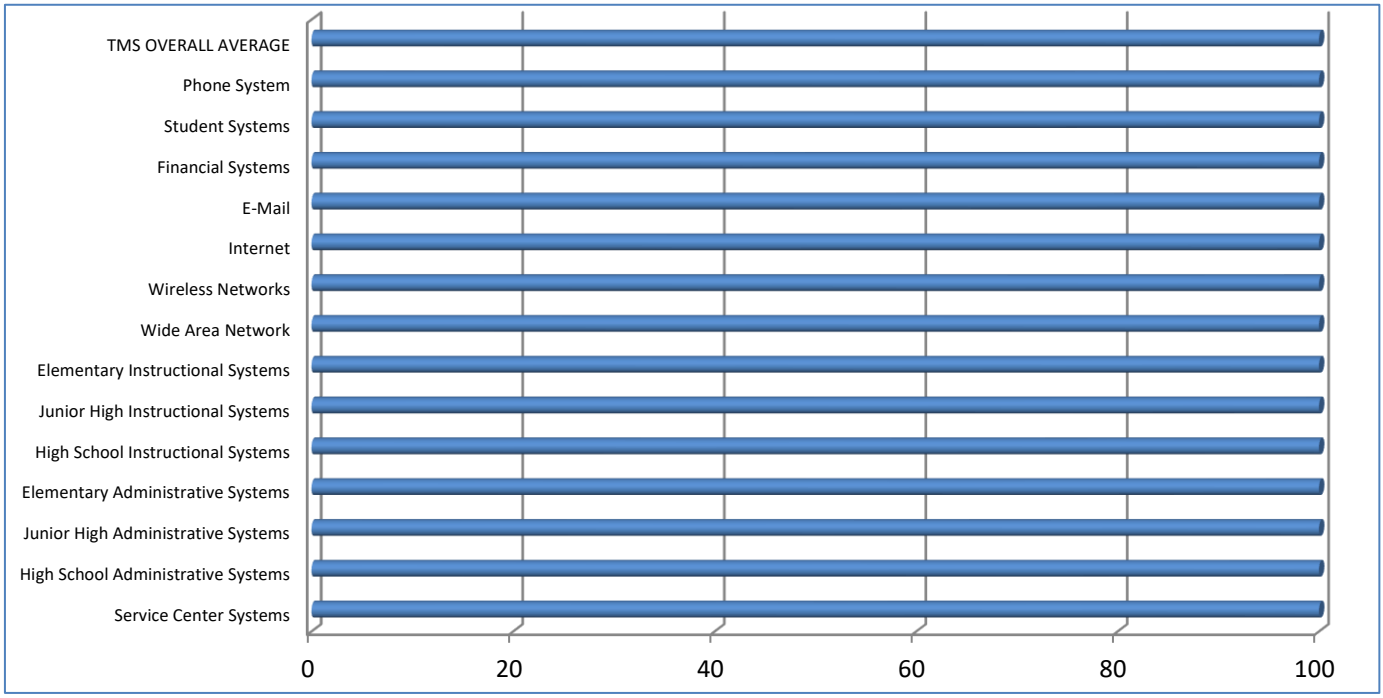
4.a.1 Achieve an overall average of 95% in TMS' service areas based on the results of TMS' Key Performance Indicators (KPIs). **4.a.15** Provide at least 95% technology support via modeling and assisting in the classroom and professional development
4.a.16 Achieve 95% centralized network backup success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

4.a.2- TMS Average Customer Satisfaction



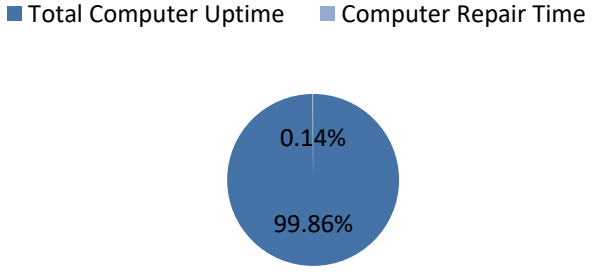
4.a.2 Achieve 95% customer satisfaction in all work performed based on customer feedback surveys from each customer after every work order is completed

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



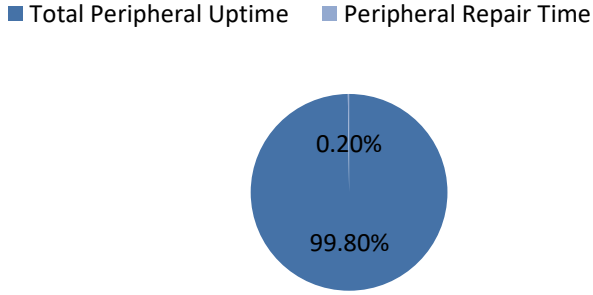
4.a.3 Achieve 99% in all systems availability

4.a.4- Overall Computer Availability



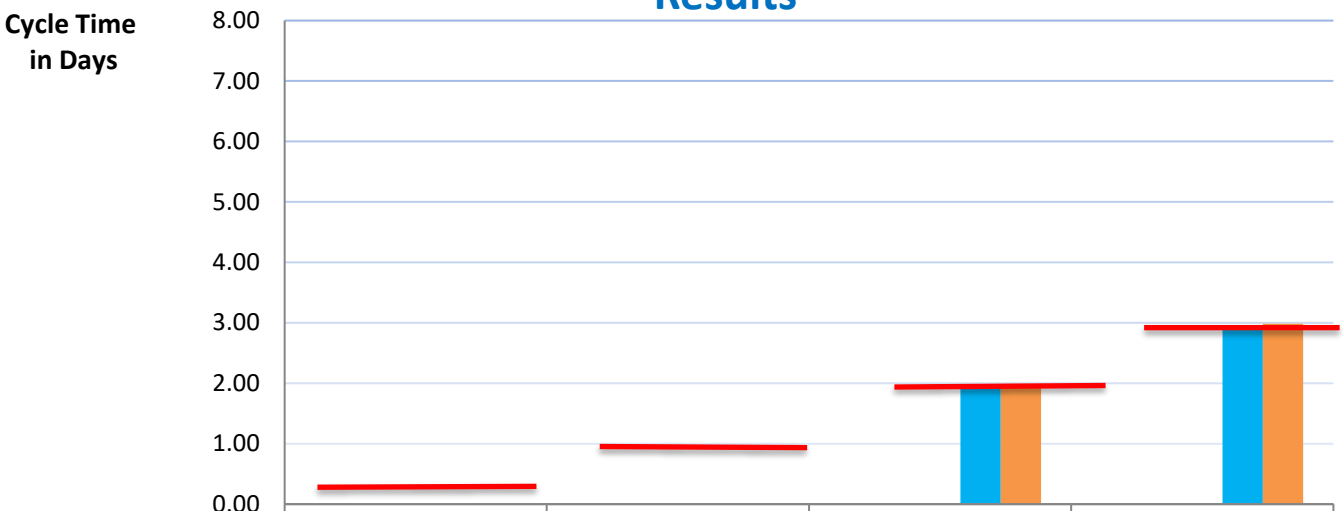
4.a.4 Achieve 99% in all computer availability

4.a.5- Overall Peripheral Availability



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

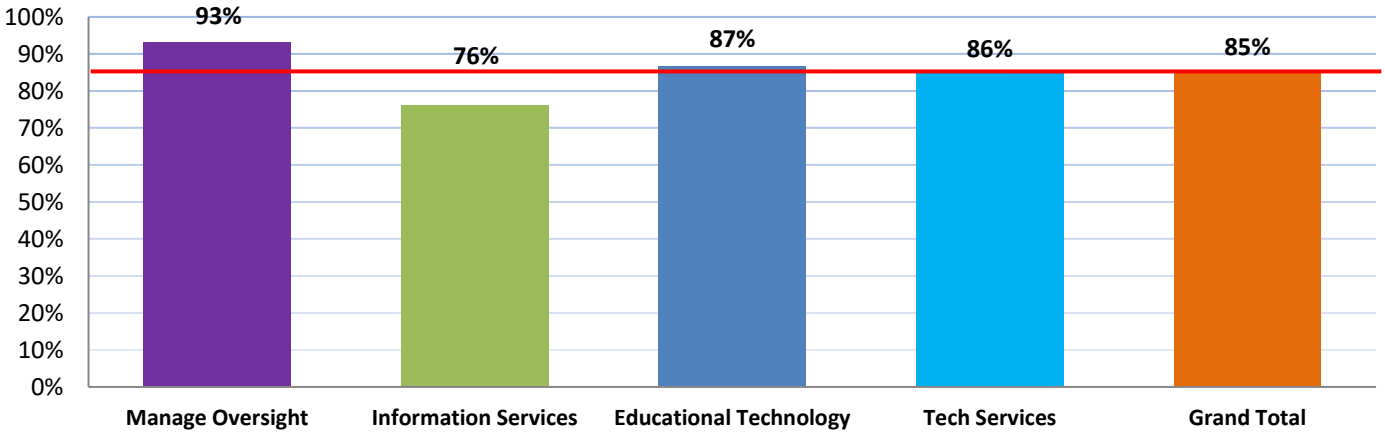
4.a.6-9- TMS Service Level Agreement (SLA) Cycle Time Results



	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	1.97	2.95
Overall	0.00	0.00	1.99	2.98

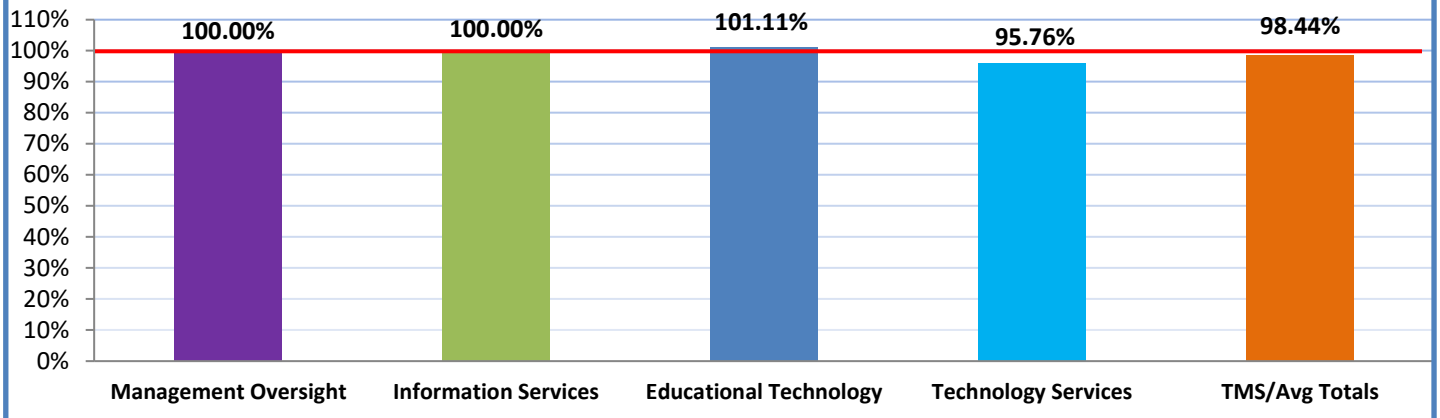
Board Goal				
	4.a.6 Achieve 95% completion of all emergency work orders in at least 4 hours	**4.a.7** Achieve 95% completion of all critical work orders in at least 1 day	**4.a.8** Achieve 95% completion of all instructional work orders in at most 2 days	**4.a.9** Achieve 95% completion of all administrative work orders in at most 3 days

4.a.10- TMS Productivity



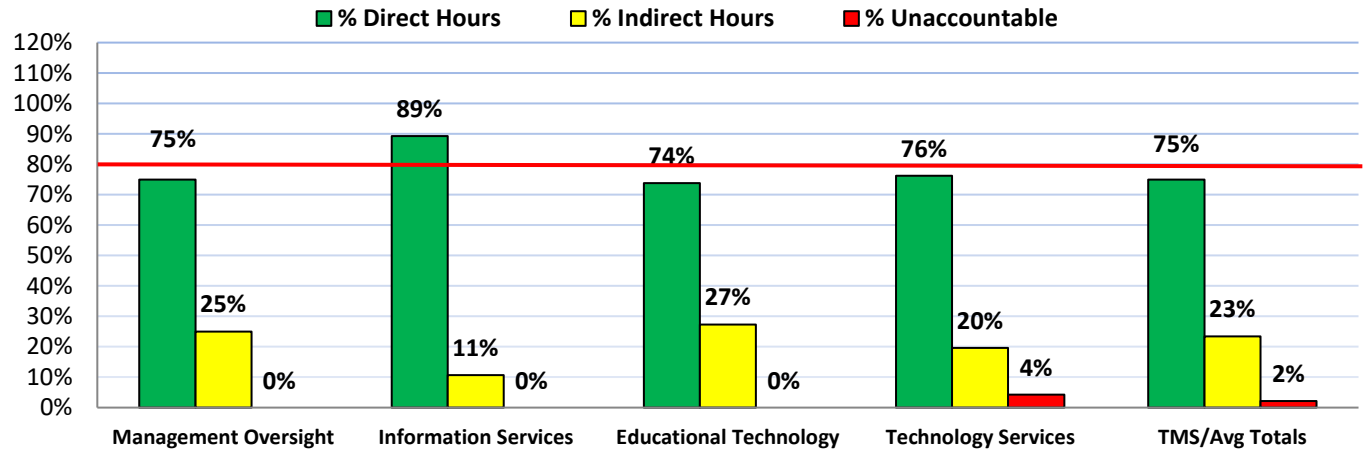
4.a.10 Provide 85% productive support to the customer which includes assigned job related tasks

4.a.11- TMS Time Accountability



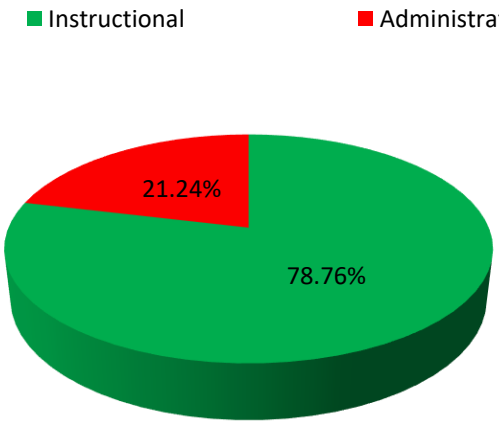
4.a.11 Provide 100% time accountability recording how all TMS time is spent by type, subtype, and customer

4.a.12- TMS Time Directly Supporting Customers



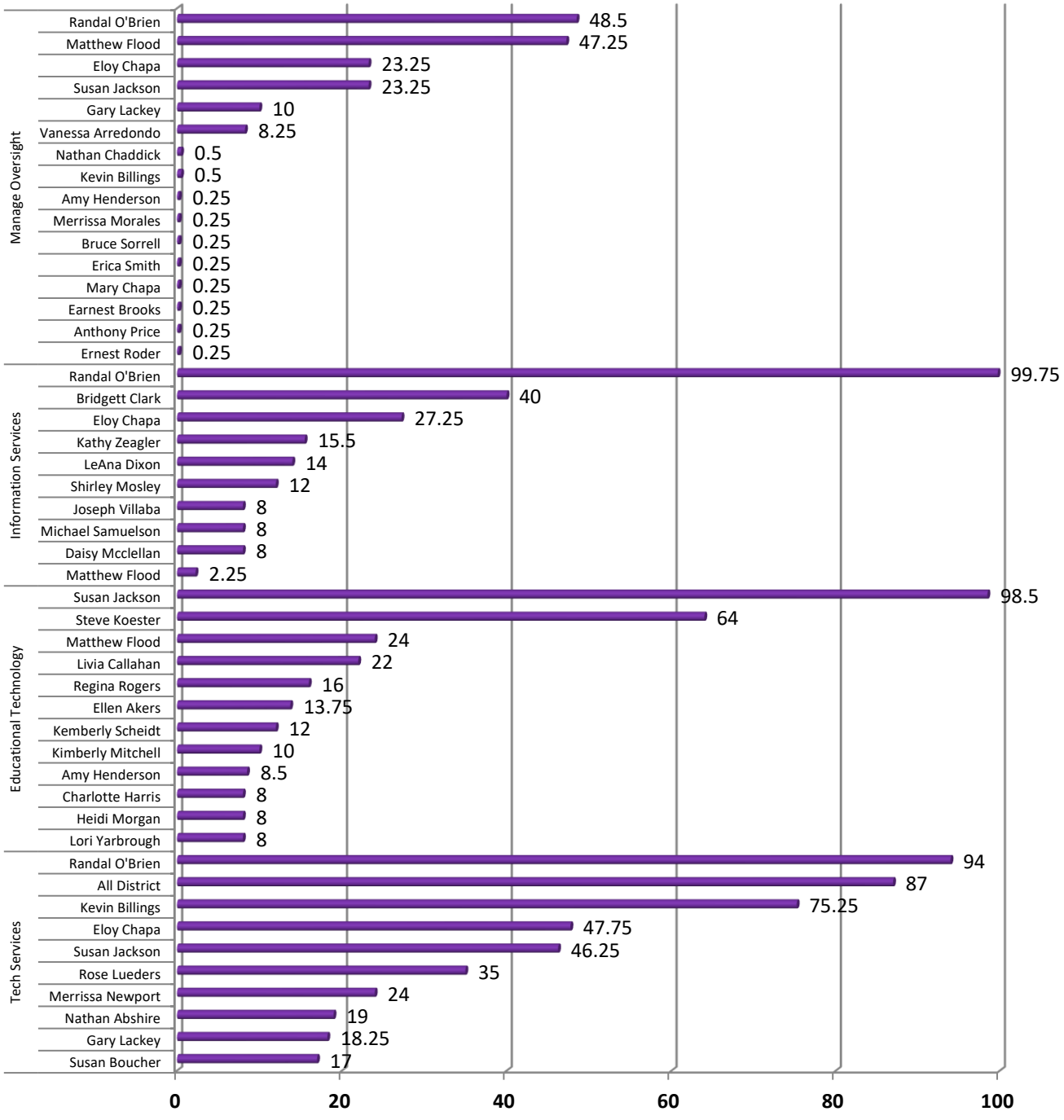
4.a.12 Provide 80% direct support to the customer, which includes service to an external TMS customer

4.a.13- TMS Instructional Time Allocation

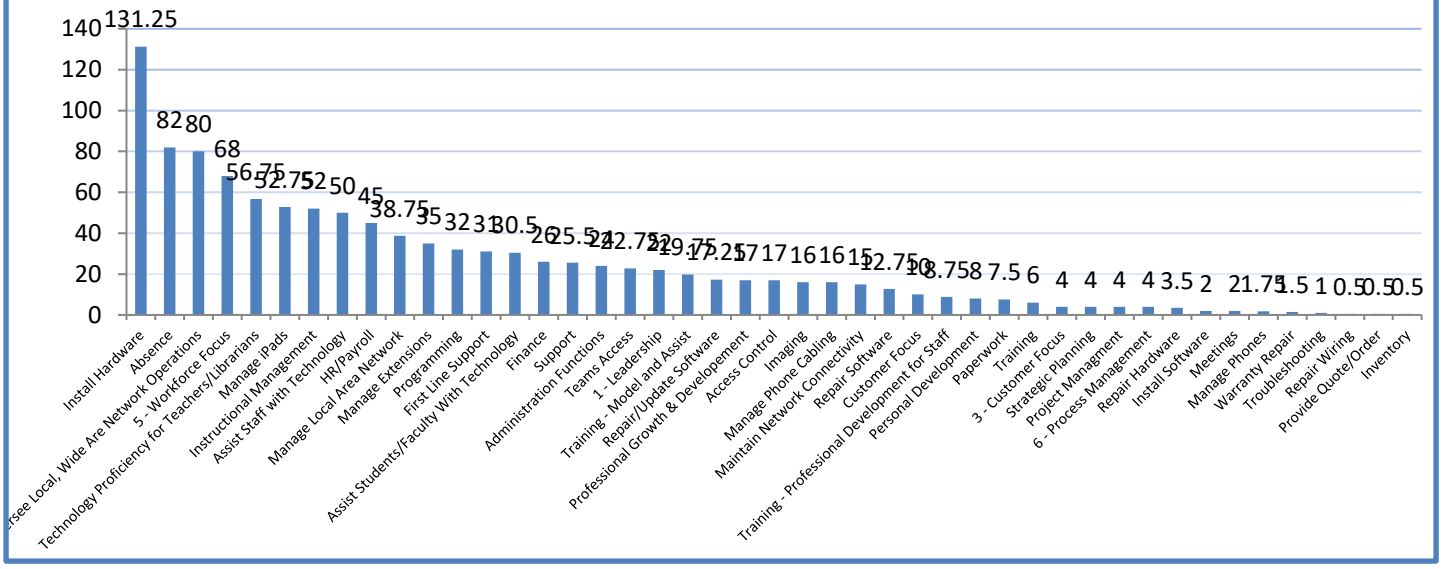


4.a.13 Provide 60% direct instructional support which includes non-administrative hours.

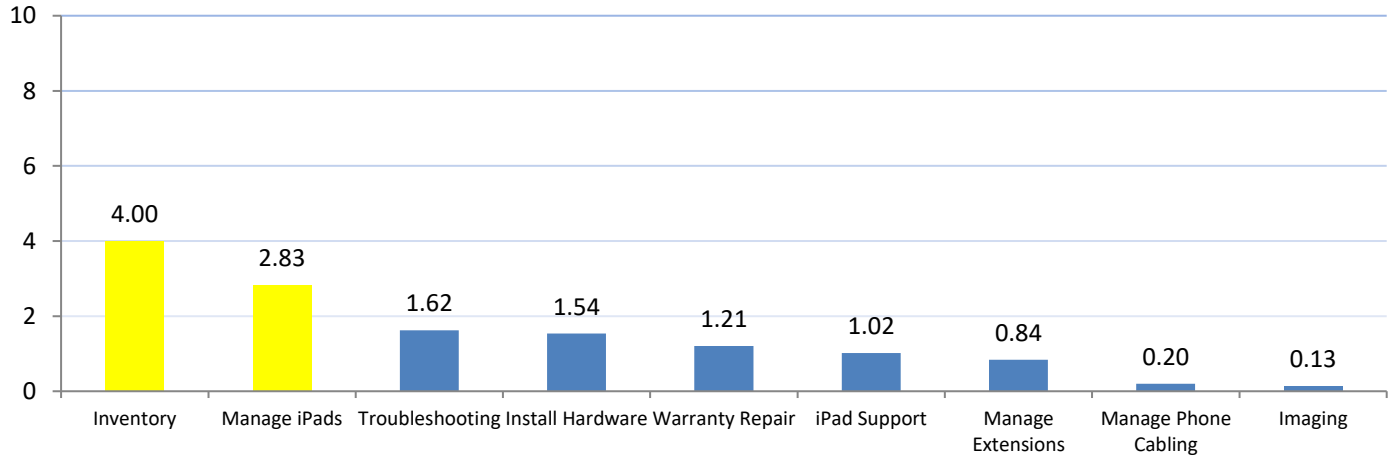
Top 10 Customers by Team by Hours



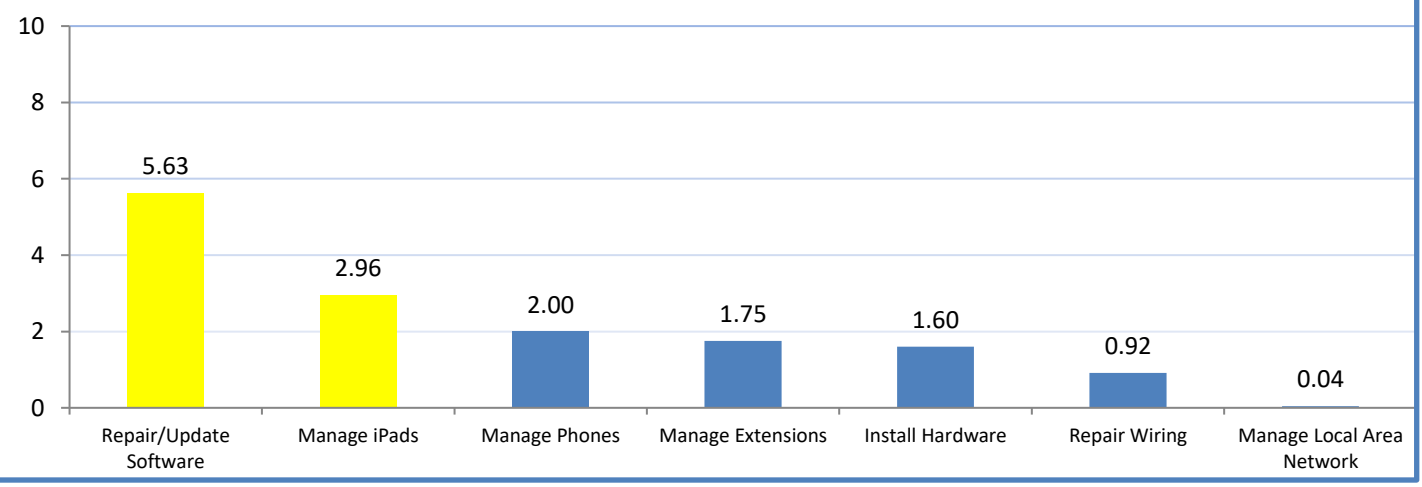
Hours for All Work Orders by Subtype



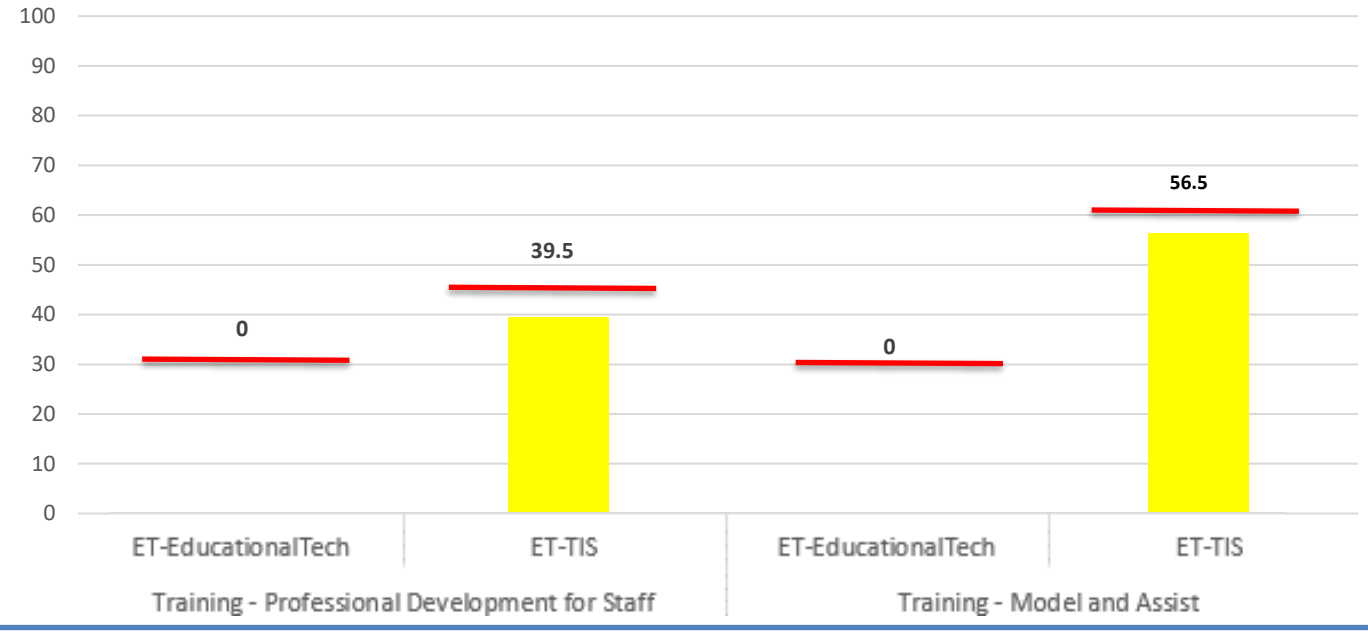
Average Days Aged for Instructional Work Orders by Subtype



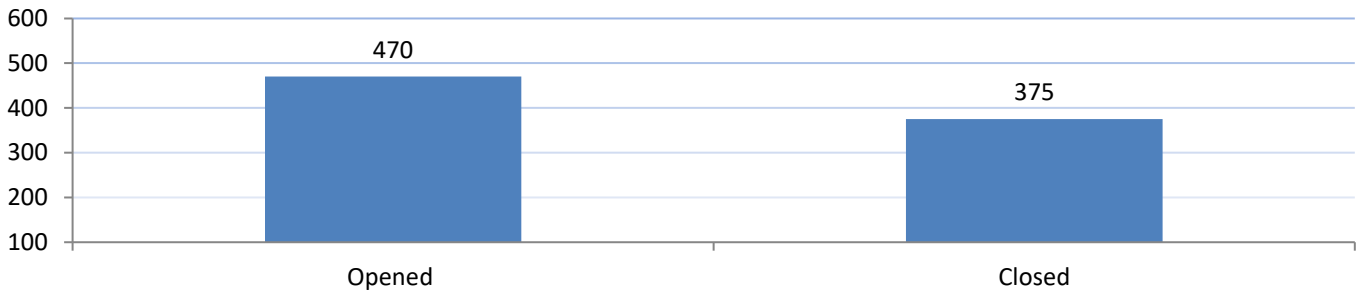
Average Days Aged for Administrative Work Orders by Subtype



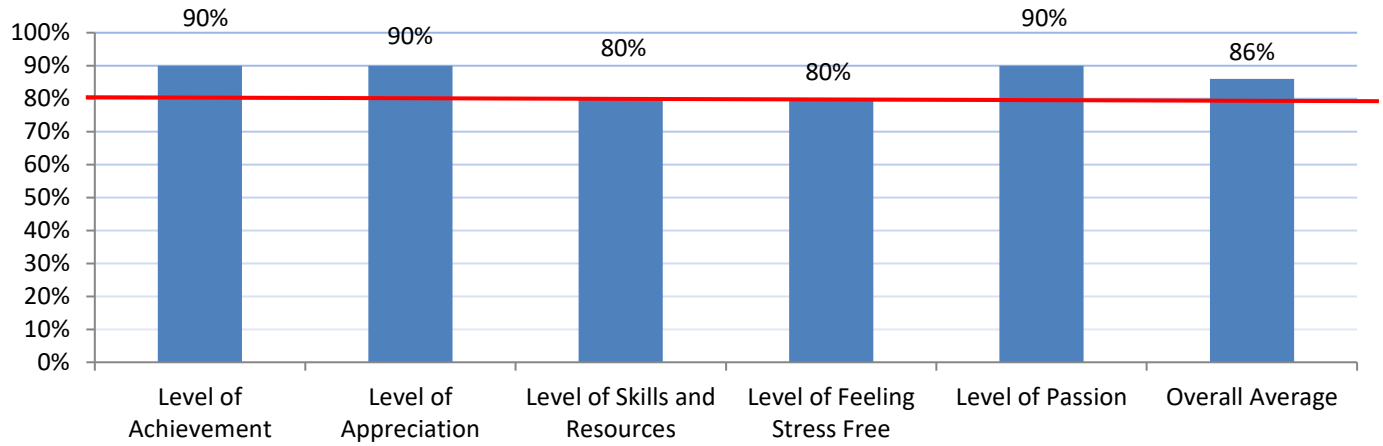
Total Hours for Training by Expertise



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.