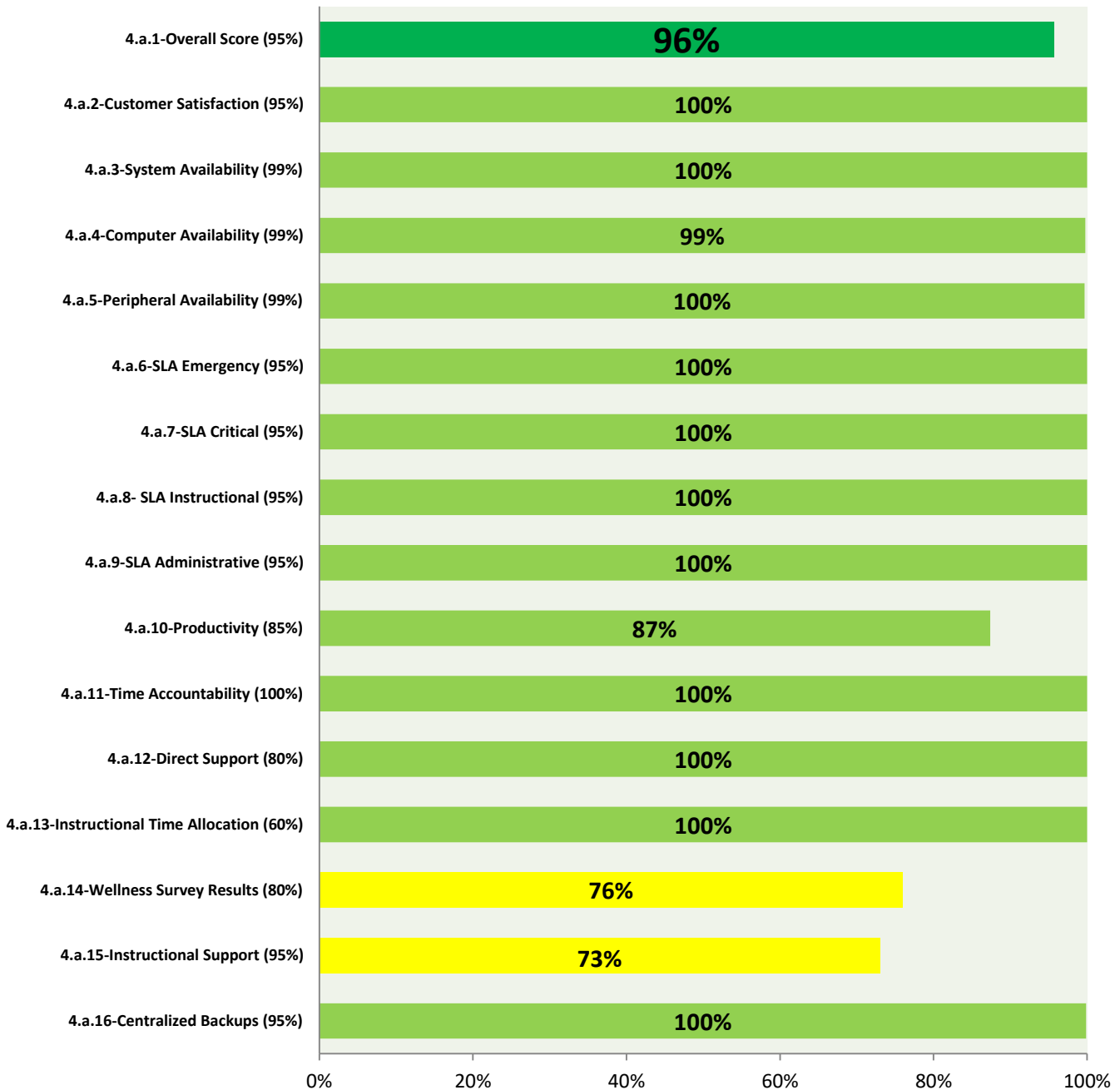
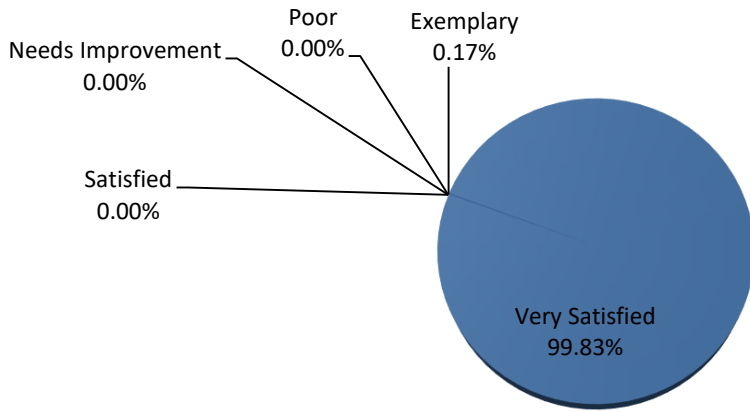


## 4.a.1 - TMS Scorecard for Overall Performance Excellence



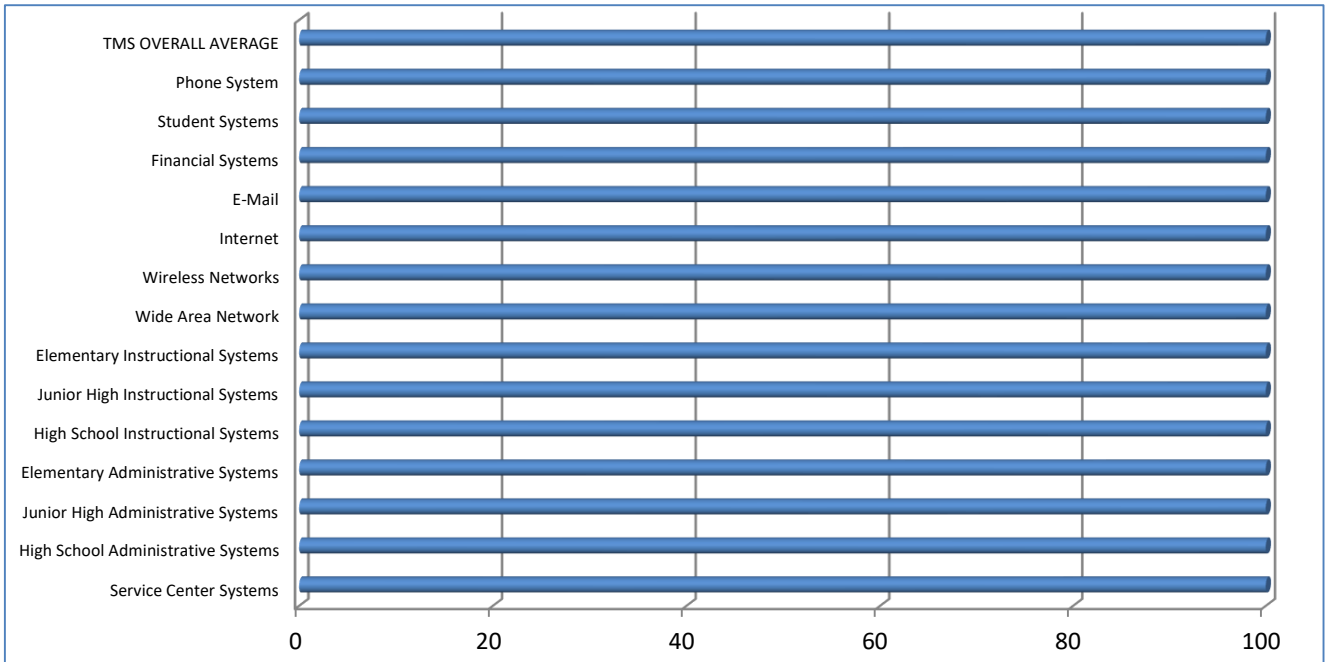
**4.a.1** Achieve an overall average of 95% in TMS' service areas based on the results of TMS' Key Performance Indicators (KPIs). **4.a.15** Provide at least 95% technology support via modeling and assisting in the classroom and professional development  
**4.a.16** Achieve 95% centralized network backup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

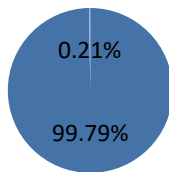
### 4.a.3- TMS Percent Availability for All Major Systems



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

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

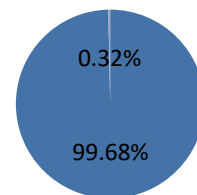
■ Total Computer Uptime ■ Computer Repair Time



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

Cycle Time  
in Days



|                        | Emergency | Critical | Instructional | Administrative |
|------------------------|-----------|----------|---------------|----------------|
| Management Oversight   | 0.00      | 0.00     | 0.91          | 0.00           |
| Information Services   | 0.00      | 0.00     | 0.00          | 0.00           |
| Educational Technology | 0.00      | 0.00     | 0.60          | 0.00           |
| Technology Services    | 0.00      | 0.00     | 1.25          | 0.97           |
| Overall                | 0.00      | 0.00     | 1.19          | 2.49           |

### Board Goal

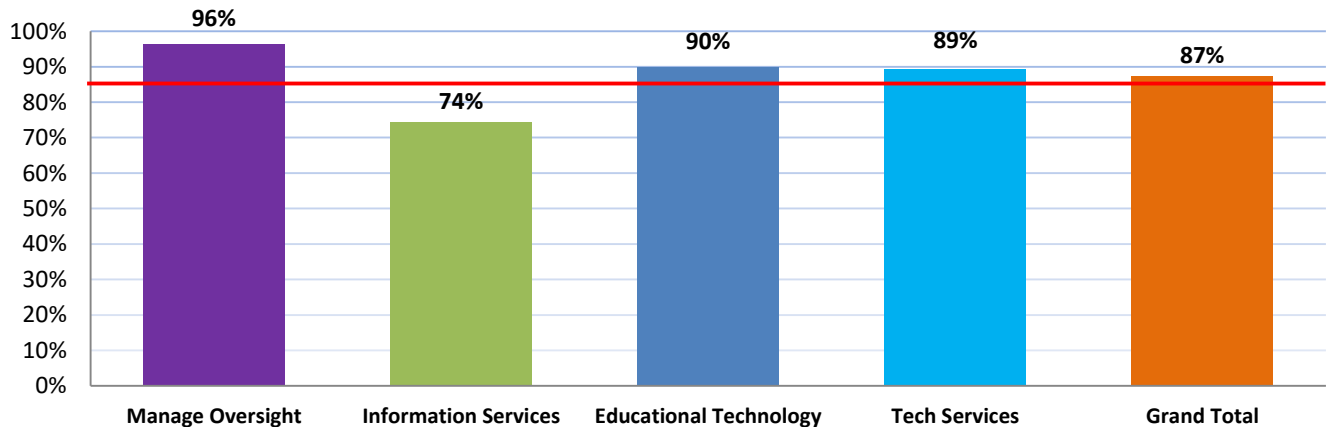
4.a.6 Achieve 95% completion of all emergency work orders in at least 4 hours

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

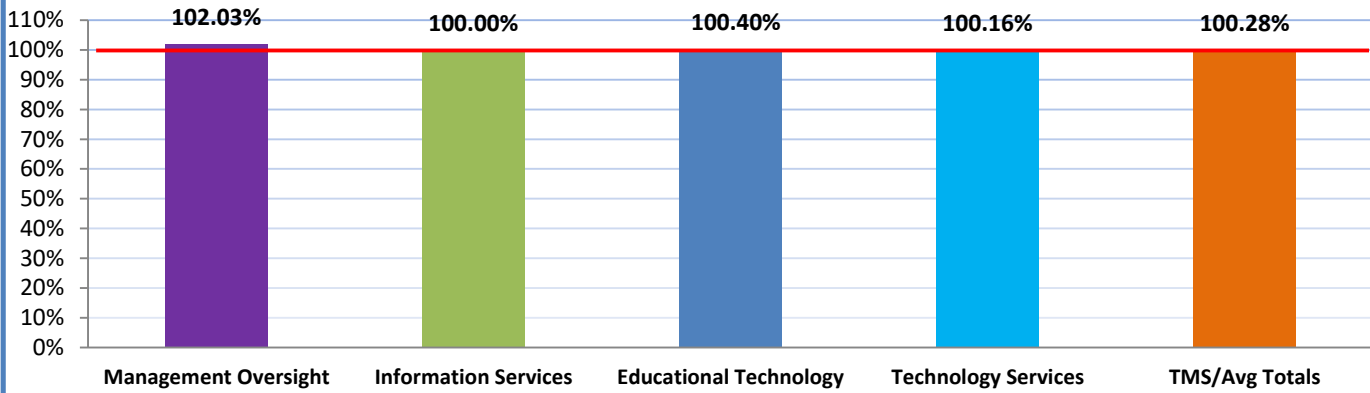
4.a.9 Achieve 95% completion of all administrative work orders in at most 3 days

## 4.a.10- TMS Productivity



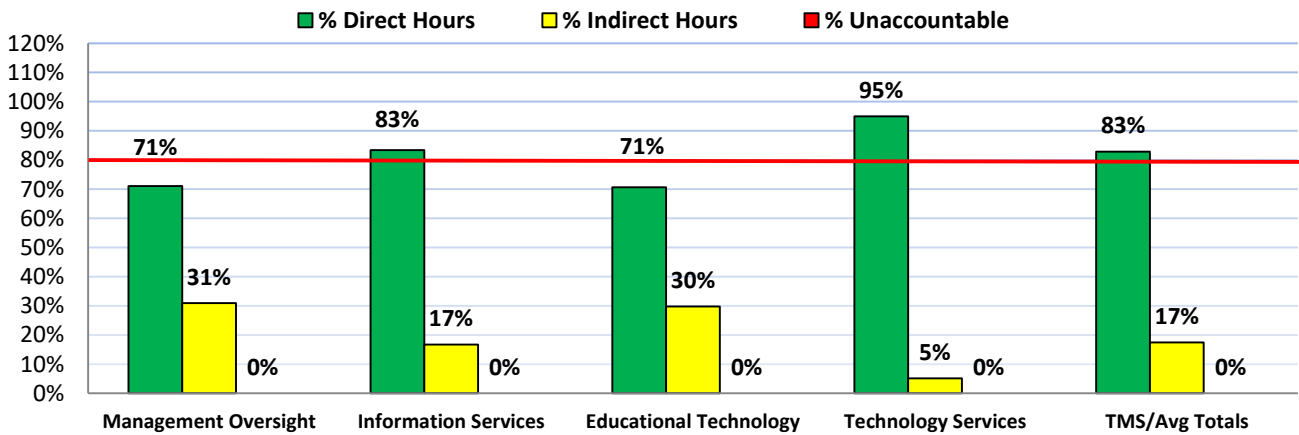
4.a.10 Provide 85% productive support to the customer which includes assigned job related tasks

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



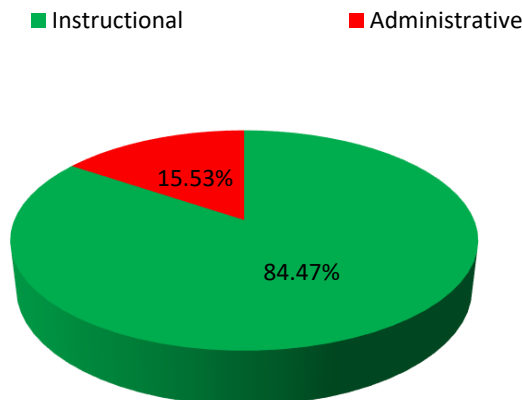
4.a.11 Provide 100% time accountability recording how all TMS time is spent by type, subtype, and customer

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



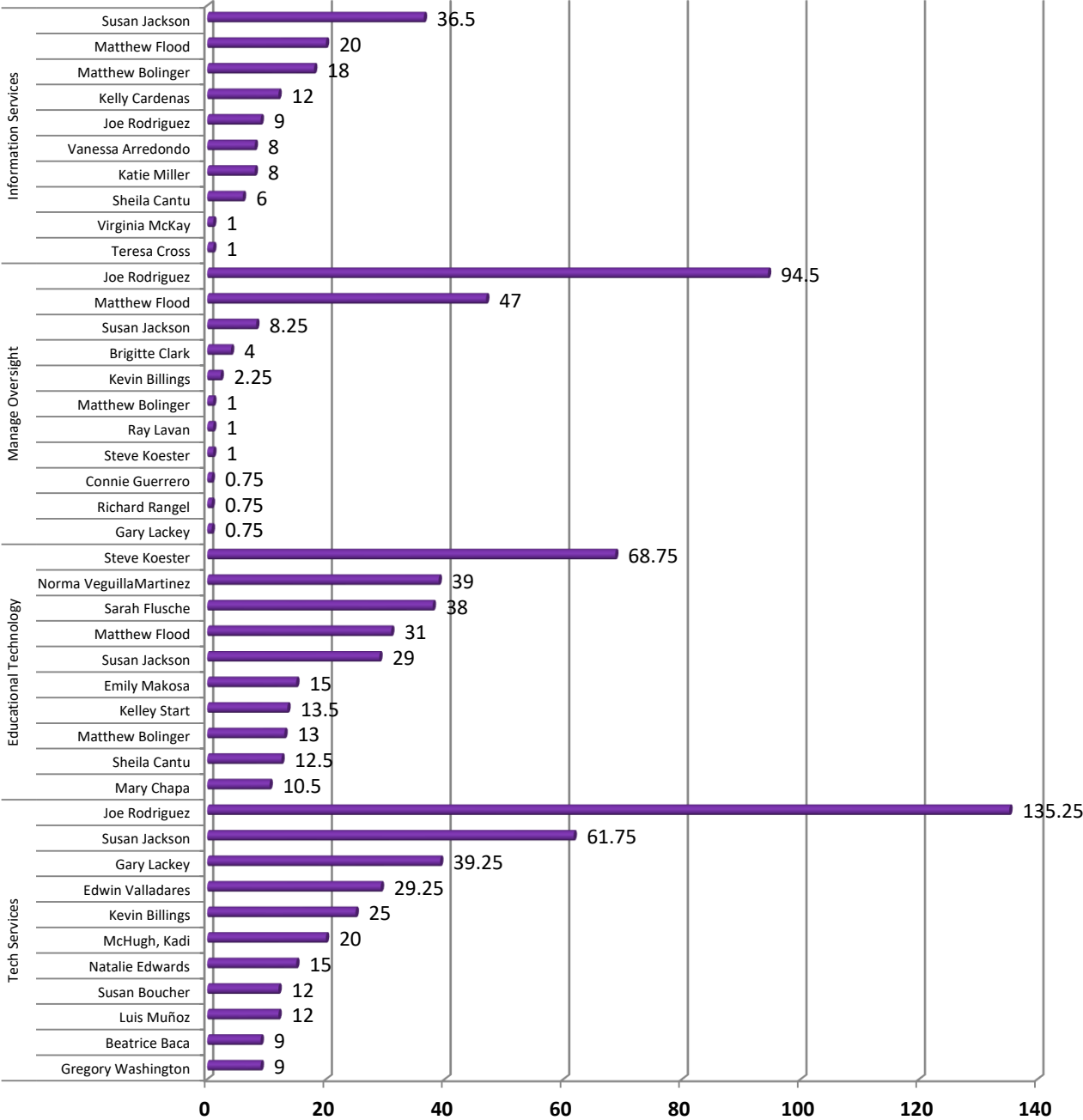
4.a.12 Provide 80% direct support to the customer, which includes service to an external TMS customer

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

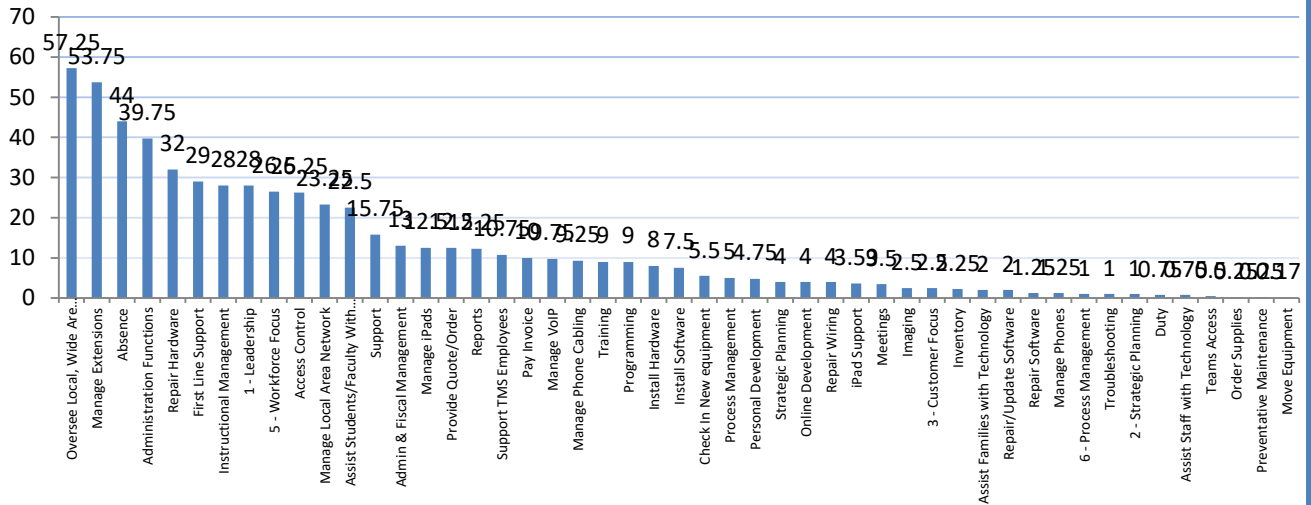


4.a.13 Provide 60% direct instructional support which includes non-administrative hours.

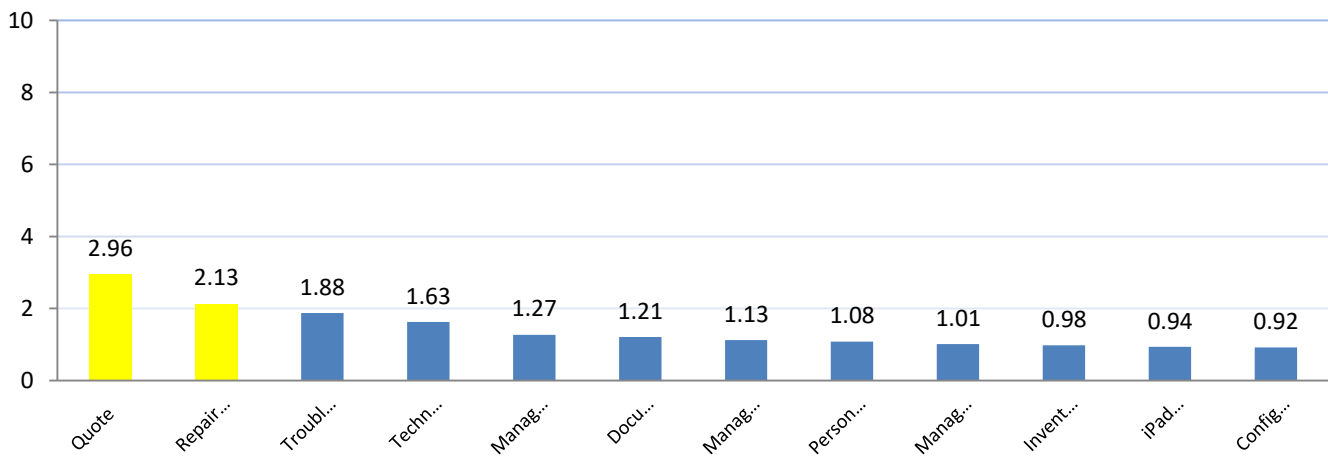
# Top 10 Customers by Team by Hours



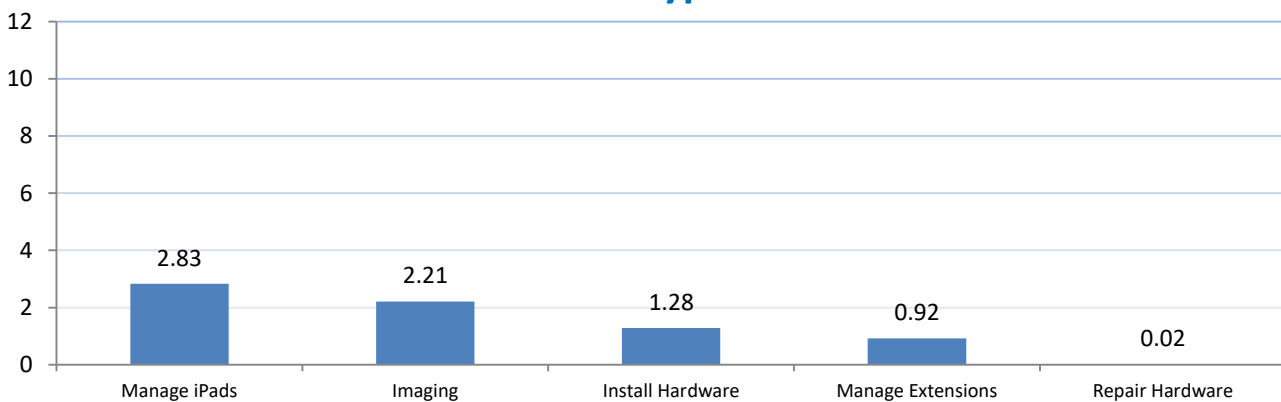
## Hours for All Work Orders by Subtype



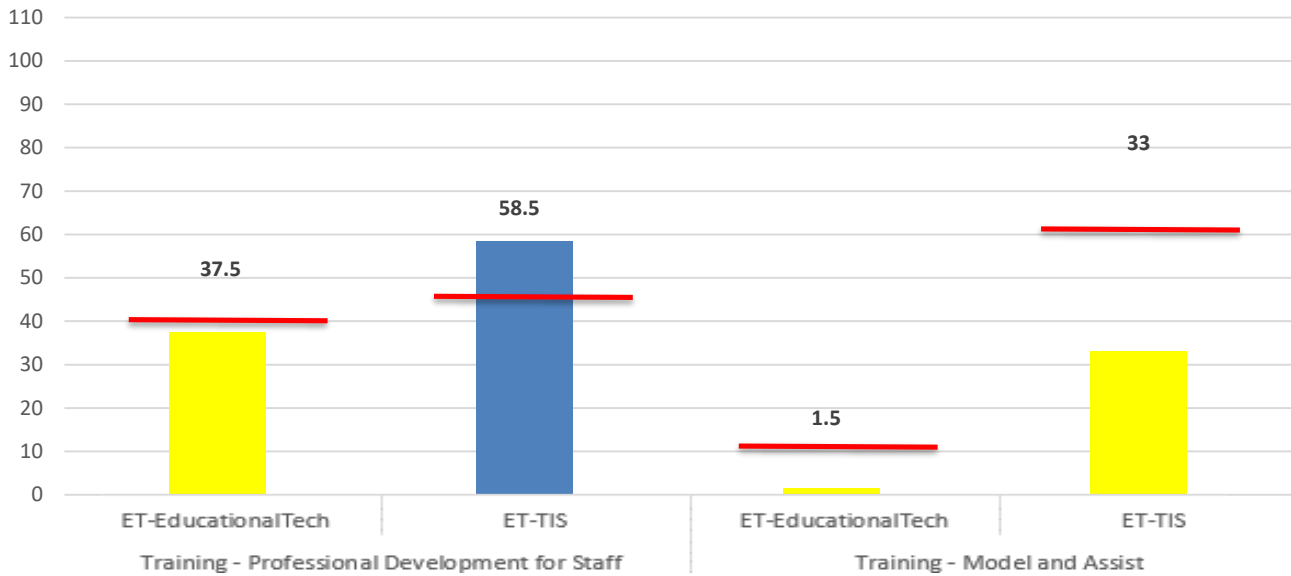
## Average Days Aged for Instructional Work Orders by Subtype



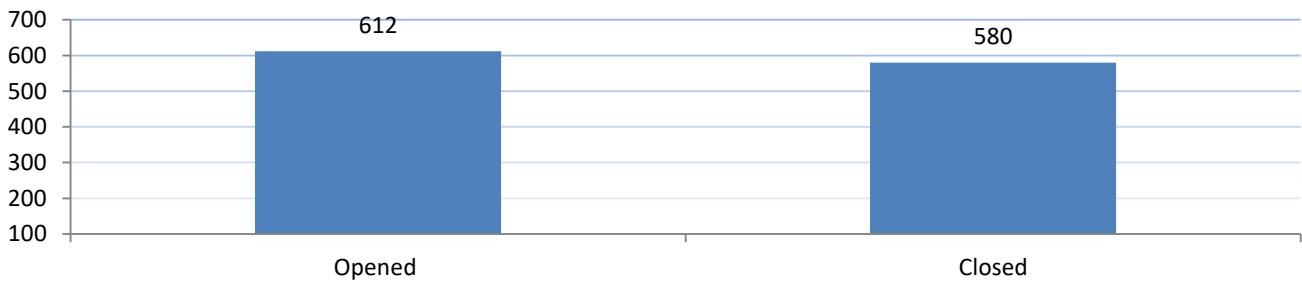
## Average Days Aged for Administrative Work Orders by Subtype



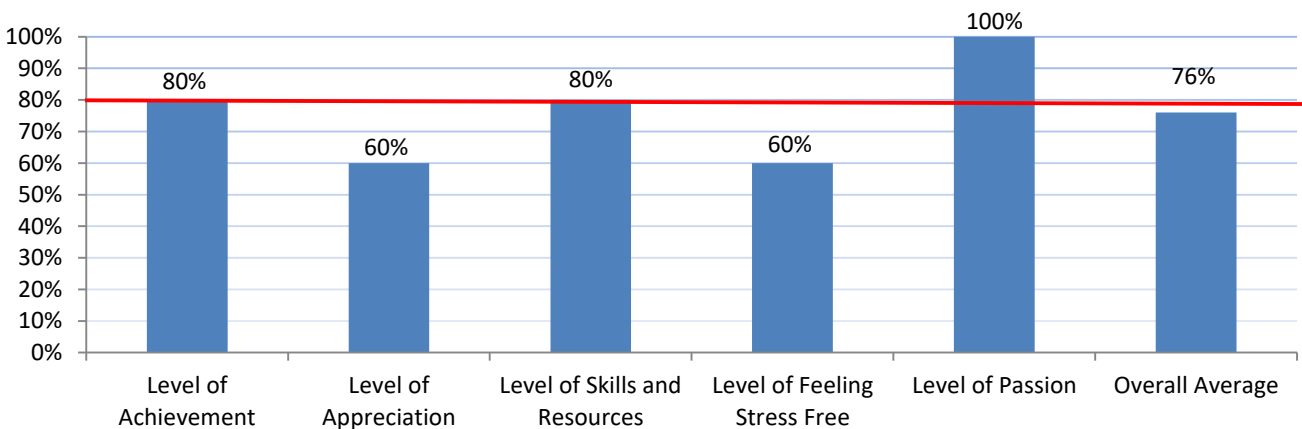
## Total Hours of Instructional Support



## 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.