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

| KPI	Score
4.a.1-Overall Score (95%)	96%
4.a.2-Customer Satisfaction (95%)	100%
4.a.3-System Availability (99%)	100%
4.a.4-Computer Availability (99%)	99.99%
4.a.5-Peripheral Availability (99%)	100.00%
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%)	73%
4.a.11-Time Accountability (100%)	100%
4.a.12-Direct Support (70%)	98%
4.a.13-Instructional Time Allocation (60%)	96%
4.a.14-Wellness Survey Results (80%)	80%
4.a.15-Training Effectiveness (95%)	0%
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), as documented in strategies 2-16

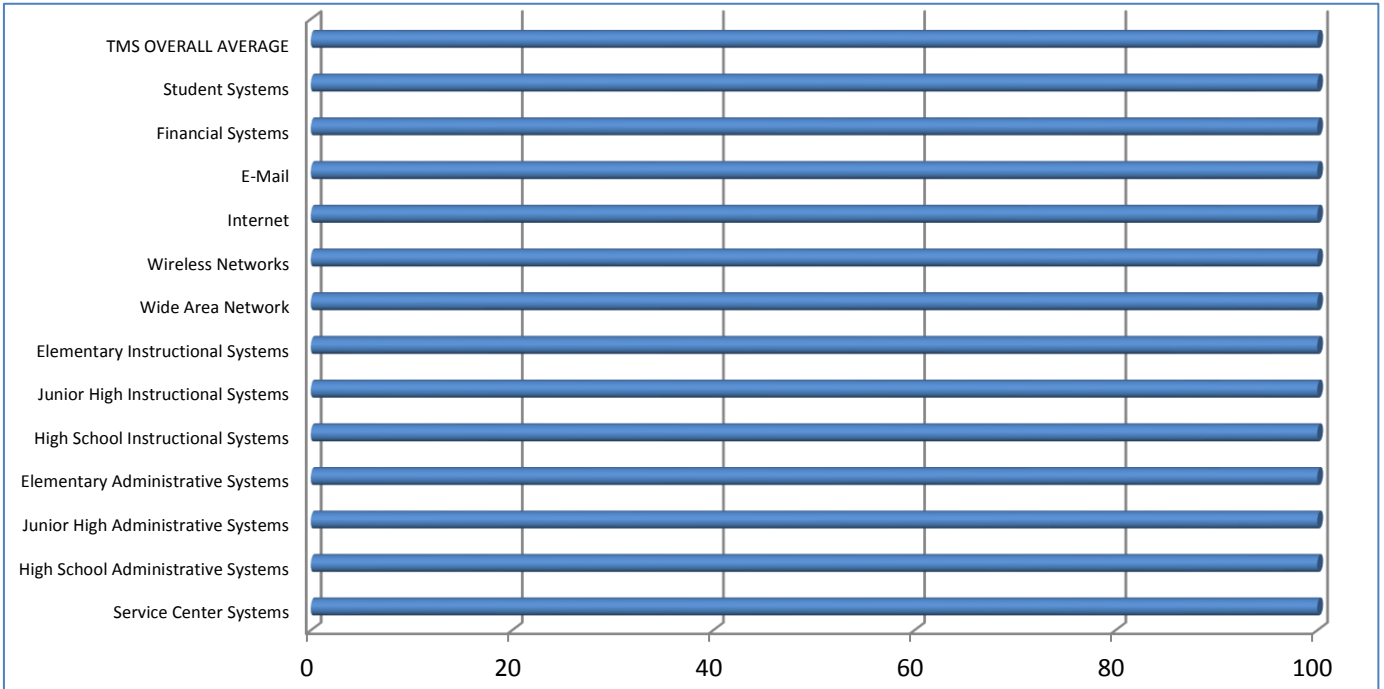**4.a.15** Provide 95% technology effectiveness results based on feedback surveys from trainings given.

4.a.16 Achieve 95% centralized network backup success in all files stored on the district network.

4.a.2- TMS Average Customer Satisfaction

Poor
0.00%

Exemplary
1.10%

Needs Improvement
0.00%

Satisfied
0.00%

Very Satisfied
98.90%
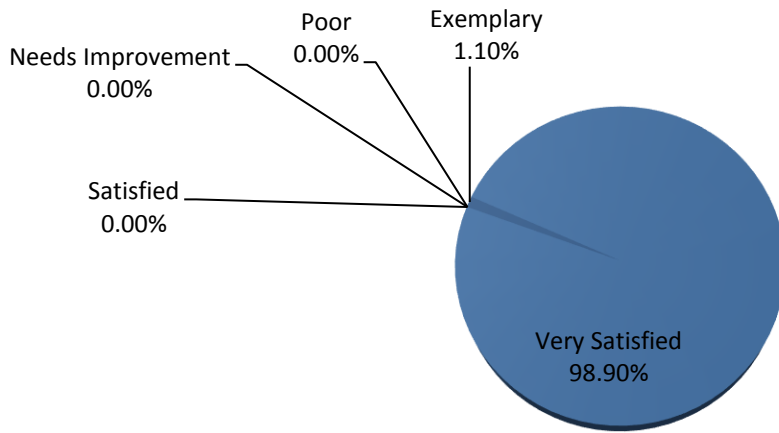
4.a.2 Achieve 95% customer satisfaction in all work performed based on customer feedback surveys from each customer after every work order is completed

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

TMS OVERALL AVERAGE
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

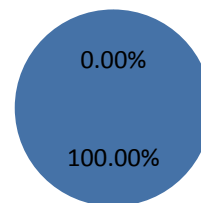# 4.a.4- Overall Computer Availability

■ Total Computer Uptime ■ Computer Repair Time

0.01%
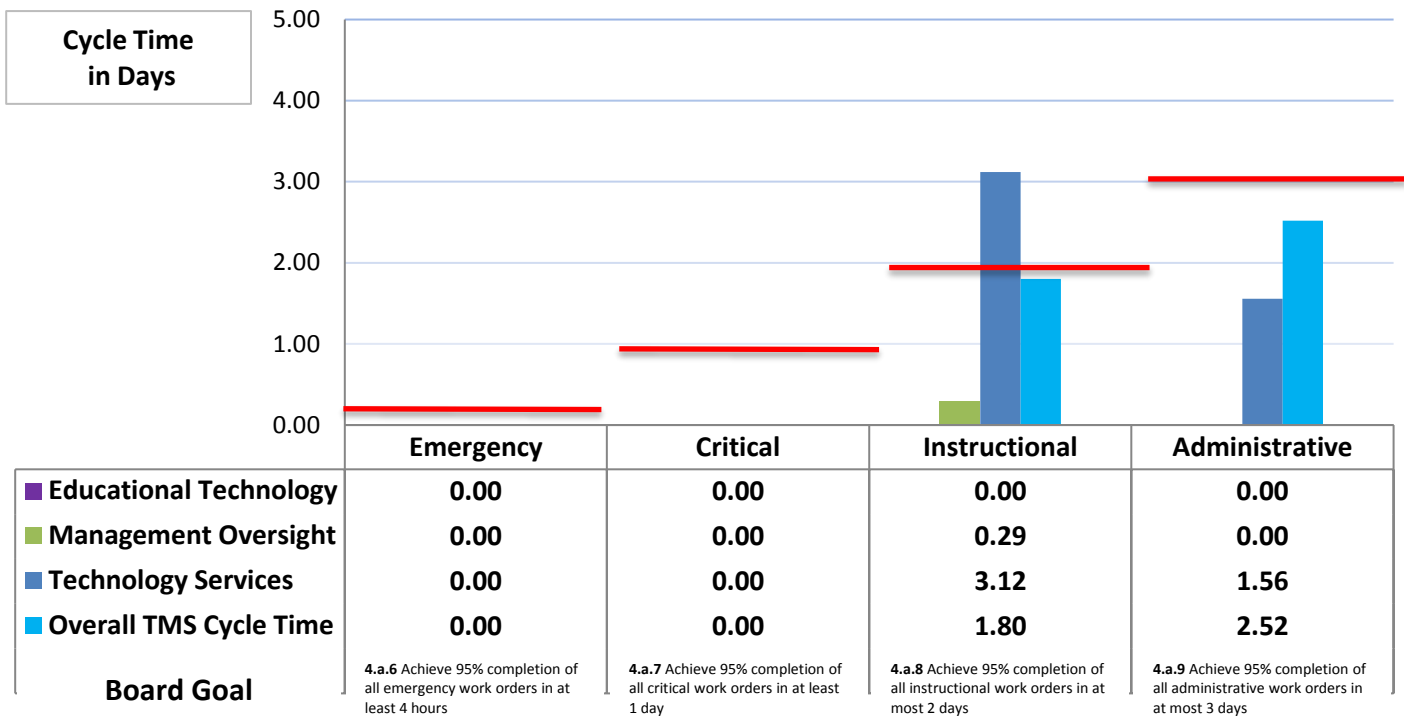
99.99%
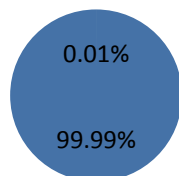
4.a.4 Achieve 99% in all computer availability

4.a.5- Overall Peripheral Availability
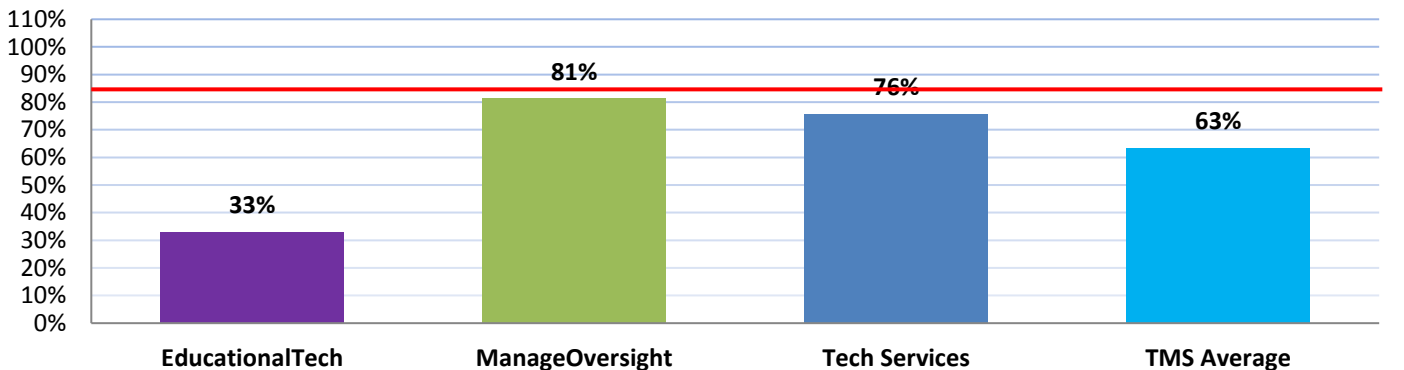
■ Total Peripheral Uptime ■ Peripheral Repair Time

0.00%

100.00%

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
Educational Technology	0.00	0.00	0.00	0.00
Management Oversight	0.00	0.00	0.29	0.00
Technology Services	0.00	0.00	3.12	1.56
Overall TMS Cycle Time	0.00	0.00	1.80	2.52
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

- EducationalTech: 33%
- ManageOversight: 81%
- Tech Services: 76%
- TMS Average: 63%

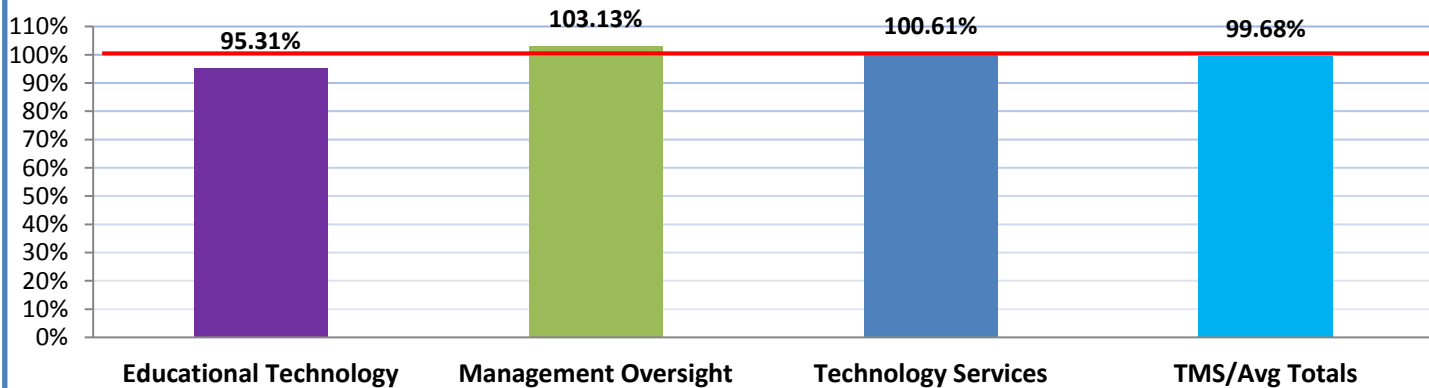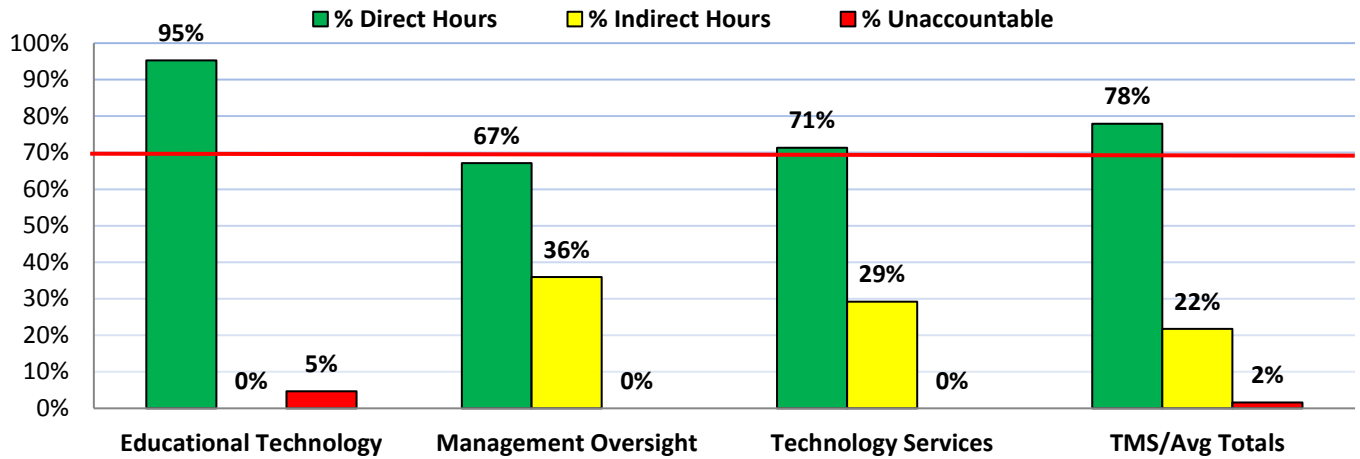**4.a.10** Provide 85% productive support to the customer which includes assigned job related tasks

4.a.11- TMS Time Accountability

- Educational Technology: 95.31%
- Management Oversight: 103.13%
- Technology Services: 100.61%
- TMS/Avg Totals: 99.68%

4.a.11 Provide 100% time accountability recording how all TMS time is spent by type, subtype, and customer
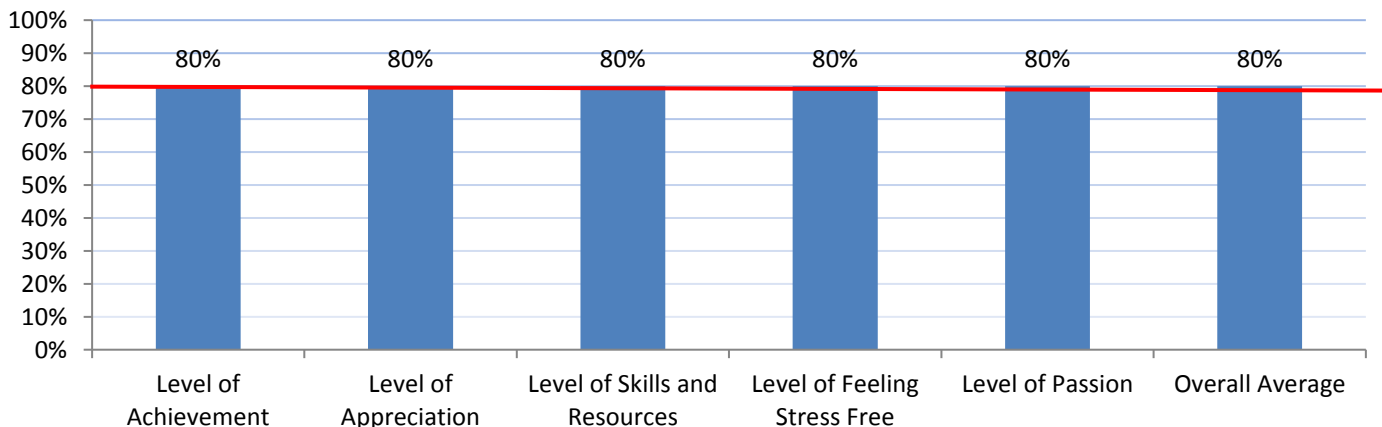
4.a.12- TMS Time Directly Supporting Customers

Legend: ■ % Direct Hours □ % Indirect Hours ■ % Unaccountable

Category	% Direct Hours	% Indirect Hours	% Unaccountable
Educational Technology	95%	0%	5%
Management Oversight	67%	36%	0%
Technology Services	71%	29%	0%
TMS/Avg Totals	78%	22%	2%

4.a.12 Provide 70% direct support to the customer, which includes service to an external TMS customer

4.a.13- TMS Instructional Time Allocation

Legend: ■ Instructional ■ Administrative

- Instructional: 55.99%
- Administrative: 44.01%
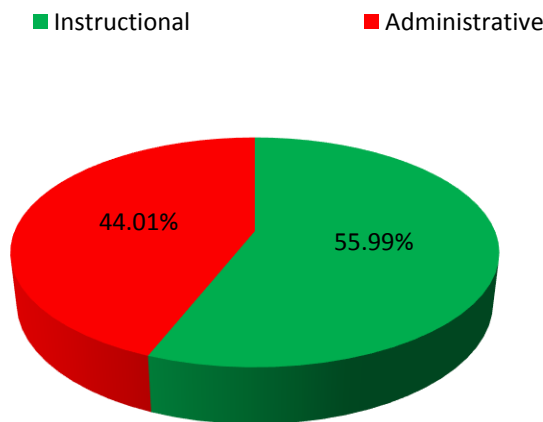
4.a.13 Provide 60% direct instructional support which includes non-administrative hours.

4.a.14- TMS Employee Wellness Survey Results

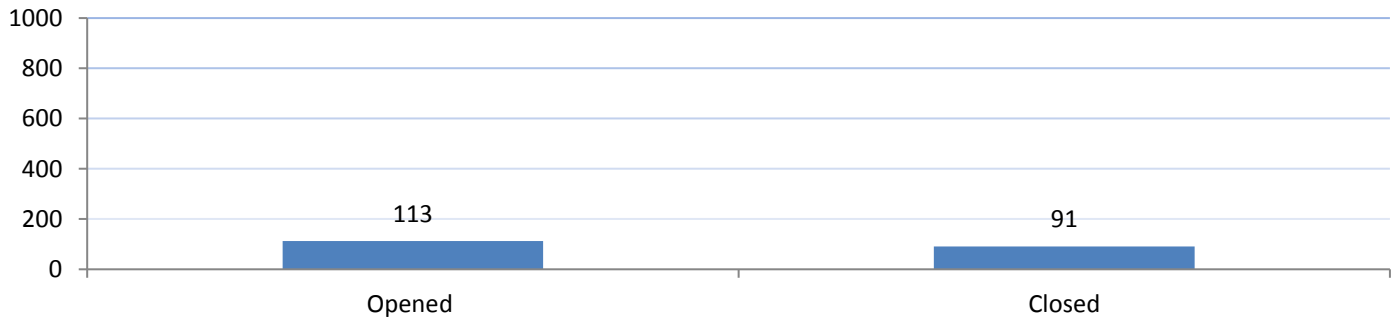| Level of Achievement	Level of Appreciation	Level of Skills and Resources	Level of Feeling Stress Free	Level of Passion	Overall Average
80%	80%	80%	80%	80%	80%

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.
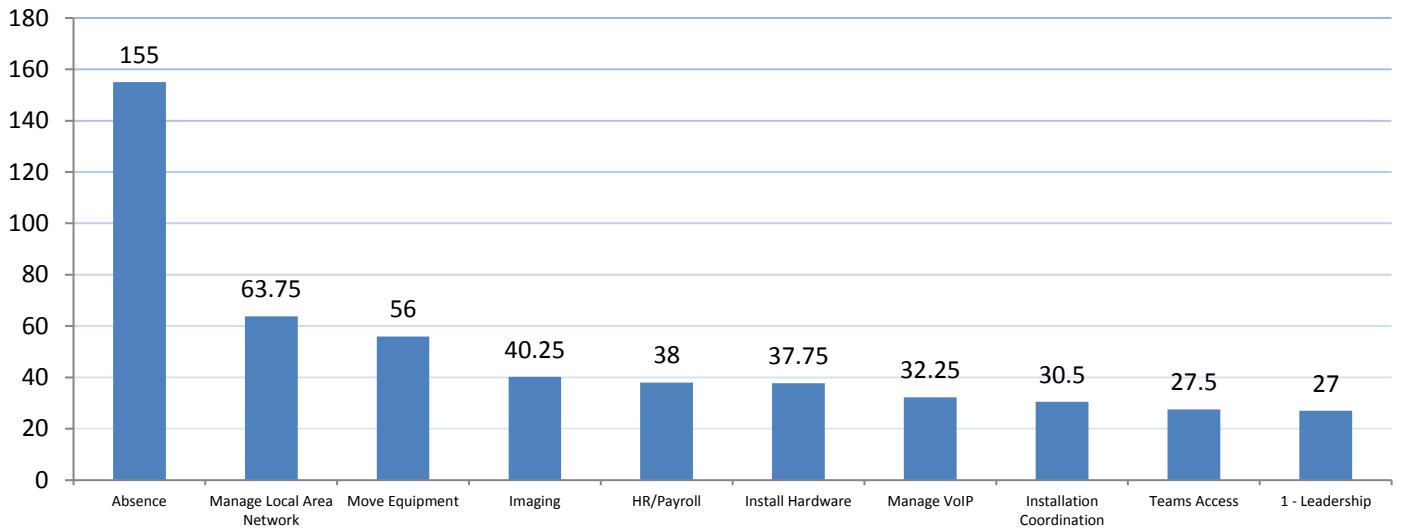
Top 10 Customers by Team by Hours

Tech Services

Customer	Hours
All District	219.25
DeeAnne Fagala	32
Kevin Billings	17
David Fluker	14.75
Ryan Dippel	9
Joseph Villalba	8
Gary Lannou	8
Kathy VanDerbeek	8
Brittney Moody	8
Linda Arthur	8

ManageOversight

Customer	Hours
Margie Grimes	45
All District	41
Randal O'Brien	25
Melissa Duarte	8
Joseph Villalba	6
Patricia Bing	5
Charlotte Pogue	5
Kathy Zeagler	5
Eloy Chapa	4
Mandey Corley	2.5

EducationalTech

Customer	Hours
Heather Patt	40
Melissa Duarte	21

Work Orders Opened/Closed

	Opened	Closed
	113	91

Hours for All Work Orders by Subtype

Subtype	Hours
Absence	155
Manage Local Area Network	63.75
Move Equipment	56
Imaging	40.25
HR/Payroll	38
Install Hardware	37.75
Manage VoIP	32.25
Installation Coordination	30.5
Teams Access	27.5
1 - Leadership	27

Average Days Aged for Instructional Work Orders by Subtype

Subtype	Average Days Aged
Warranty Repair	7.40
(blank)	6.66
Maintain Network Connectivity	4.08
Repair Hardware	3.29
Install Hardware	1.49
Repair Software	0.68
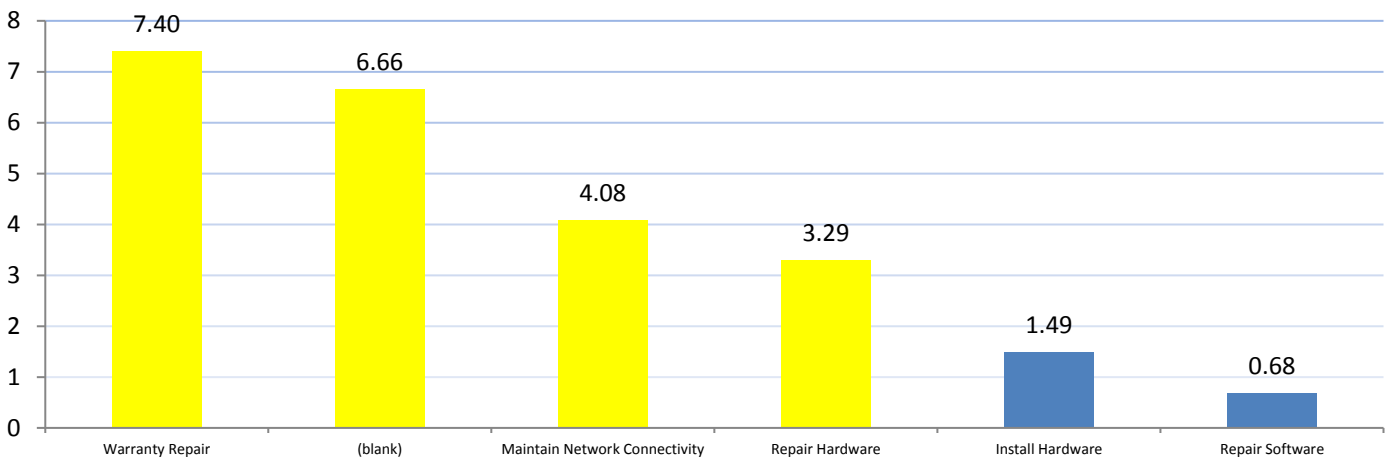
Average Days Aged for Administrative Work Orders by Subtype

Subtype	Average Days Aged
Install Hardware	4.35
Move Equipment	1.67
Repair Hardware	0.84
Repair Software	0.54
Install Software	0.36
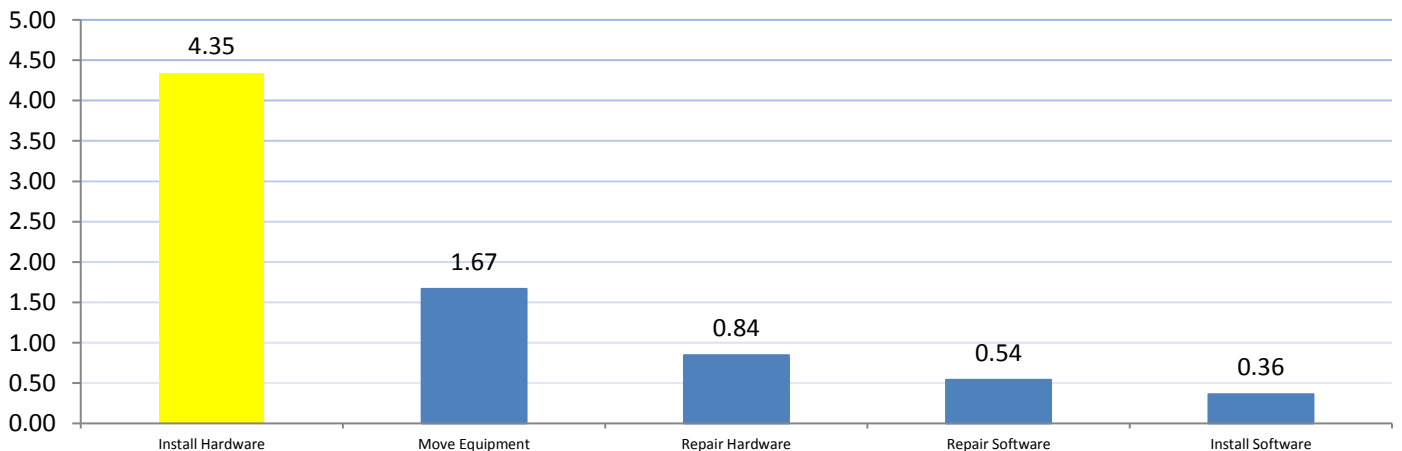
Administrative and Educational Classroom Training Effectiveness
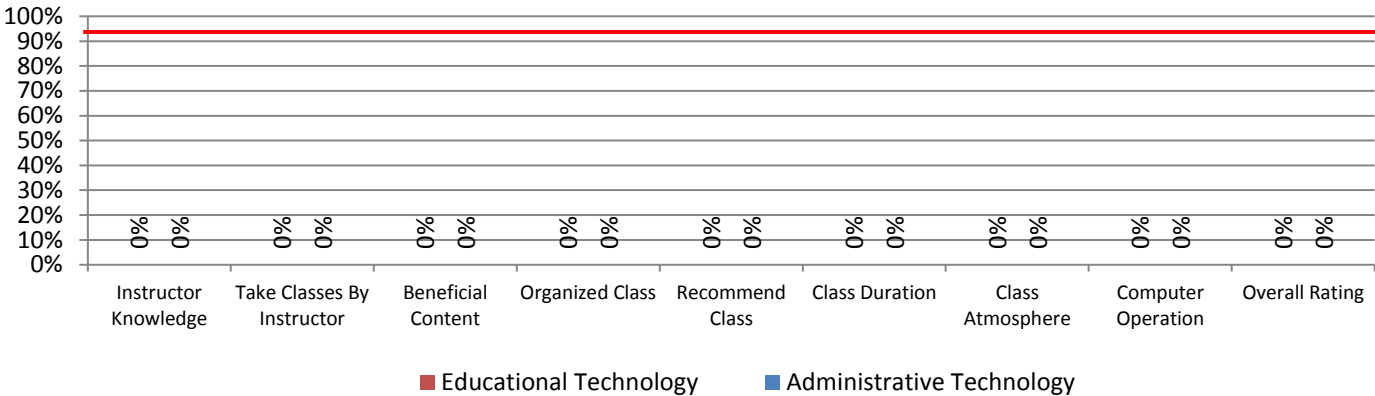
Chart showing categories: Instructor Knowledge, Take Classes By Instructor, Beneficial Content, Organized Class, Recommend Class, Class Duration, Class Atmosphere, Computer Operation, Overall Rating. All values 0%.

Legend: ■ Educational Technology ■ Administrative Technology

4.a.15 Provide 95% technology effectiveness results based on feedback surveys from trainings given.

Administrative Facilitated Training Effectiveness

Chart showing categories: Support Received, Take Additional Training, Beneficial Content, Organized Class, Recommend Class. All values 0%.
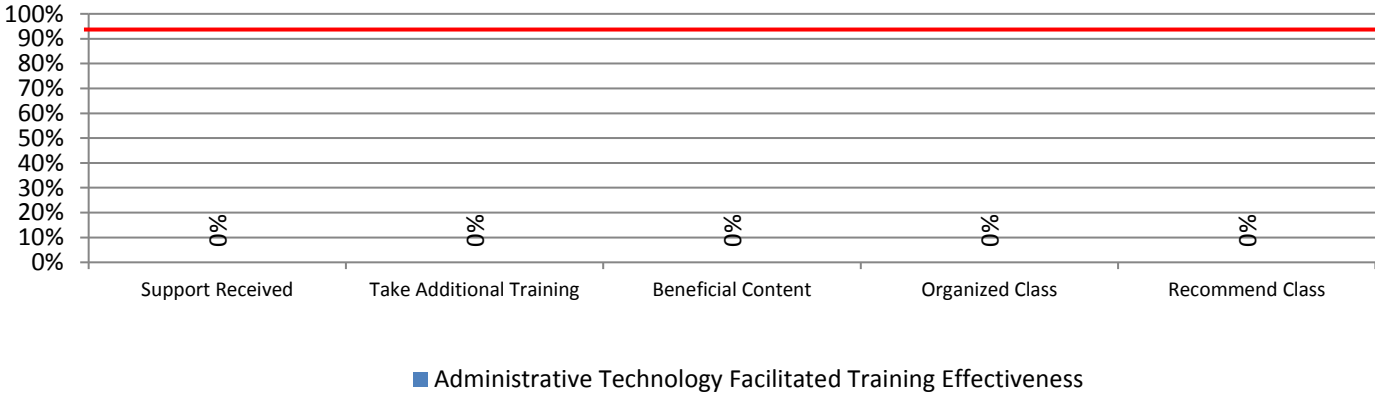
Legend: ■ Administrative Technology Facilitated Training Effectiveness

4.a.15 Provide 95% technology effectiveness results based on feedback surveys from trainings given.