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

Metric	Value
4.a.1-Overall Score (95%)	95%
4.a.2-Customer Satisfaction (95%)	100%
4.a.3-System Availability (99%)	100%
4.a.4-Computer Availability (99%)	99.97%
4.a.5-Peripheral Availability (99%)	99.99%
4.a.6-SLA Emergency (95%)	100%
4.a.7-SLA Critical (95%)	100%
4.a.8- SLA Instructional (95%)	57%
4.a.9-SLA Administrative (95%)	100%
4.a.10-Productivity (85%)	97%
4.a.11-Time Accountability (100%)	100%
4.a.12-Direct Support (70%)	100%
4.a.13-Instructional Time Allocation (60%)	100%
4.a.14-Wellness Survey Results (80%)	80%
4.a.15-Training Effectiveness (95%)	0%
4.a.16-Centralized Backups (95%)	99%

(Axis: 0%, 20%, 40%, 60%, 80%, 100%)

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

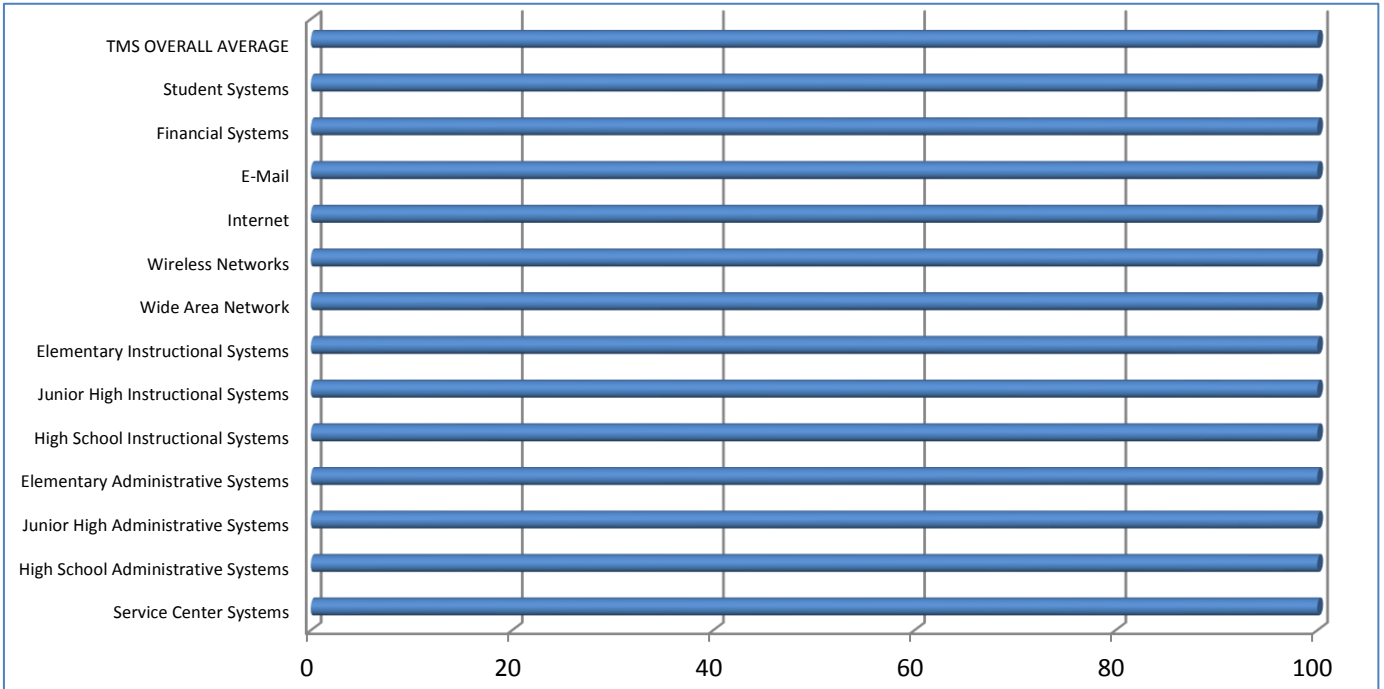**4.a.15** Provide 95% technology effectiveness results based on feedback surveys from trainings given.

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
0.59%

Needs Improvement
0.00%

Satisfied
0.00%

Very Satisfied
99.41%
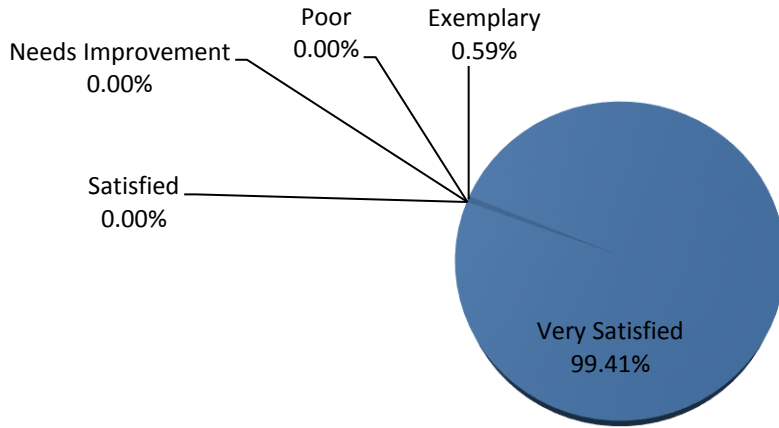
4.a.2 Achieve 95% customer satisfaction in all work performed based on customer feedback surveys from each customer after every work order is completed

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

System	
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

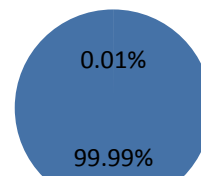# 4.a.4- Overall Computer Availability

■ Total Computer Uptime   ■ Computer Repair Time

0.03%

99.97%
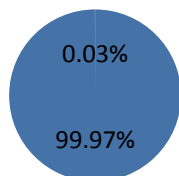
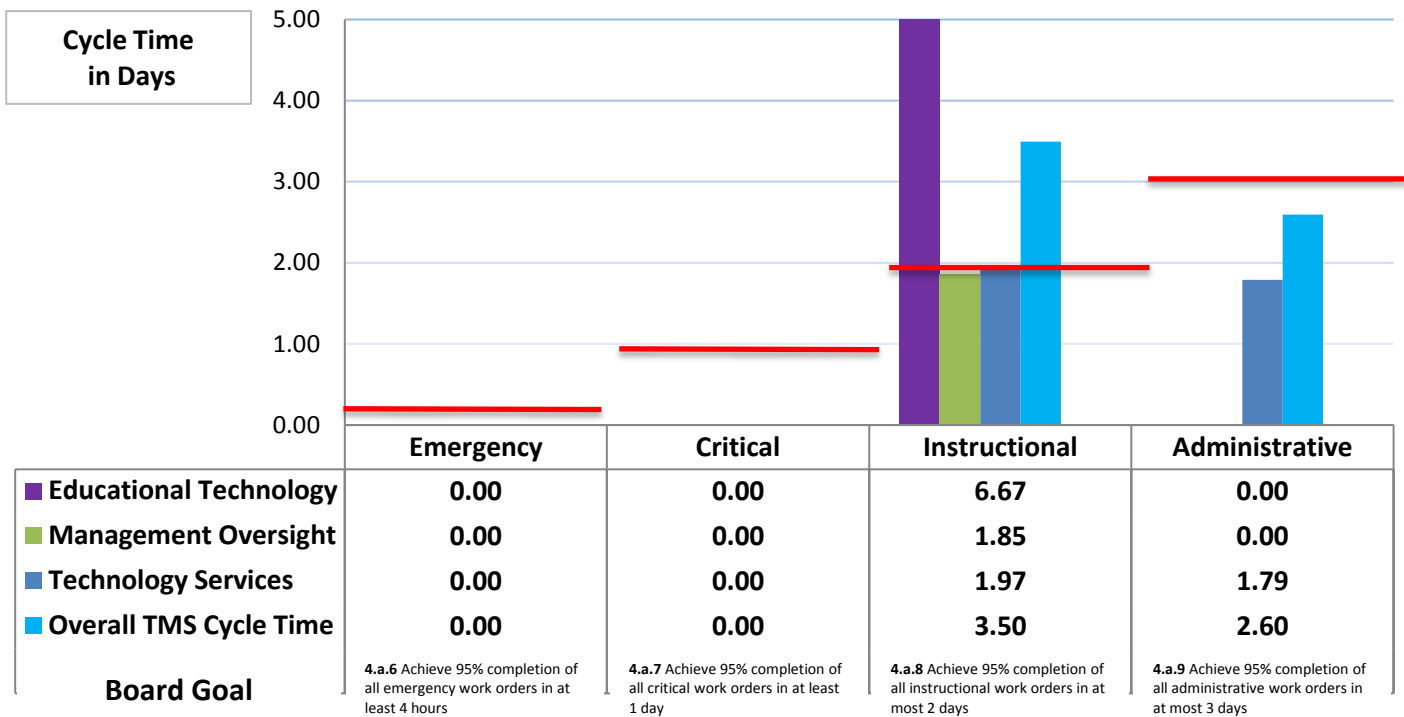**4.a.4** Achieve 99% in all computer availability

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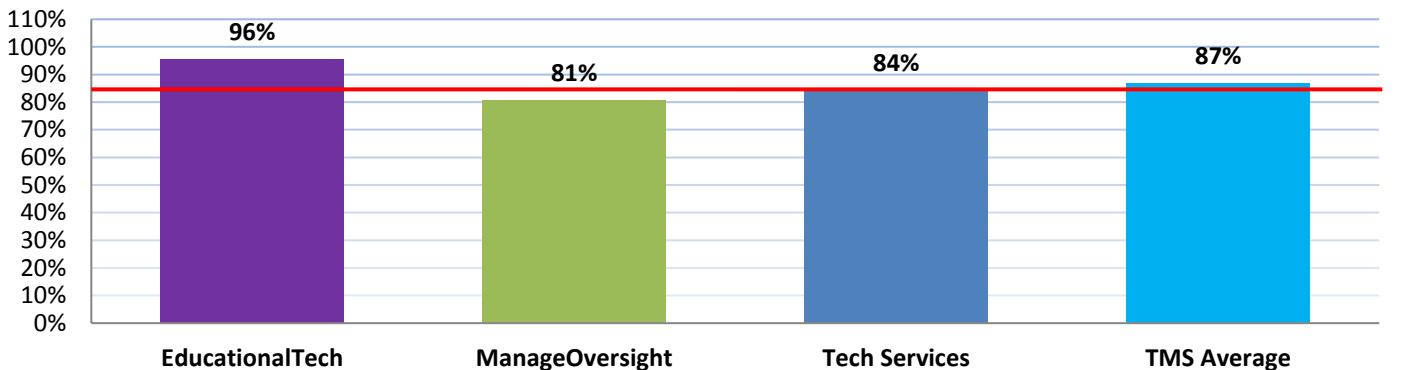
■ Total Peripheral Uptime   ■ Peripheral Repair Time

0.01%

99.99%

4.a.5 Achieve 99% in all peripheral availability
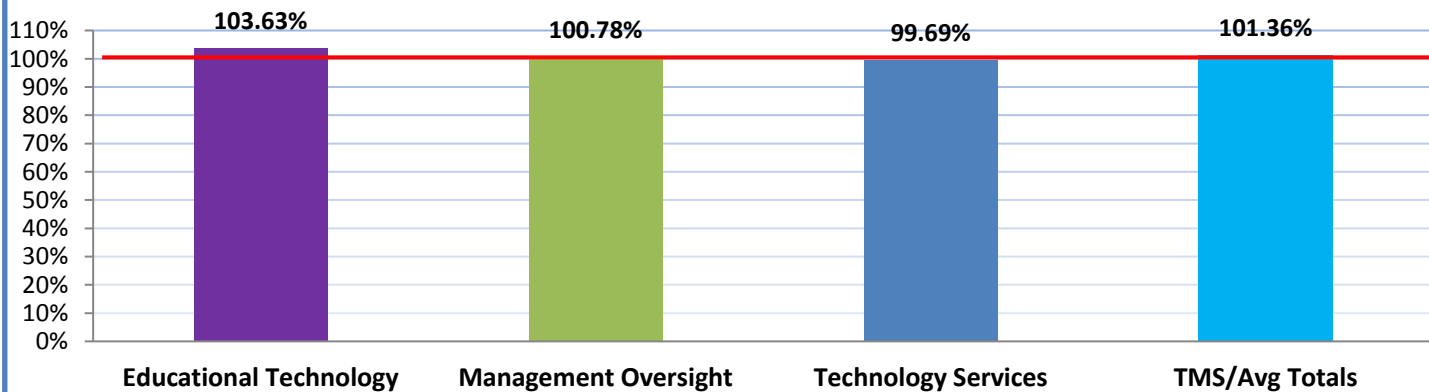
4.a.6-9- TMS Service Level Agreement (SLA) Cycle Time Results

Cycle Time in Days

	Emergency	Critical	Instructional	Administrative
Educational Technology	0.00	0.00	6.67	0.00
Management Oversight	0.00	0.00	1.85	0.00
Technology Services	0.00	0.00	1.97	1.79
Overall TMS Cycle Time	0.00	0.00	3.50	2.60
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: 96%
- ManageOversight: 81%
- Tech Services: 84%
- TMS Average: 87%

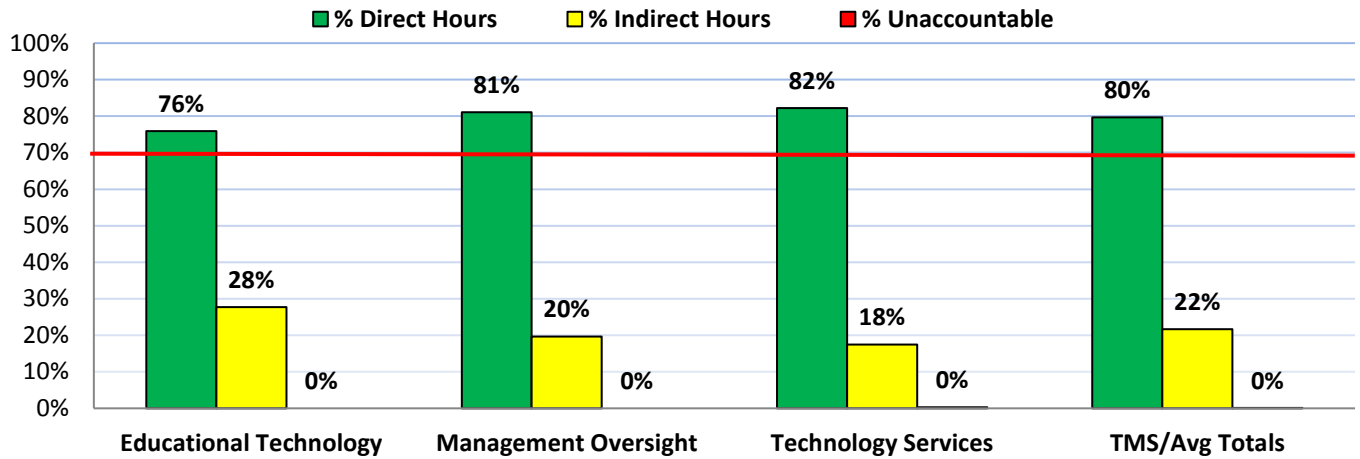**4.a.10** Provide 85% productive support to the customer which includes assigned job related tasks

4.a.11- TMS Time Accountability

- Educational Technology: 103.63%
- Management Oversight: 100.78%
- Technology Services: 99.69%
- TMS/Avg Totals: 101.36%

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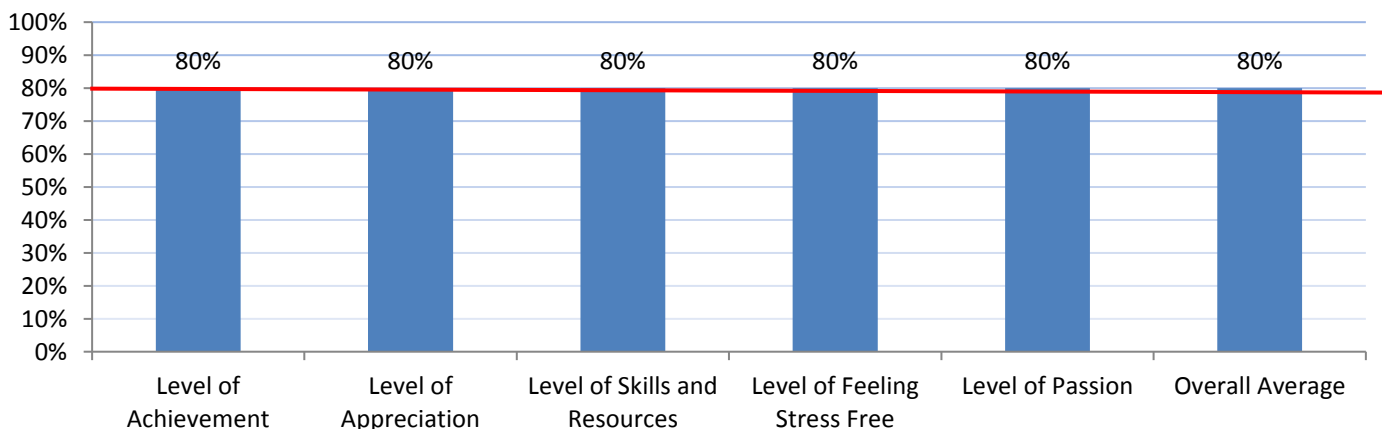
4.a.12- TMS Time Directly Supporting Customers

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

	Educational Technology	Management Oversight	Technology Services	TMS/Avg Totals
% Direct Hours	76%	81%	82%	80%
% Indirect Hours	28%	20%	18%	22%
% Unaccountable	0%	0%	0%	0%

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

- Administrative: 29.07%
- Instructional: 70.93%
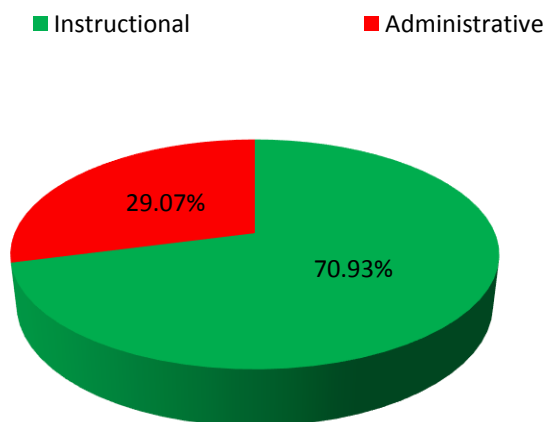
4.a.13 Provide 60% direct instructional support which includes non-administrative hours.

4.a.14- TMS Employee Wellness Survey Results

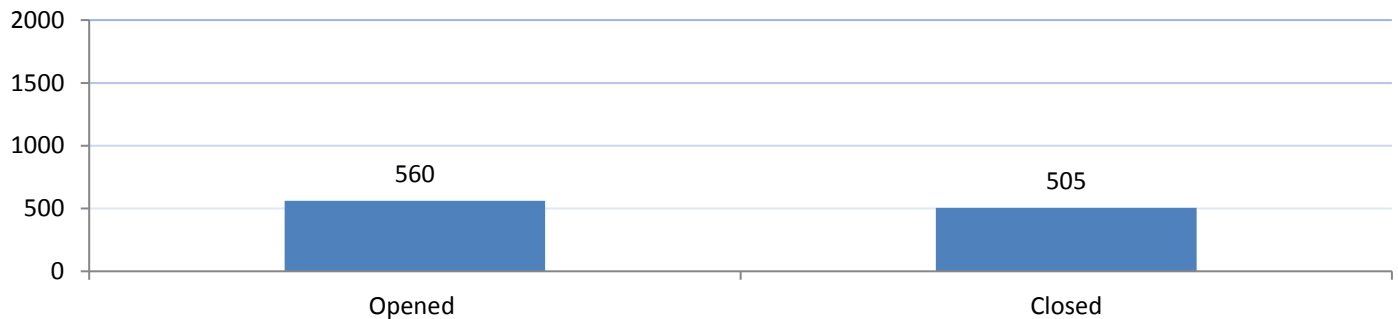| Level of Achievement	Level of Appreciation	Level of Skills and Resources	Level of Feeling Stress Free	Level of Passion	Overall Average
80%	80%	80%	80%	80%	80%

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.
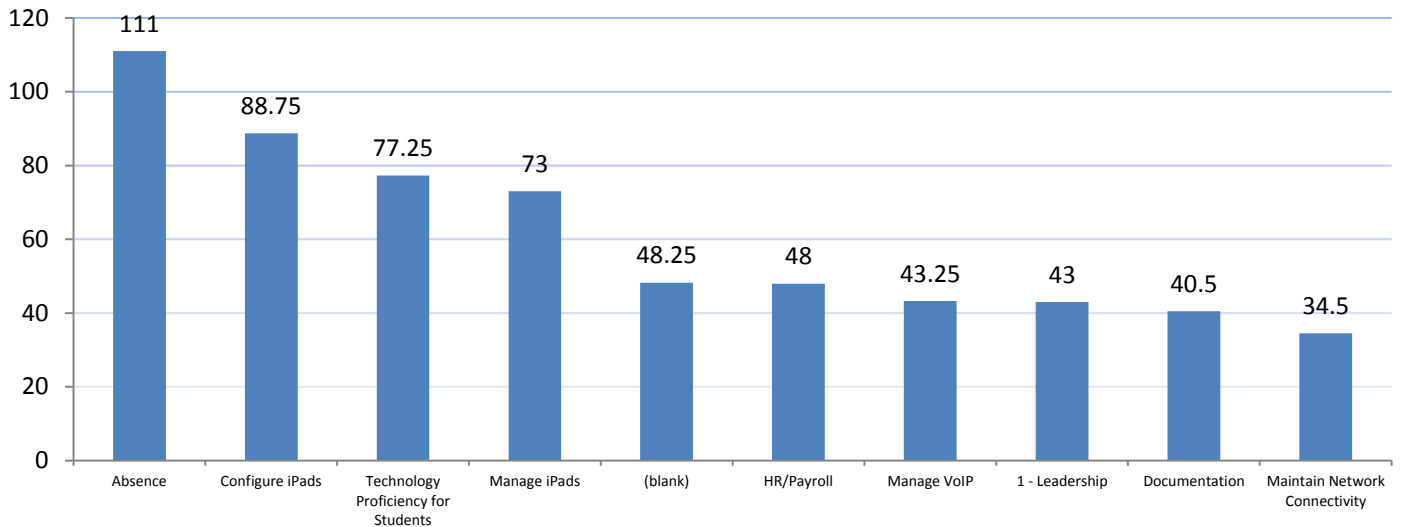
Top 10 Customers by Team by Hours

Tech Services

Customer	Hours
All District	238.75
Kevin Billings	69
Ryan Dippel	19
Daniel Leija	16.15
Zach Recer	13.75
Rose Lueders	13.5
Hilda Roux	13.25
Tanya Marcrum	11
Shelley Hutchison	10.5
Daniel Hoard	8
Gary Lannou	8

ManageOversight

Customer	Hours
All District	61.25
Margie Grimes	60
Melissa Duarte	33
Kayla Brady	24
Randal O'Brien	23
Eloy Chapa	18
Joseph Villalba	13.5
Charlotte Pogue	8
Kathy Zeagler	8
Christi Leath	4.5

EducationalTech

Customer	Hours
Melissa Duarte	21.5
All District	19.5
Erica Navejar	18.5
Kevin Foxworth	16.5
Heather Patt	15.5
Susan Jackson	14
Bruce Davis	13.5
Gary Guy	8
Christi Leath	7.5
Greg Lynd	7

Work Orders Opened/Closed

	Opened	Closed
Count	560	505

Hours for All Work Orders by Subtype

Subtype	Hours
Absence	111
Configure iPads	88.75
Technology Proficiency for Students	77.25
Manage iPads	73
(blank)	48.25
HR/Payroll	48
Manage VoIP	43.25
1 - Leadership	43
Documentation	40.5
Maintain Network Connectivity	34.5

Average Days Aged for Instructional Work Orders by Subtype

Subtype	Average Days Aged
Repair Hardware	2.33
Repair Software	1.88
Manage VoIP	1.57
Move Equipment	0.96
Repair Peripherals	0.94
Manage Phone Cabling	0.08
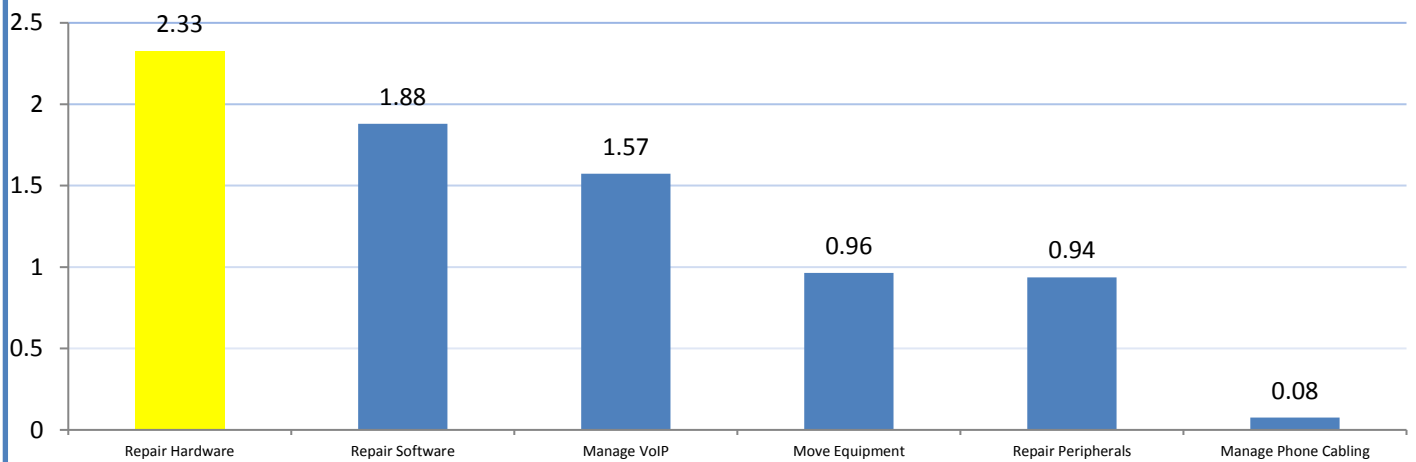
Average Days Aged for Administrative Work Orders by Subtype

Subtype	Average Days Aged
Manage Local Area Network	11.92
Manage Phones	5.00
Repair Hardware	3.73
Absence	3.00
Maintain Network Connectivity	2.60
Repair Software	2.14
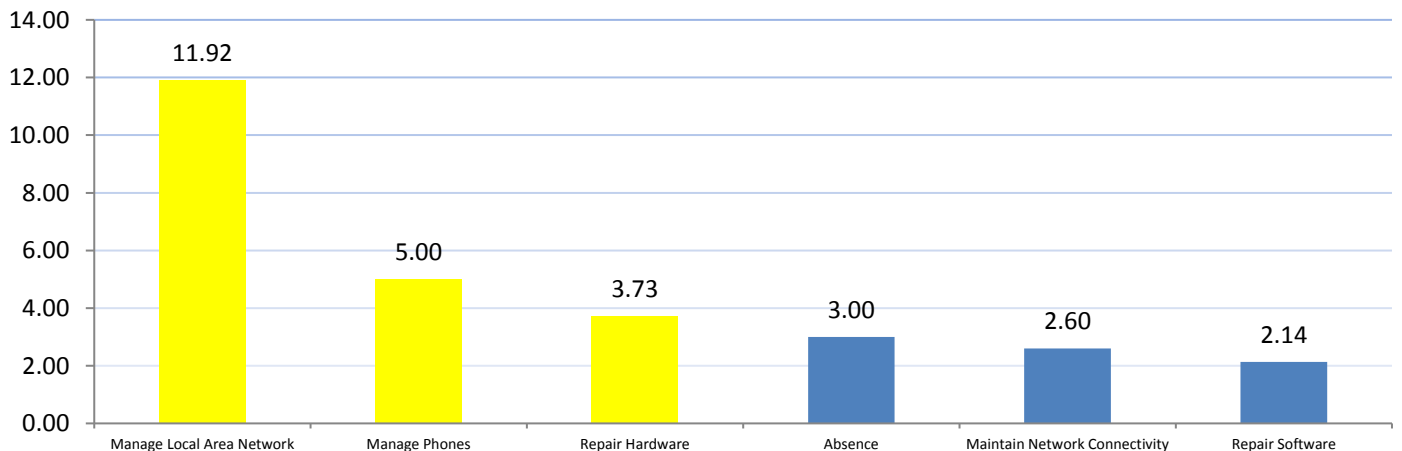
Administrative and Educational Classroom Training Effectiveness
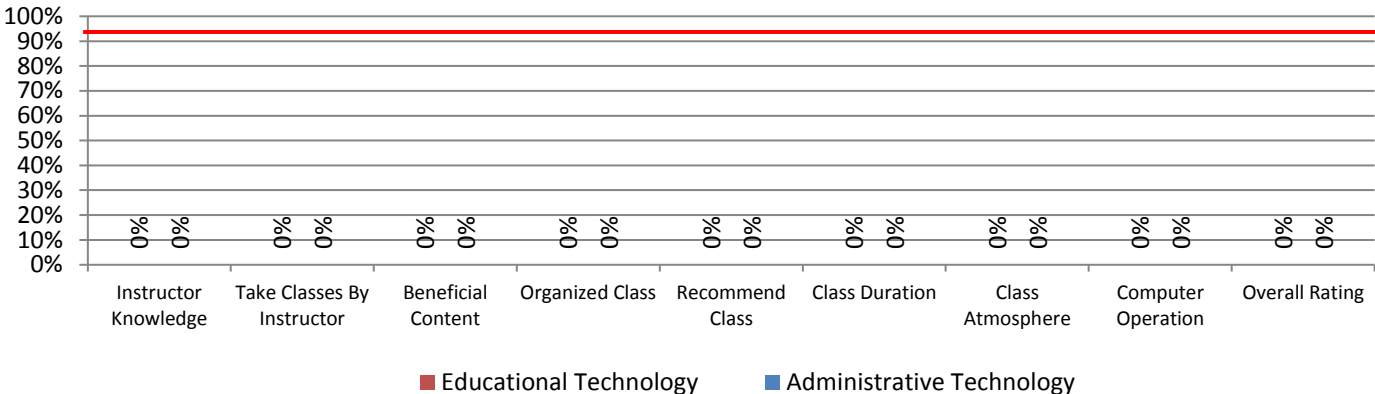
Chart categories (left to right): Instructor Knowledge, Take Classes By Instructor, Beneficial Content, Organized Class, Recommend Class, Class Duration, Class Atmosphere, Computer Operation, Overall Rating — each showing 0% and 0% (Educational Technology, Administrative Technology)

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 categories (left to right): Support Received, Take Additional Training, Beneficial Content, Organized Class, Recommend Class — each showing 0%
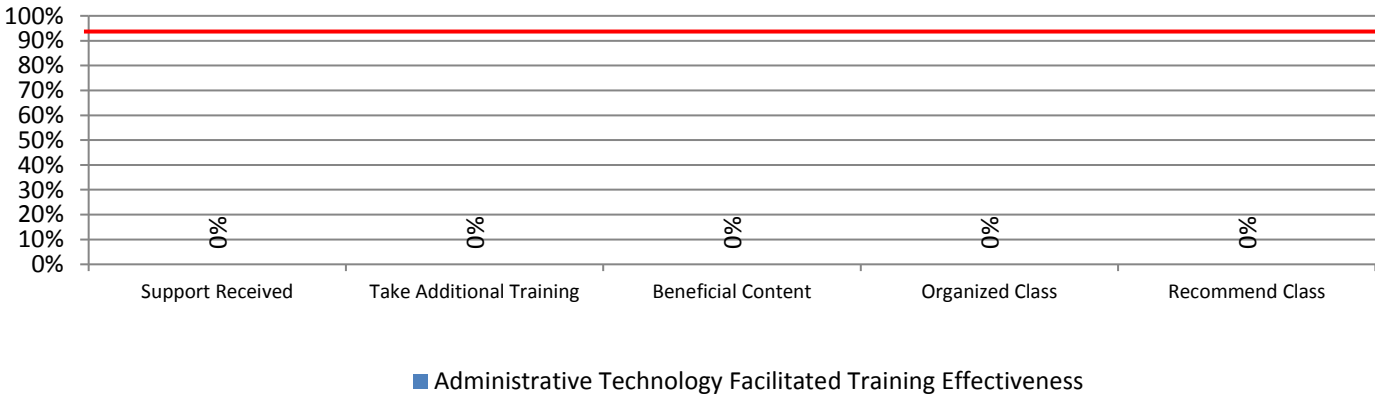
Legend: ■ Administrative Technology Facilitated Training Effectiveness

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