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

Metric	Value
4.a.1-Overall Score (95%)	97%
4.a.2-Customer Satisfaction (95%)	100%
4.a.3-System Availability (99%)	100%
4.a.4-Computer Availability (99%)	99%
4.a.5-Peripheral Availability (99%)	100%
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%)	86%
4.a.11-Time Accountability (100%)	99%
4.a.12-Direct Support (70%)	94%
4.a.13-Instructional Time Allocation (60%)	100%
4.a.14-Wellness Survey Results (80%)	84%
4.a.15-Training Effectiveness (95%)	0%
4.a.16-Centralized Backups (95%)	100%

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
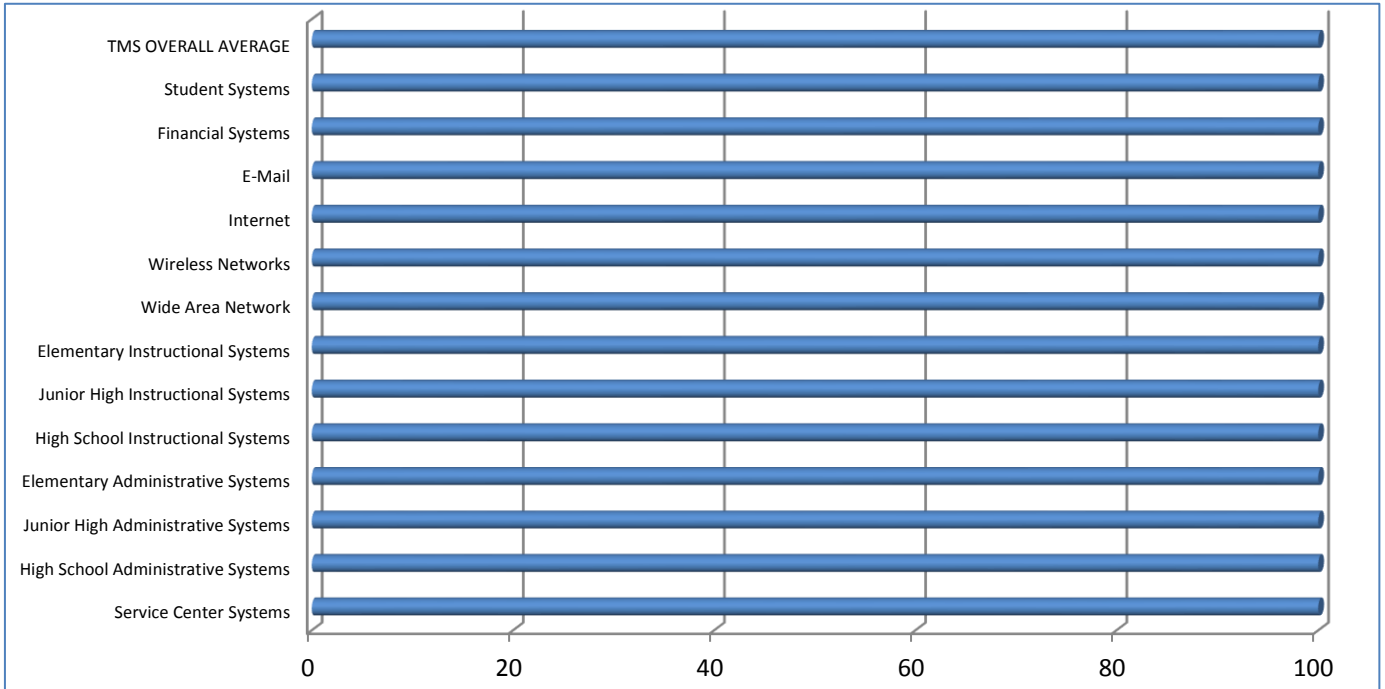**4.a.15** Provide 95% technology effectiveness results based on feedback surveys from trainings given.
4.a.16 Achieve 95% centralized network backup success in all files stored on the district network.

4.a.2- TMS Average Customer Satisfaction

Needs Improvement
0.00%

Poor
0.00%

Exemplary
0.00%

Satisfied
0.00%

Very Satisfied
100.00%
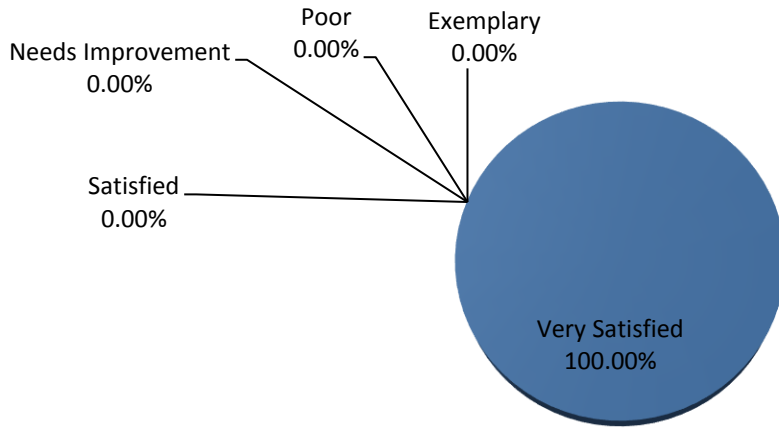
4.a.2 Achieve 95% customer satisfaction in all work performed based on customer feedback surveys from each customer after every work order is completed

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

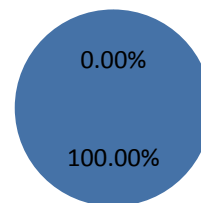# 4.a.4- Overall Computer Availability

■ Total Computer Uptime   ■ Computer Repair Time

0.01%

99.99%
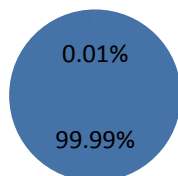
4.a.4 Achieve 99% in all computer availability
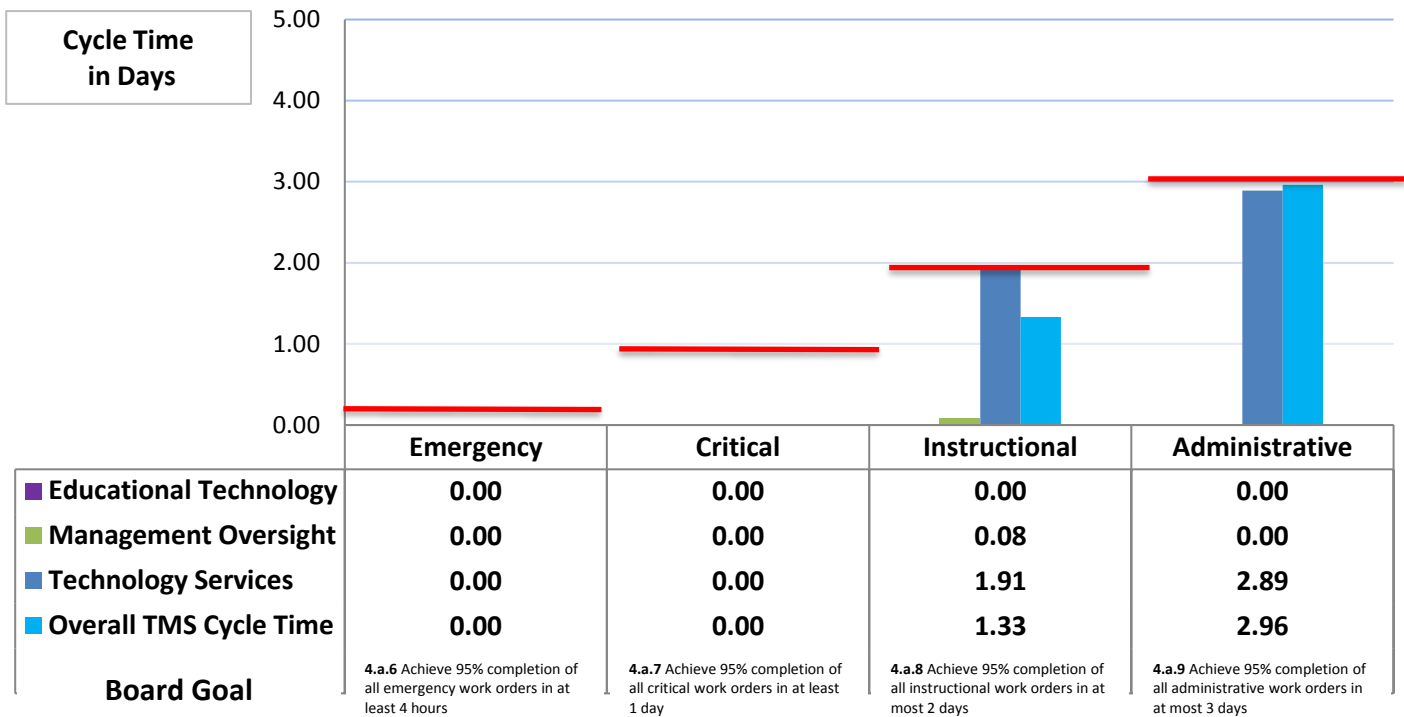
4.a.5- Overall Peripheral Availability
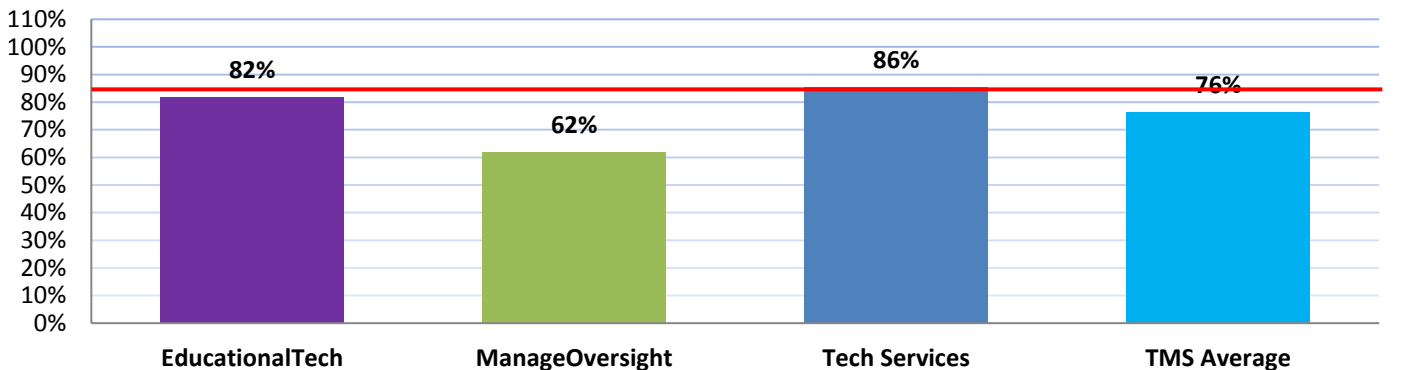
■ Total Peripheral Uptime   ■ Peripheral Repair Time

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	0.08	0.00
Technology Services	0.00	0.00	1.91	2.89
Overall TMS Cycle Time	0.00	0.00	1.33	2.96
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 82%
ManageOversight 62%
Tech Services 86%
TMS Average 76%

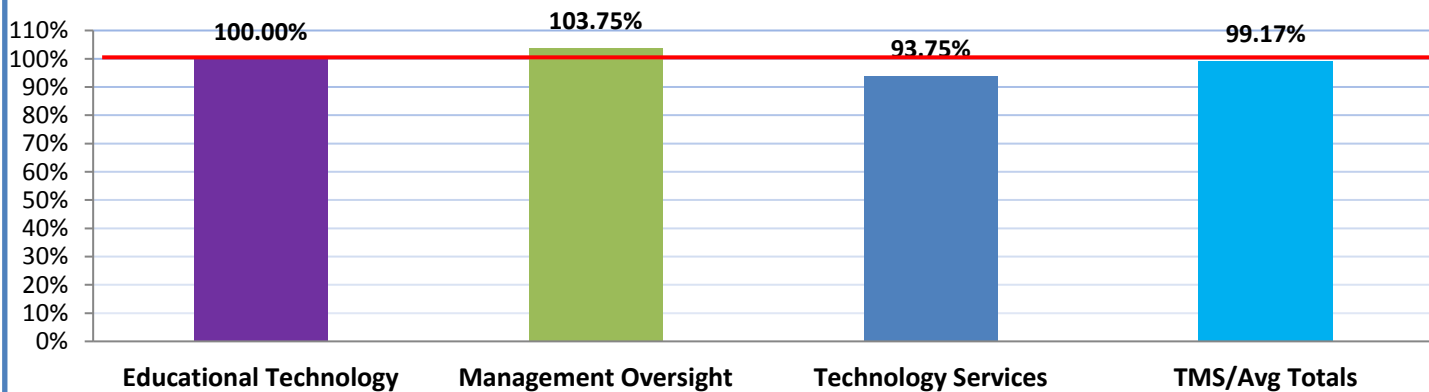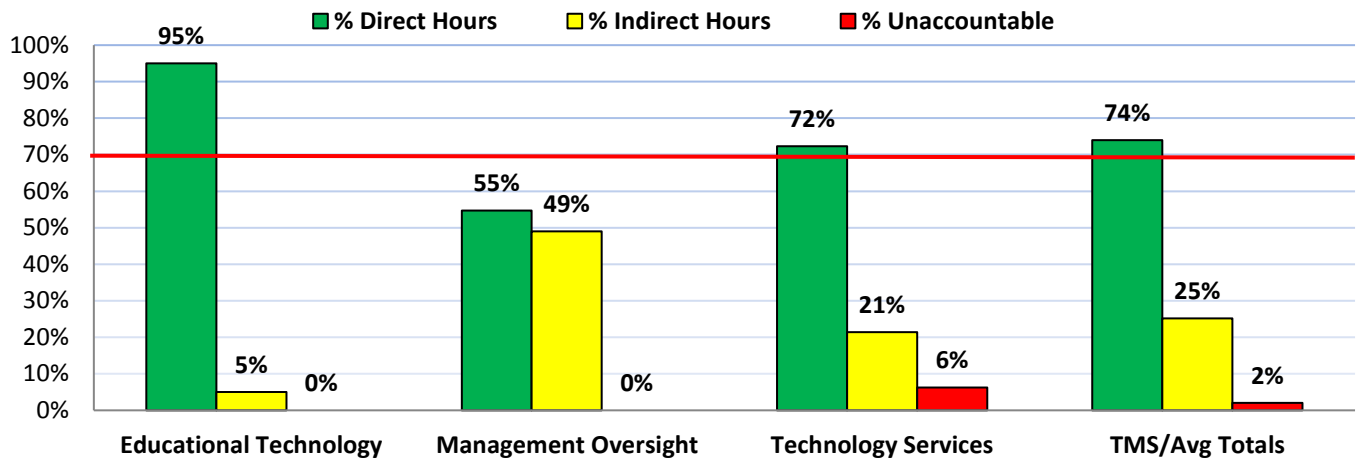**4.a.10** Provide 85% productive support to the customer which includes assigned job related tasks

4.a.11- TMS Time Accountability

Educational Technology 100.00%
Management Oversight 103.75%
Technology Services 93.75%
TMS/Avg Totals 99.17%

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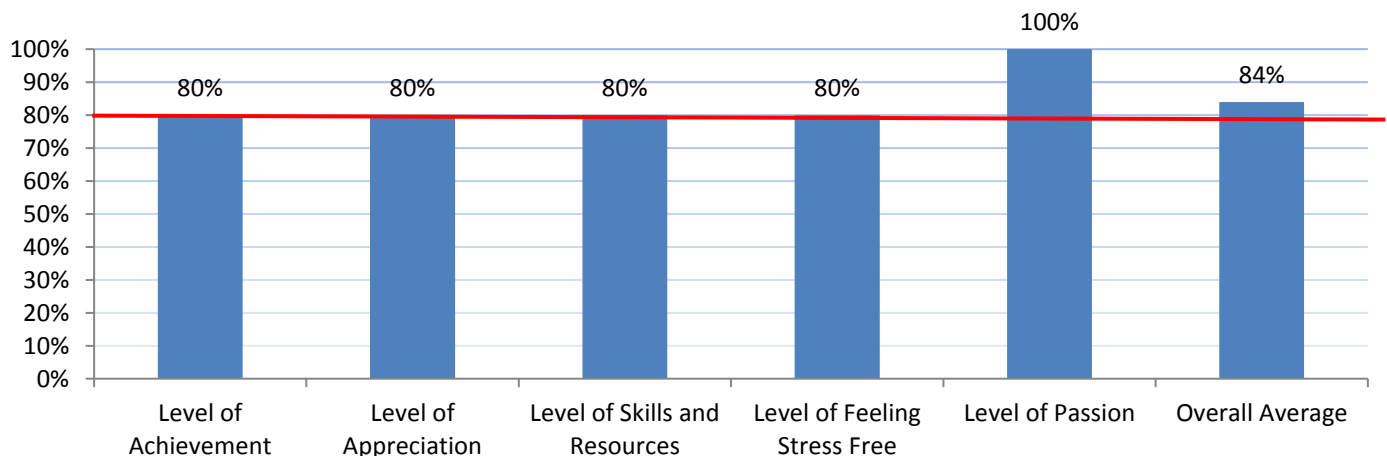
4.a.12- TMS Time Directly Supporting Customers

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

Category	% Direct Hours	% Indirect Hours	% Unaccountable
Educational Technology	95%	5%	0%
Management Oversight	55%	49%	0%
Technology Services	72%	21%	6%
TMS/Avg Totals	74%	25%	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

Administrative: 32.12%
Instructional: 67.88%
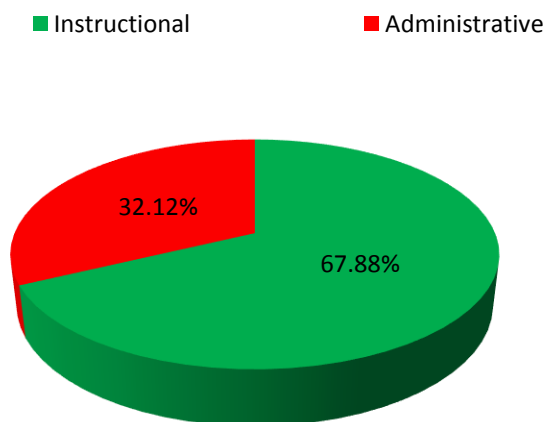
4.a.13 Provide 60% direct instructional support which includes non-administrative hours.

4.a.14- TMS Employee Wellness Survey Results

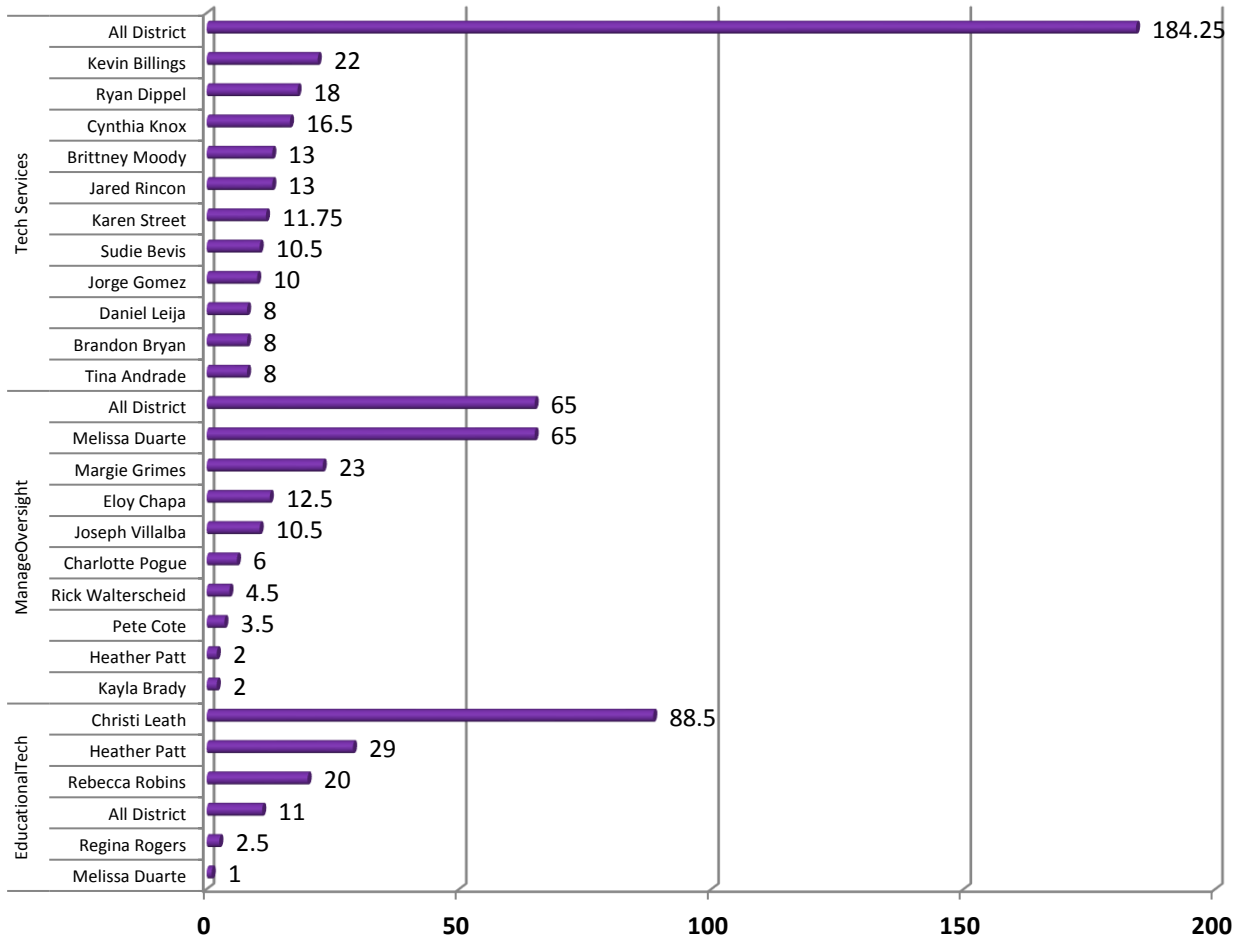| Category	Value
Level of Achievement	80%
Level of Appreciation	80%
Level of Skills and Resources	80%
Level of Feeling Stress Free	80%
Level of Passion	100%
Overall Average	84%

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.
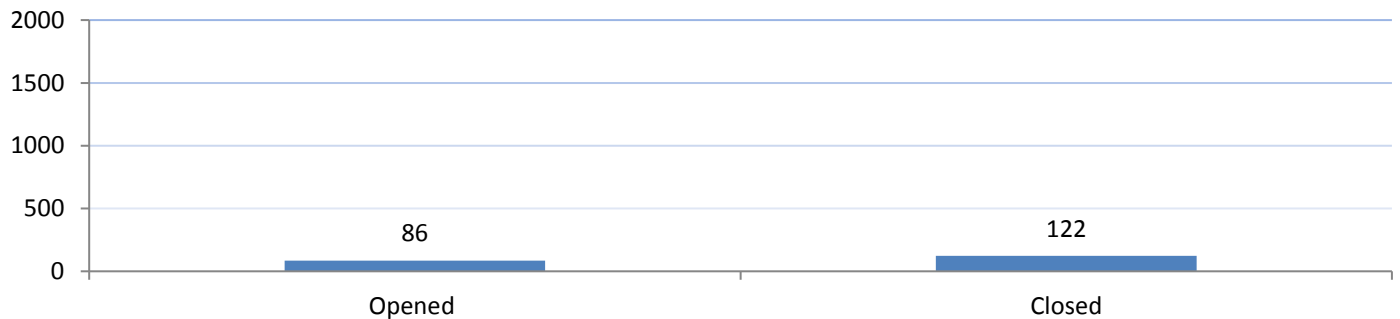
Top 10 Customers by Team by Hours

Tech Services

Customer	Hours
All District	184.25
Kevin Billings	22
Ryan Dippel	18
Cynthia Knox	16.5
Brittney Moody	13
Jared Rincon	13
Karen Street	11.75
Sudie Bevis	10.5
Jorge Gomez	10
Daniel Leija	8
Brandon Bryan	8
Tina Andrade	8

ManageOversight

Customer	Hours
All District	65
Melissa Duarte	65
Margie Grimes	23
Eloy Chapa	12.5
Joseph Villalba	10.5
Charlotte Pogue	6
Rick Walterscheid	4.5
Pete Cote	3.5
Heather Patt	2
Kayla Brady	2

EducationalTech

Customer	Hours
Christi Leath	88.5
Heather Patt	29
Rebecca Robins	20
All District	11
Regina Rogers	2.5
Melissa Duarte	1

Work Orders Opened/Closed

	Count
Opened	86
Closed	122

Hours for All Work Orders by Subtype

Subtype	Hours
Absence	108
Technology Proficiency for Students	77.5
Imaging	53.75
Support	52
Vacation	45.25
Manage Local Area Network	45
Move Equipment	44
TEAMS Access	41
Manage Phone Cabling	35.5
Preventative Maintenance	35.25
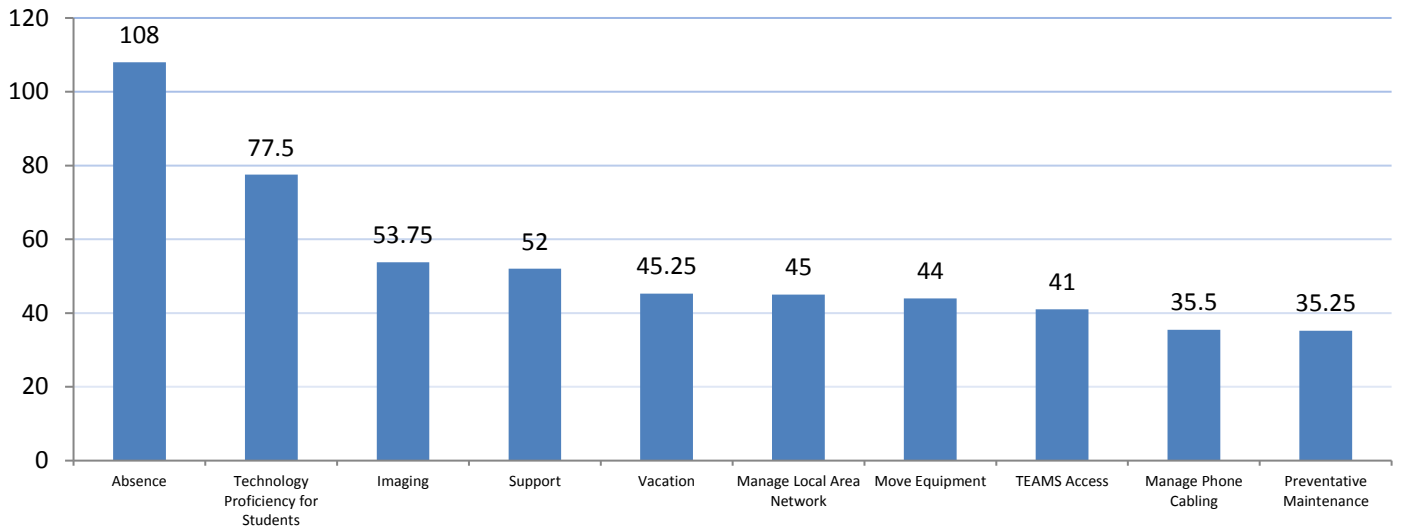
Average Days Aged for Instructional Work Orders by Subtype

Subtype	Average Days Aged
Repair Printers	1.33
Repair Software	1.13
Manage VoIP	0.90
Manage Extensions	0.79
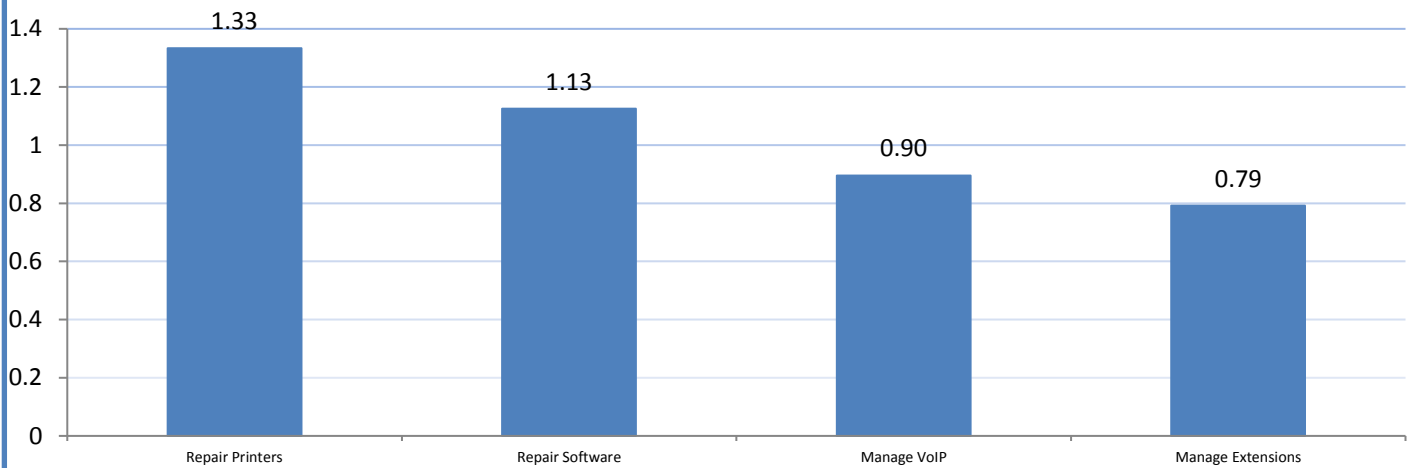
Average Days Aged for Administrative Work Orders by Subtype

Subtype	Average Days Aged
Manage VoIP	6.75
Repair Software	2.67
Install Wiring	1.00
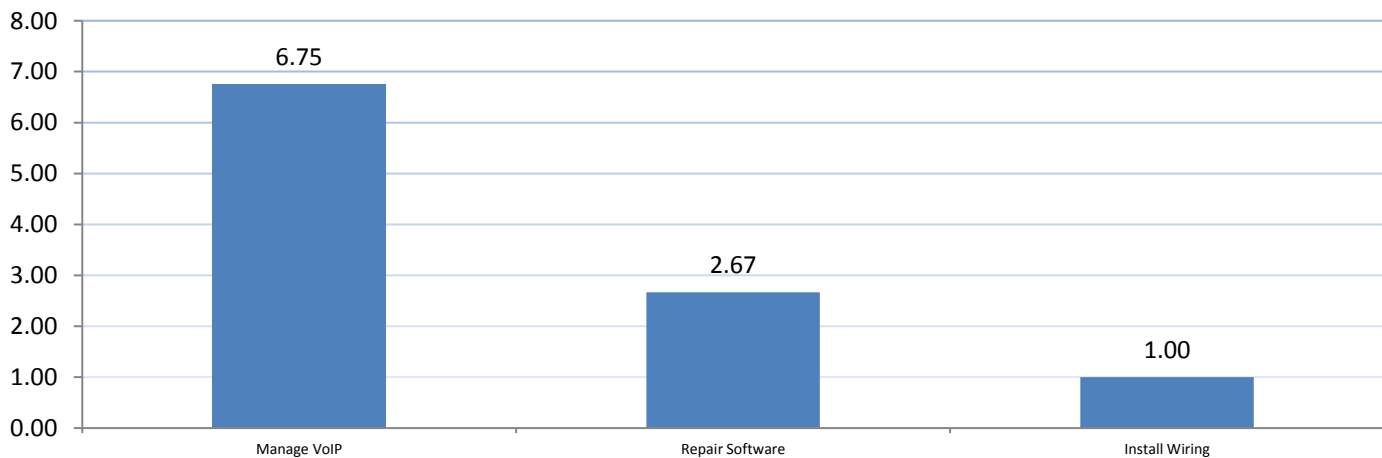
Administrative and Educational Classroom Training Effectiveness
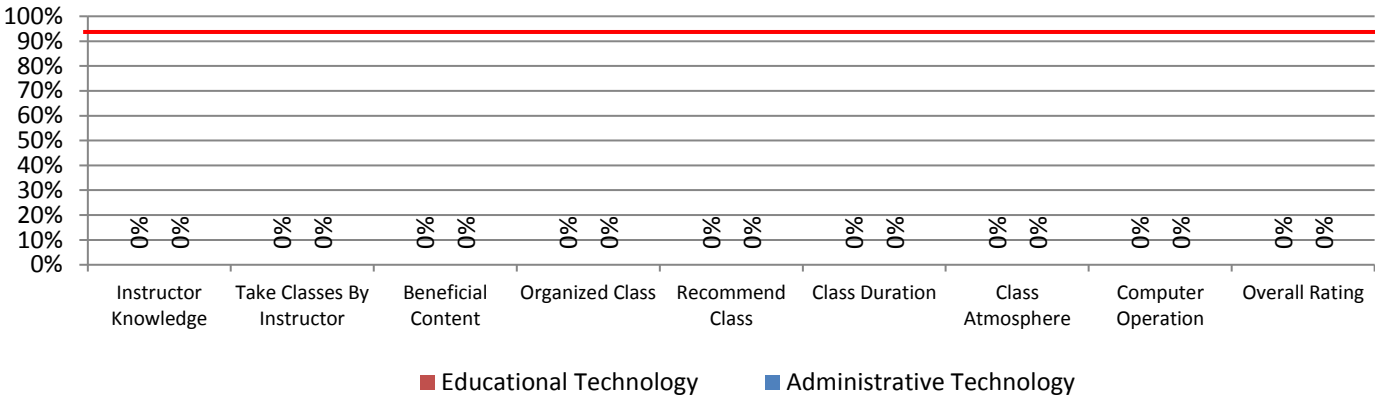
Instructor Knowledge: 0% 0%
Take Classes By Instructor: 0% 0%
Beneficial Content: 0% 0%
Organized Class: 0% 0%
Recommend Class: 0% 0%
Class Duration: 0% 0%
Class Atmosphere: 0% 0%
Computer Operation: 0% 0%
Overall Rating: 0% 0%

■ Educational Technology   ■ Administrative Technology

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

Administrative Facilitated Training Effectiveness

Support Received: 0%
Take Additional Training: 0%
Beneficial Content: 0%
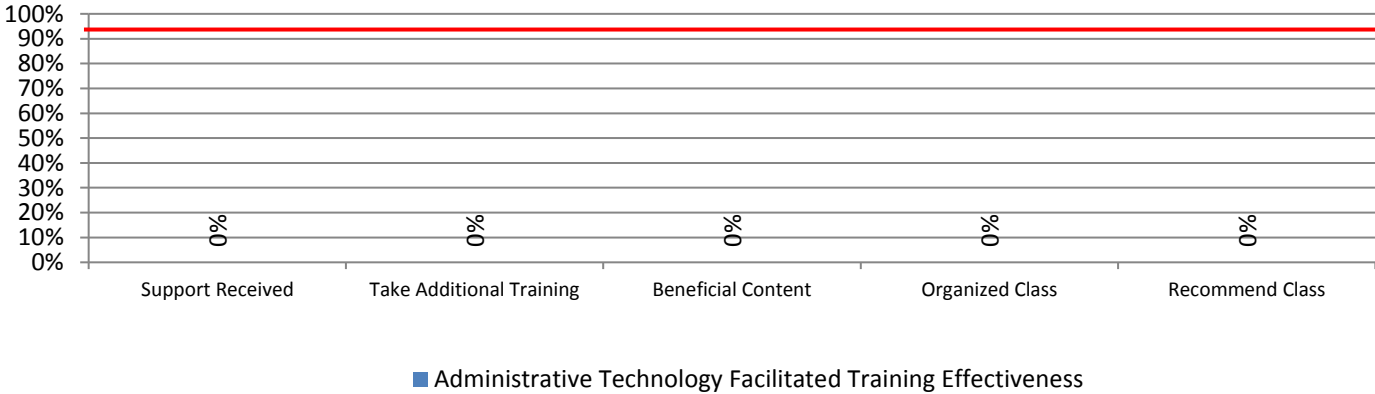Organized Class: 0%
Recommend Class: 0%

■ Administrative Technology Facilitated Training Effectiveness

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