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%)	**99.31%**
4.a.4-Computer Availability (99%)	**99.91%**
4.a.5-Peripheral Availability (99%)	**99.89%**
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%)	**100%**
4.a.11-Time Accountability (100%)	**100%**
4.a.12-Direct Support (70%)	**85%**
4.a.13-Instructional Time Allocation (60%)	**93%**
4.a.14-Wellness Survey Results (80%)	**90%**
4.a.15-Training Effectiveness (95%)	**98%**
4.a.16-Centralized Backups (95%)	**96%**

0%   20%   40%   60%   80%   100%   120%

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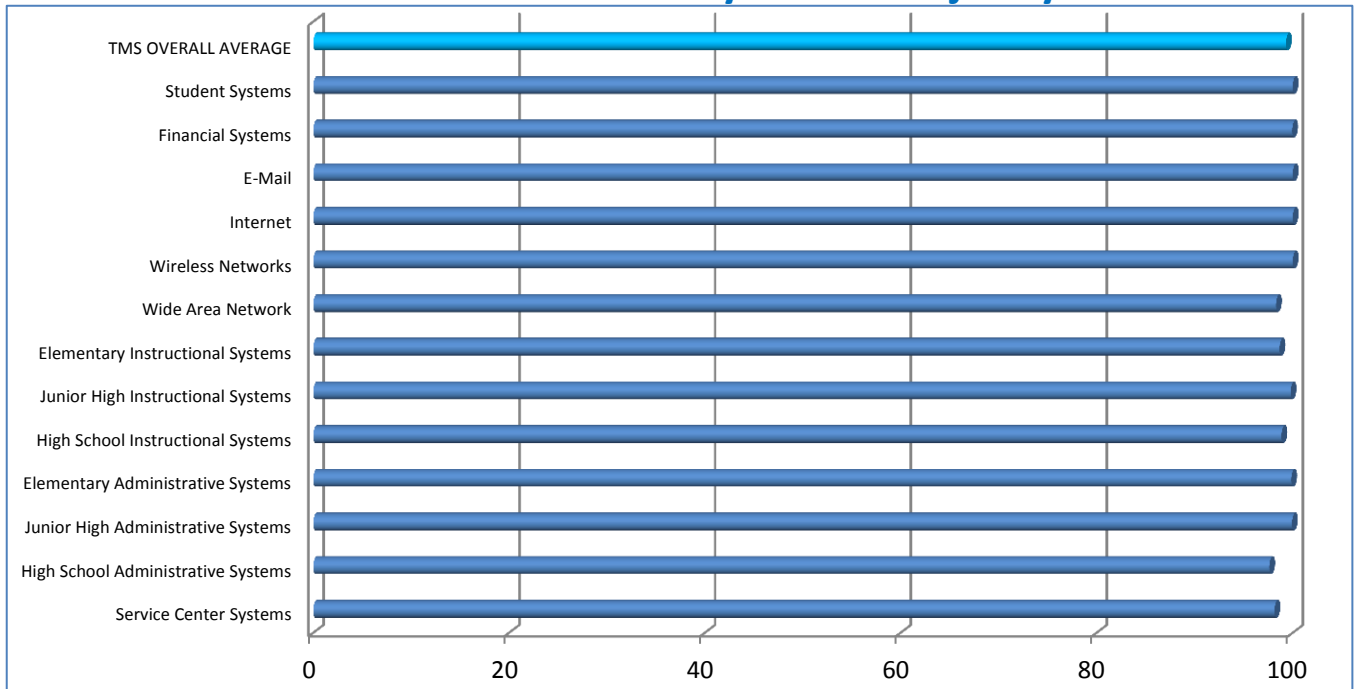
4.a.16 Achieve 95% centralized network backup success in all files stored on the district network.

4.a.2- TMS Average Customer Satisfaction

Poor
0.00%

Excellent
2.76%

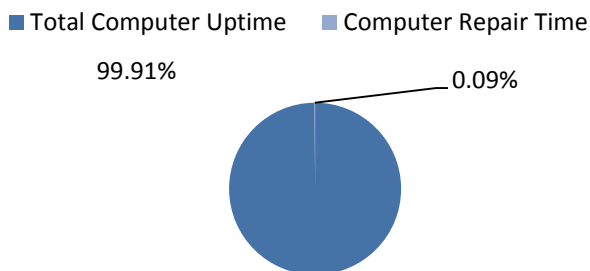Needs Improvement
0.05%

Satisfied
0.01%

Very Satisfied
97.18%
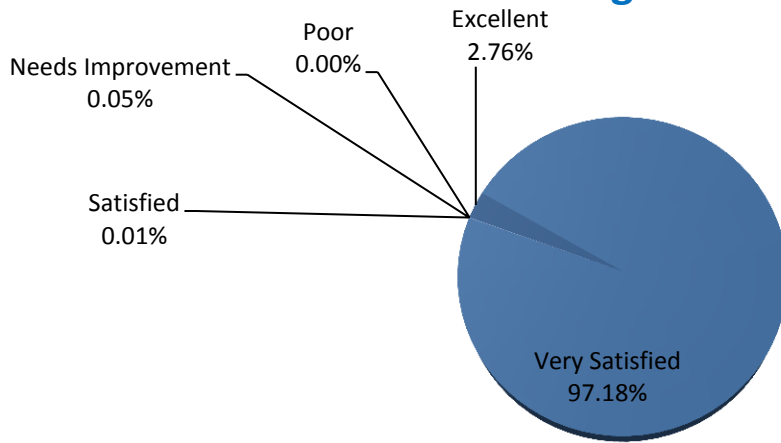
4.a.2 Achieve 95% customer satisfaction in all work performed based on customer feedback surveys from each customer after every work order is completed

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

99.91%   0.09%

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

4.a.5- Overall Peripheral Availability

■ Total Peripheral Uptime ■ Peripheral Repair Time

99.89%   0.11%
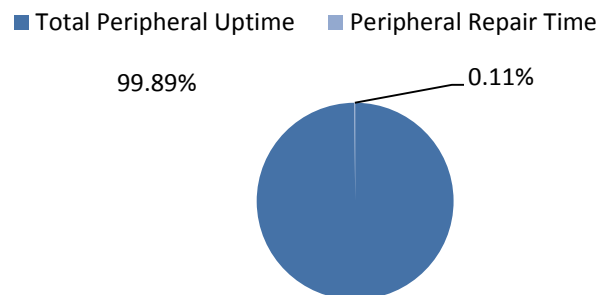
4.a.5 Achieve 99% in all peripheral availability

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	2.42	1.53
■ Management Oversight	0.00	0.00	0.90	1.58
■ Technology Services	0.00	1.00	2.09	3.05
■ Overall TMS Cycle Time	0.00	0.00	1.80	2.05
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 least 3 days	**4.a.9** Achieve 95% completion of all administrative work orders in at least 4 days

4.a.10- TMS Productivity

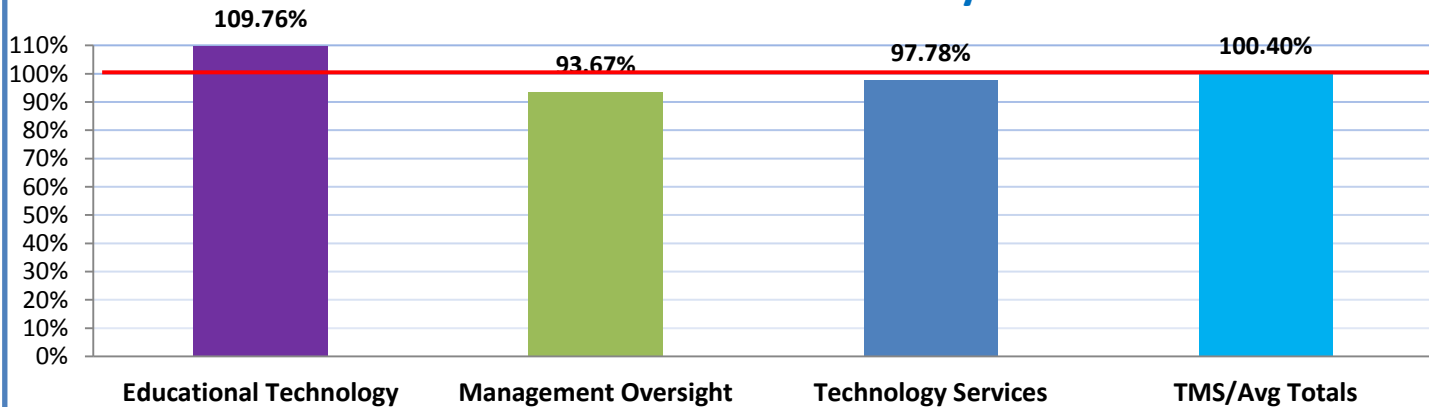- EducationalTech: 108%
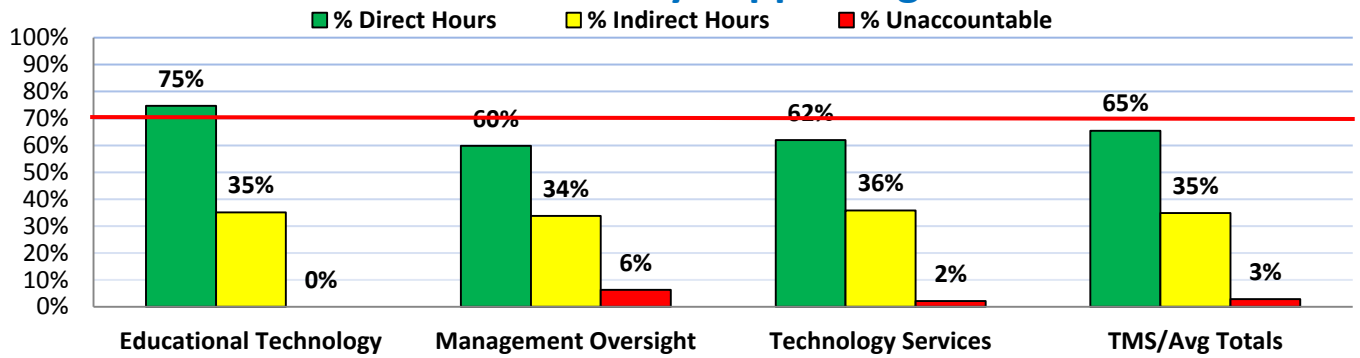- ManageOversight: 89%
- Tech Services: 91%
- TMS Average: 96%

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

4.a.11- TMS Time Accountability

- Educational Technology: 109.76%
- Management Oversight: 93.67%
- Technology Services: 97.78%
- TMS/Avg Totals: 100.40%

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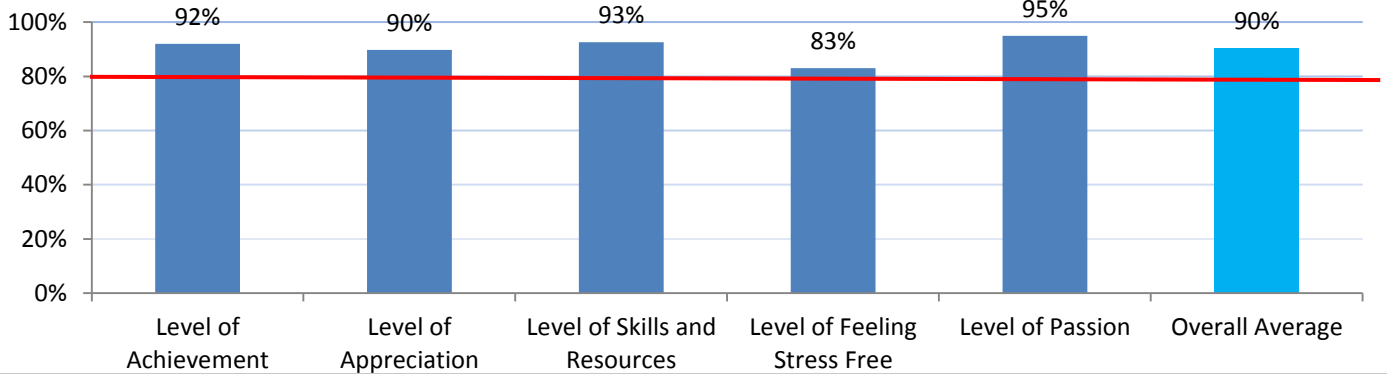
4.a.12- TMS Time Directly Supporting Customers

■ % Direct Hours □ % Indirect Hours ■ % Unaccountable

	Educational Technology	Management Oversight	Technology Services	TMS/Avg Totals
% Direct Hours	75%	60%	62%	65%
% Indirect Hours	35%	34%	36%	35%
% Unaccountable	0%	6%	2%	3%

4.a.12 Provide 70% direct support to the customer, which includes service to an external TMS customer
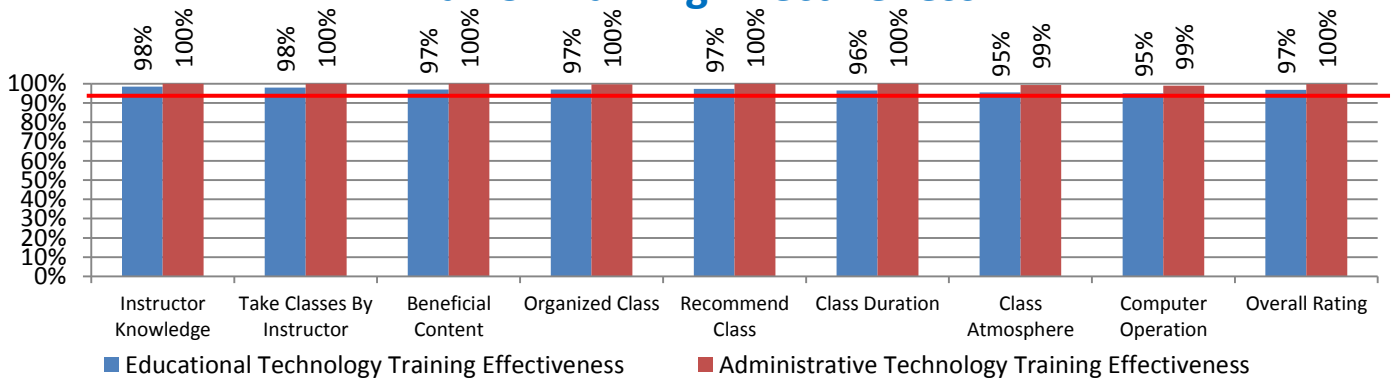
4.a.13- TMS Instructional Time Allocation

■ Instructional ■ Administrative

47.39%   52.61%
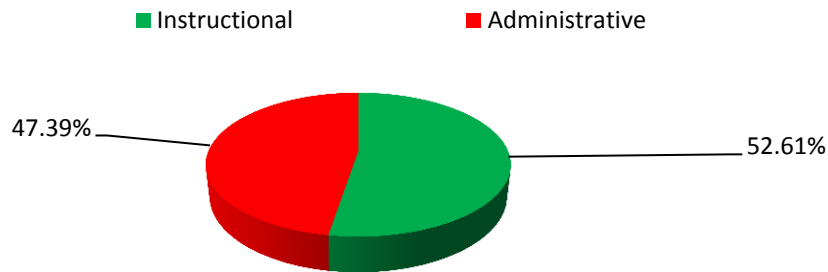
4.a.13 Provide 60% direct instructional support which includes non-administrative hours.

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
92%	90%	93%	83%	95%	90%

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.

4.a.15- Training Effectiveness

	Instructor Knowledge	Take Classes By Instructor	Beneficial Content	Organized Class	Recommend Class	Class Duration	Class Atmosphere	Computer Operation	Overall Rating
Educational Technology Training Effectiveness	98%	98%	97%	97%	97%	96%	95%	95%	97%
Administrative Technology Training Effectiveness	100%	100%	100%	100%	100%	100%	99%	99%	100%

■ Educational Technology Training Effectiveness ■ Administrative Technology Training Effectiveness
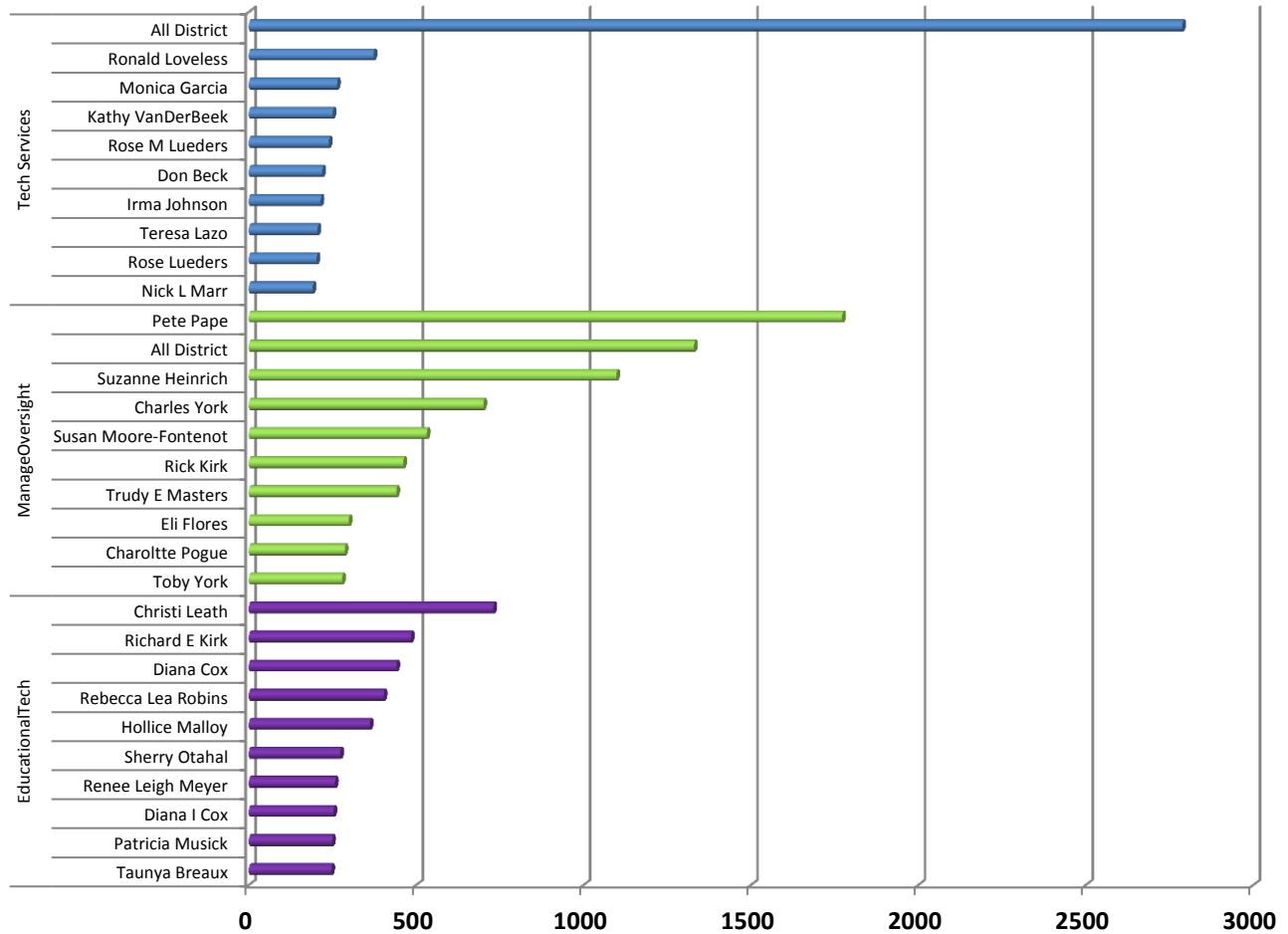
4.a.15 Provide 95% technology effectiveness results based on feedback surveys from trainings given.

TECHNOLOGY MANAGEMENT SYSTEMS
Connecting Education & Technology

Top 10 Customers by Team by Hours

Tech Services
- All District
- Ronald Loveless
- Monica Garcia
- Kathy VanDerBeek
- Rose M Lueders
- Don Beck
- Irma Johnson
- Teresa Lazo
- Rose Lueders
- Nick L Marr

ManageOversight
- Pete Pape
- All District
- Suzanne Heinrich
- Charles York
- Susan Moore-Fontenot
- Rick Kirk
- Trudy E Masters
- Eli Flores
- Charoltte Pogue
- Toby York

EducationalTech
- Christi Leath
- Richard E Kirk
- Diana Cox
- Rebecca Lea Robins
- Hollice Malloy
- Sherry Otahal
- Renee Leigh Meyer
- Diana I Cox
- Patricia Musick
- Taunya Breaux

0   500   1000   1500   2000   2500   3000

Work Orders Opened/Closed

	Opened	Closed
	15820	15694

20000
15000
10000
5000
0
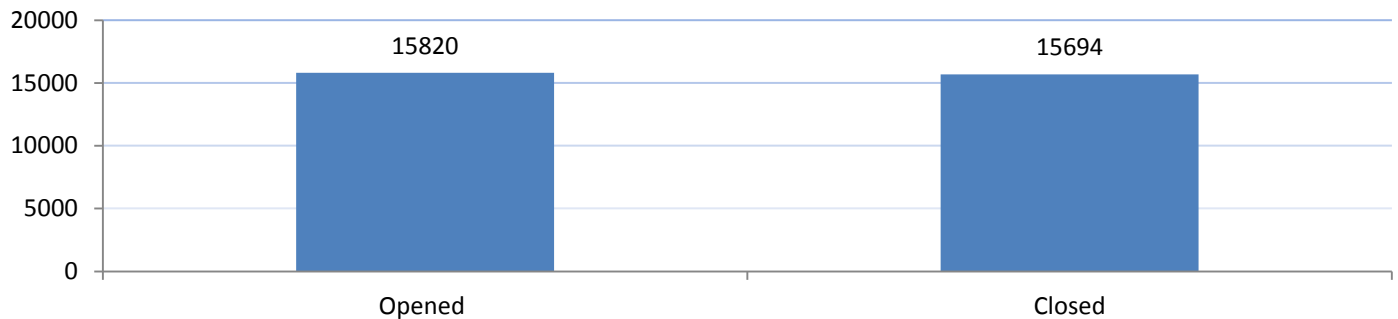
Hours for All Work Orders by Subtype

Subtype	Hours
Training	5459.2
Absence	4675
Support	3328
Instructional Management	2078.45
(blank)	1919.8
Preventative Maintenance	1874.75
Install Software	1775.25
HR/Payroll	1768.5
Imaging	1730.5
Programming	1584.25
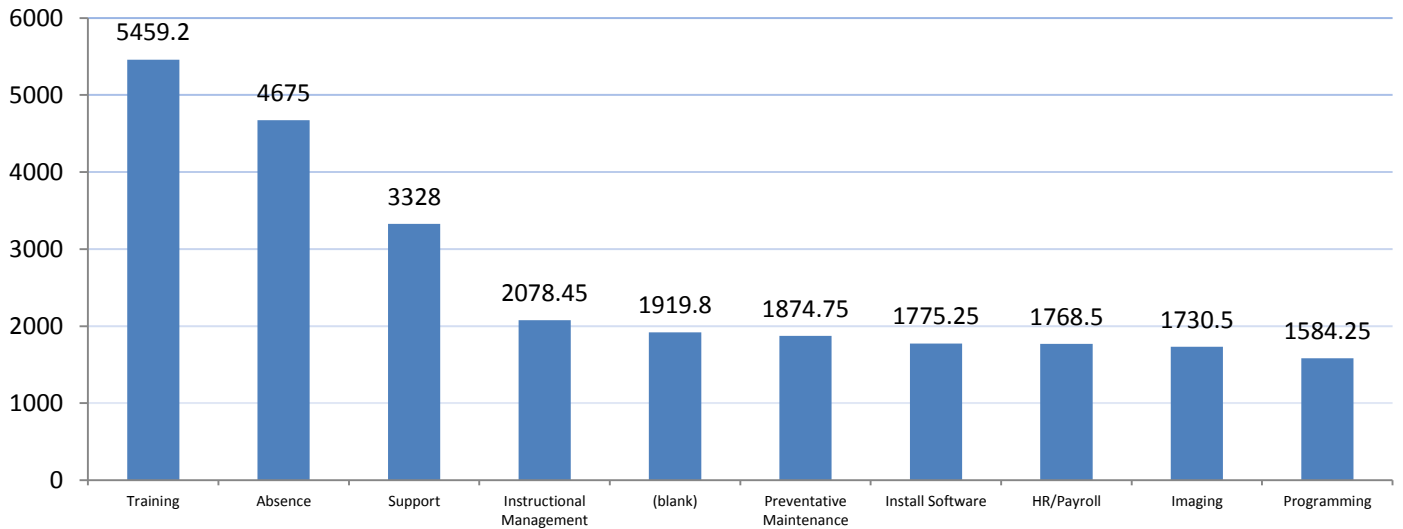
Average Days Aged for Instructional Work Orders by Subtype

Subtype	Average Days Aged
Order Supplies	19.60
Teams Access	8.96
School Organization	7.67
Security Access	7.29
Install Wiring	6.50
Repair Wiring	5.77
Student Growth & Developement	5.10
Repair Printers	5.10
Manage Teacher Programs & Provide Reports	3.77
Documentation	3.64
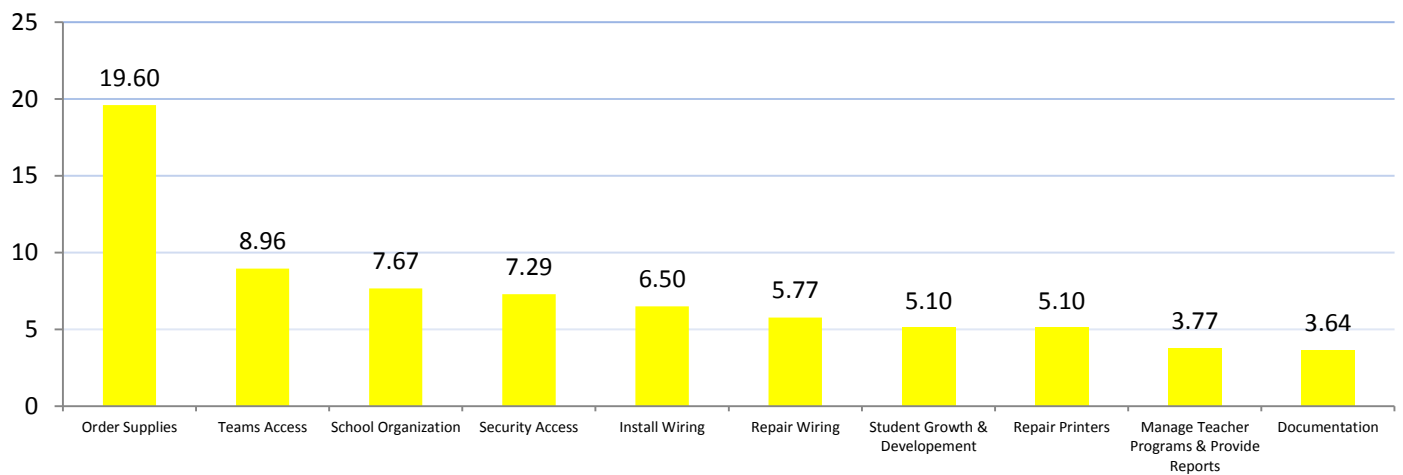
Average Days Aged for Administrative Work Orders by Subtype

Subtype	Average Days Aged
Pay Invoice	32.58
School Inspection	26.92
Manage Enterprise Server System	23.46
Order Supplies	22.31
Software Images	14.04
Analyze Service Request	11.40
Manage Business Services Database	8.55
Security Access	7.98
Vendor Interface	6.89
Technical Leadership	5.47