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

Metric	Value
4.a.1-Overall Score (95%)	98%
4.a.2-Customer Satisfaction (95%)	100%
4.a.3-System Availability (99%)	98.94%
4.a.4-Computer Availability (99%)	99.27%
4.a.5-Peripheral Availability (99%)	98.93%
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%)	84%
4.a.10-Productivity (85%)	100%
4.a.11-Time Accountability (100%)	100%
4.a.12-Direct Support (70%)	100%
4.a.13-Instructional Time Allocation (60%)	97%
4.a.14-Wellness Survey Results (80%)	94%
4.a.15-Training Effectiveness (95%)	0%
4.a.16-Centralized Backups (95%)	98%

**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

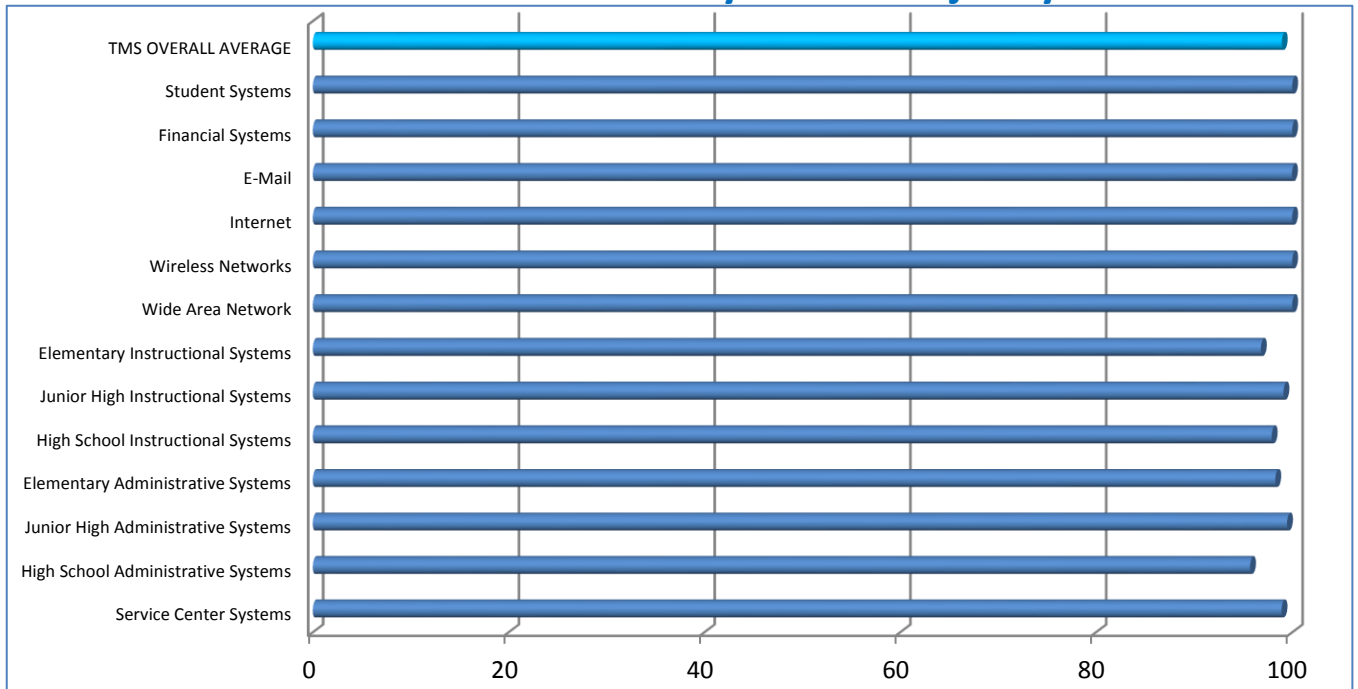**4.a.15** Provide 95% technology effectiveness results based on feedback surveys from trainings given.

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
2.62%

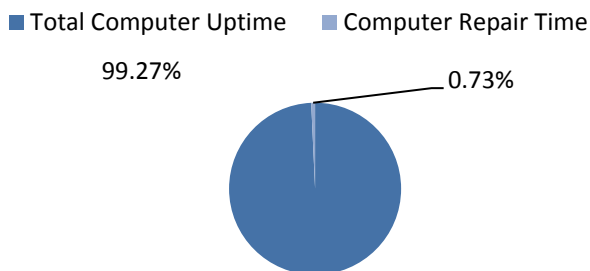Needs Improvement
0.02%

Satisfied
0.06%

Very Satisfied
97.29%
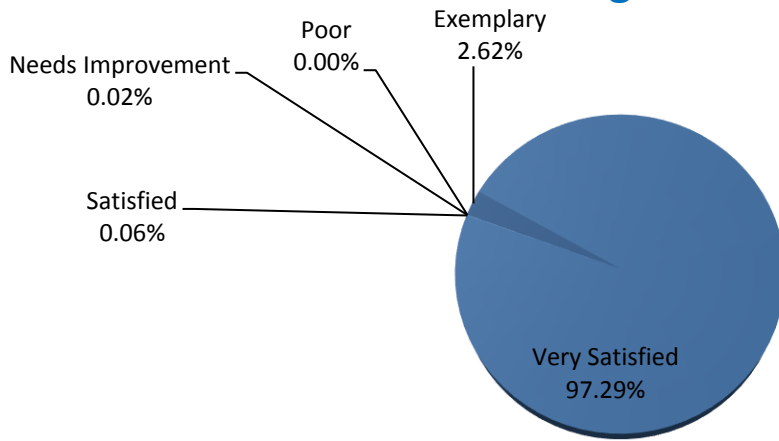
4.a.2 Achieve 95% customer satisfaction in all work performed based on customer feedback surveys from each customer after every work order is completed

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

99.27%   0.73%

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

4.a.5- Overall Peripheral Availability

■ Total Peripheral Uptime ■ Peripheral Repair Time

98.94%   1.06%
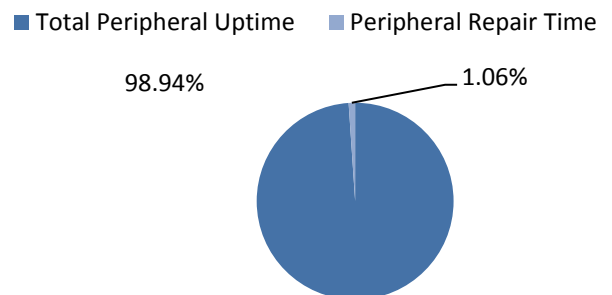
4.a.5 Achieve 99% in all peripheral availability

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	3.20	7.29
■ Management Oversight	0.00	0.00	0.95	1.34
■ Technology Services	0.00	0.38	1.40	2.09
■ Overall TMS Cycle Time	0.00	0.79	1.85	3.57
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	ManageOversight	Tech Services	TMS Average
101%	93%	84%	93%

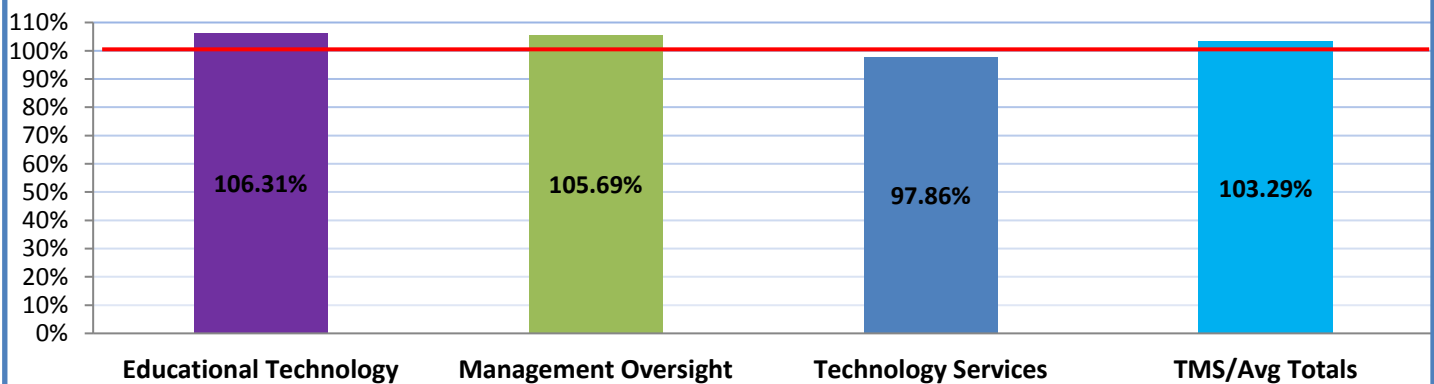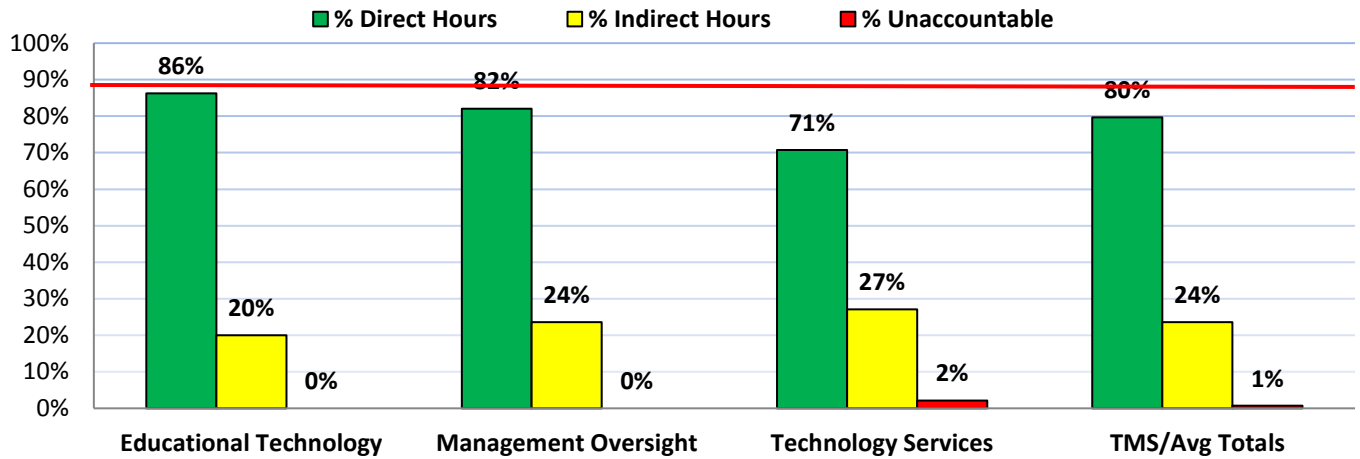**4.a.10** Provide 85% productive support to the customer which includes assigned job related tasks

4.a.11- TMS Time Accountability

| Educational Technology	Management Oversight	Technology Services	TMS/Avg Totals
106.31%	105.69%	97.86%	103.29%

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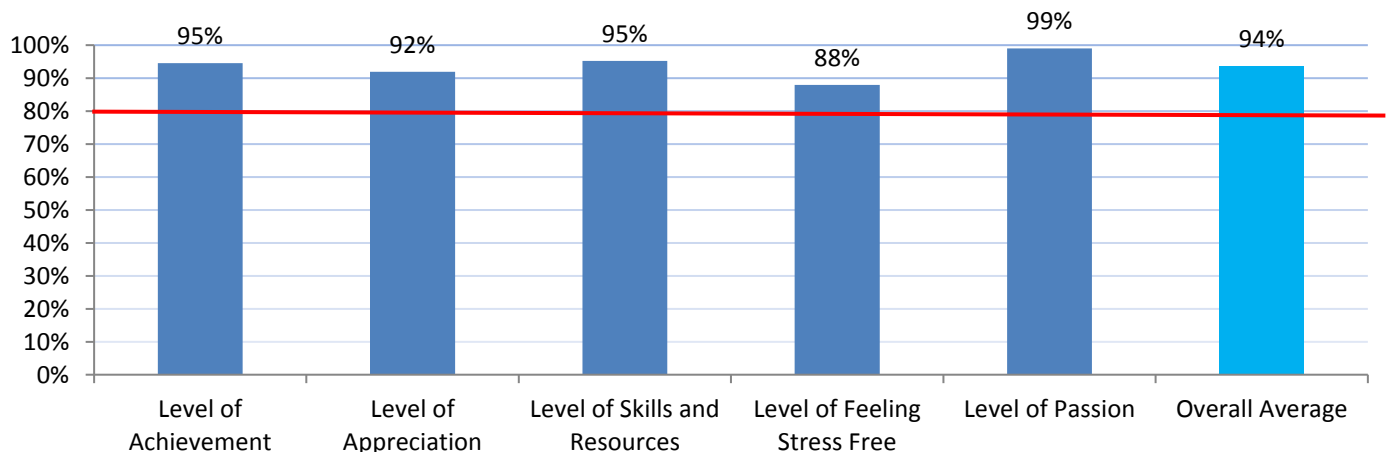
4.a.12- TMS Time Directly Supporting Customers

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

Category	% Direct Hours	% Indirect Hours	% Unaccountable
Educational Technology	86%	20%	0%
Management Oversight	82%	24%	0%
Technology Services	71%	27%	2%
TMS/Avg Totals	80%	24%	1%

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: 42.63%
- Instructional: 57.37%
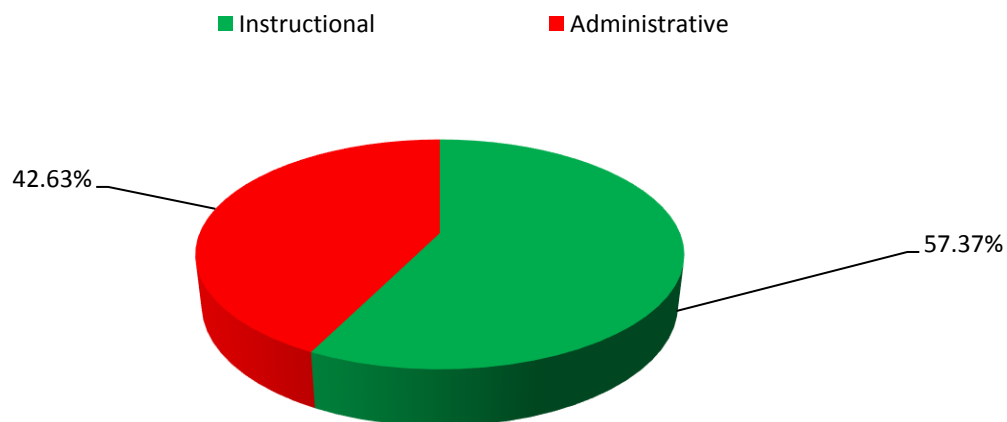
4.a.13 Provide 60% direct instructional support which includes non-administrative hours.

4.a.14- TMS Employee Wellness Survey Results

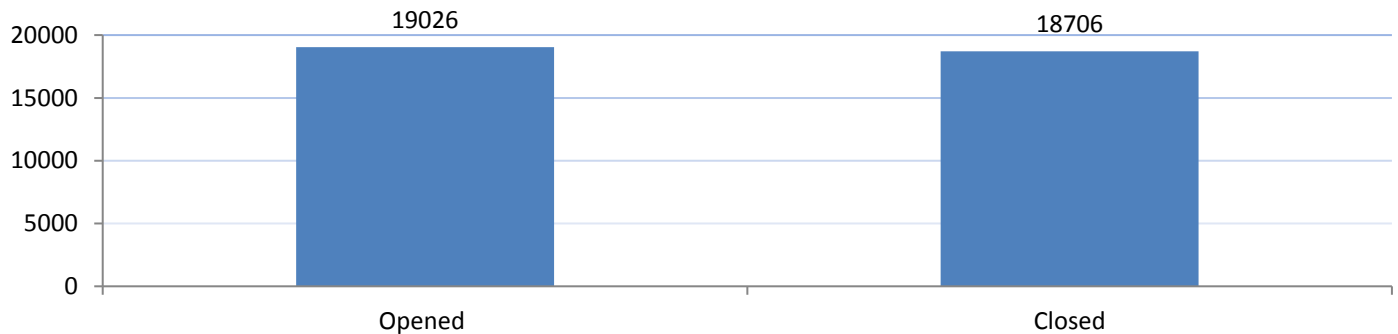| Category	Value
Level of Achievement	95%
Level of Appreciation	92%
Level of Skills and Resources	95%
Level of Feeling Stress Free	88%
Level of Passion	99%
Overall Average	94%

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
- All District
- Bruce Davis
- Brandi Langley
- Don Beck
- Rick Walterscheid
- Karen Street
- Georgiana Bighorse
- Justin Fair
- Monica Garcia
- Rose Lueders

ManageOversight
- All District
- Salvador Cavazos
- Pete Pape
- Suzanne Heinrich
- Diana Maldonado
- Margie Grimes
- David Fluker
- Trudy E Masters
- Byron Terrier
- Melissa Martinez

EducationalTech
- Diana Cox
- Christi Leath
- Sherry Otahal
- Taunya Breaux
- Hollice Malloy
- Rebecca Robins
- Karen Thomas
- Michael Coopersmith
- Kevin Foxworth
- Greg Lynd

Work Orders Opened/Closed

Opened: 19026
Closed: 18706

Hours for All Work Orders by Subtype

Subtype	Hours
Technology Proficiency for Students	4468.15
Support	4255.75
Absence	3640.75
Preventative Maintenance	2206
Training	2199
Technology Proficiency for Teachers/Librarians	1796.8
Install Software	1793.1
Instructional Management	1601.4
Manage Phones	1597.5
Programming	1548.75
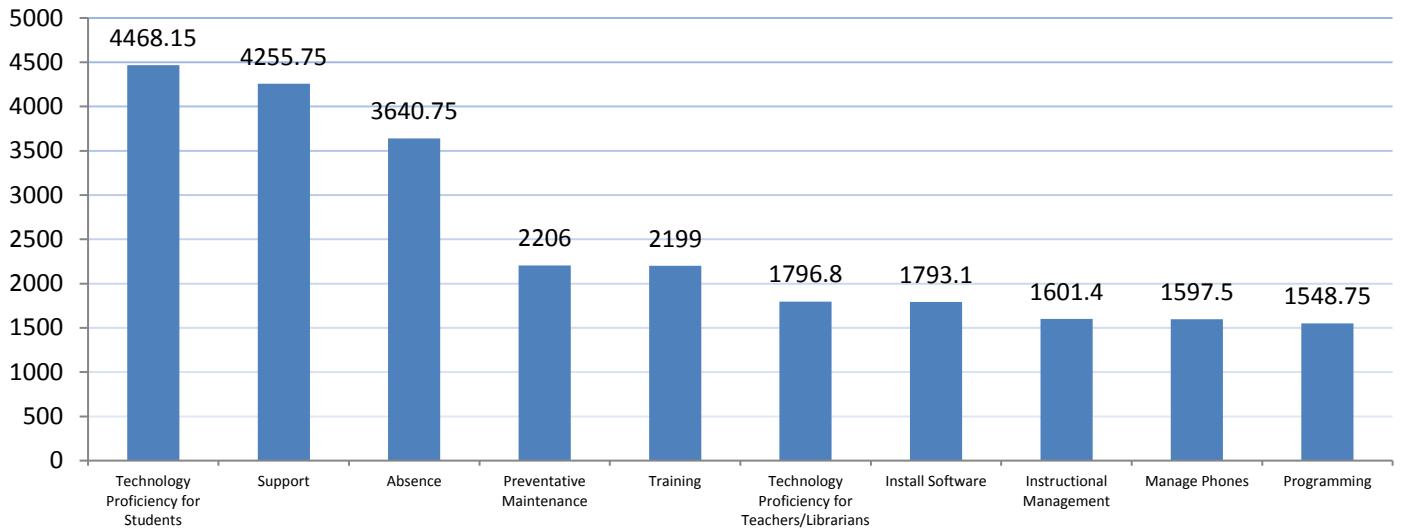
Average Days Aged for Instructional Work Orders by Subtype

Subtype	Average Days Aged
Instructional Management	6.35
Access Level	6.33
Workstation Images	5.50
Supervise Computer Operations	5.40
Vendor	4.34
Provide Quote/Order	3.96
Maintain Network Connectivity	3.63
Repair Wiring	3.57
Campus Inventory	3.02
Security Access	2.97
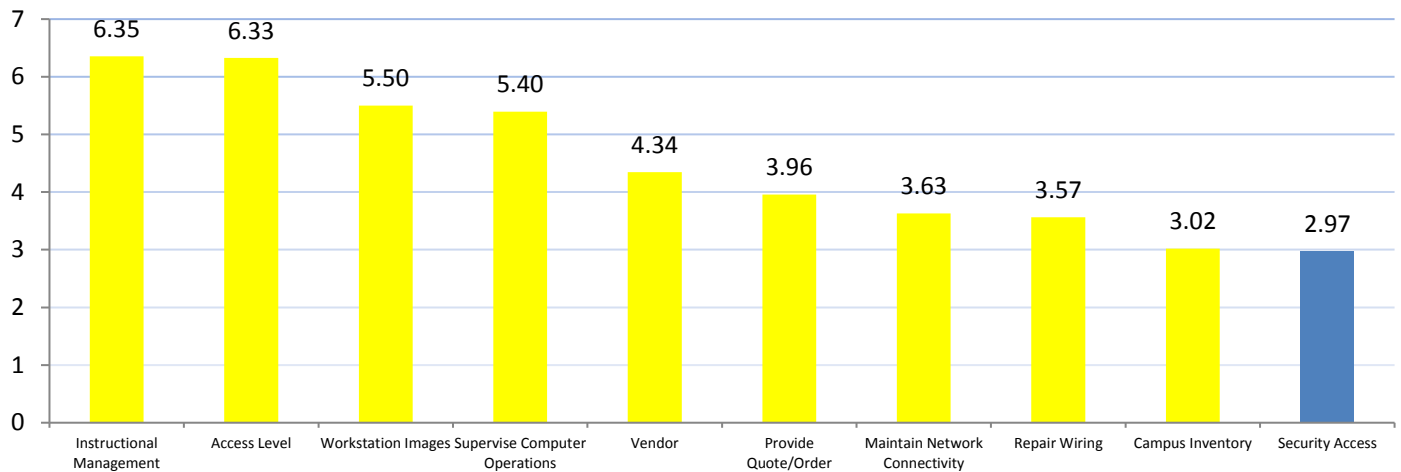
Average Days Aged for Administrative Work Orders by Subtype

Subtype	Average Days Aged
Manage Business Services Database	11.19
Supervise Computer Operations	8.96
Quote	7.01
Warranty Repair	4.89
Name Change	4.75
Office Management	4.58
Long-Term	4.00
Standardized Test Reporting	3.98
Personal Development	3.65
Repair Peripherals	3.62
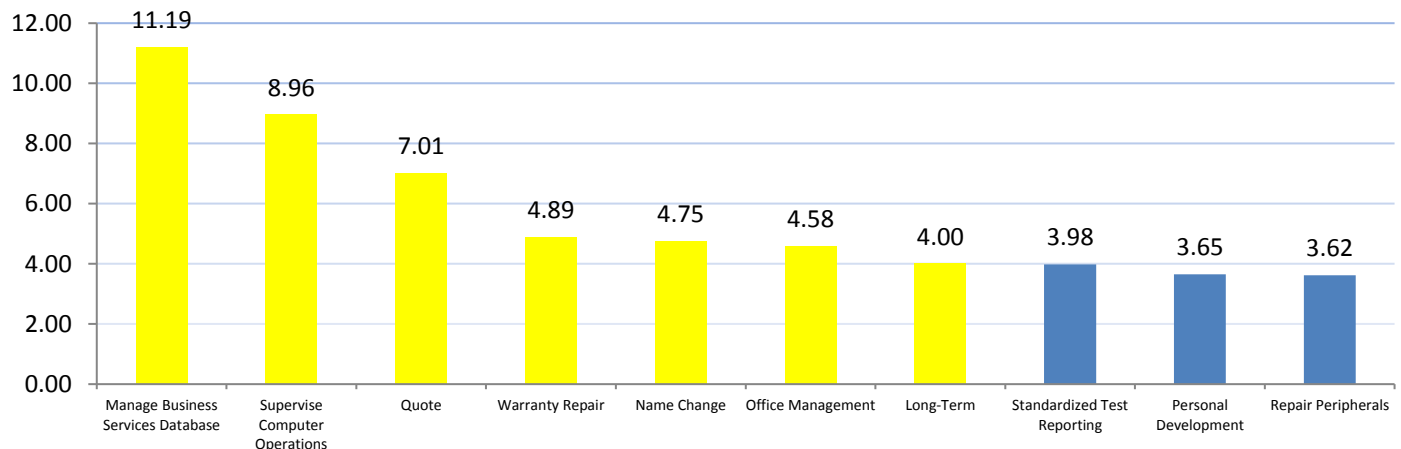
Administrative and Educational Classroom Training Effectiveness
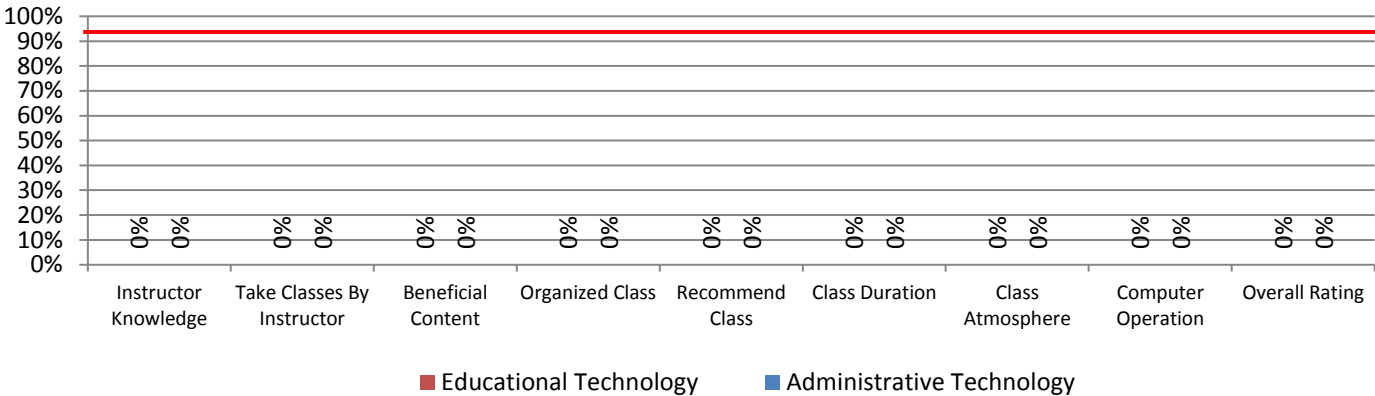
Chart with y-axis from 0% to 100% (in 10% increments). Red line at approximately 95%. All data points show 0% for the following categories:

Instructor Knowledge	Take Classes By Instructor	Beneficial Content	Organized Class	Recommend Class	Class Duration	Class Atmosphere	Computer Operation	Overall Rating
0% 0%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%	0% 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 with y-axis from 0% to 100% (in 10% increments). Red line at approximately 95%. All data points show 0% for the following categories:

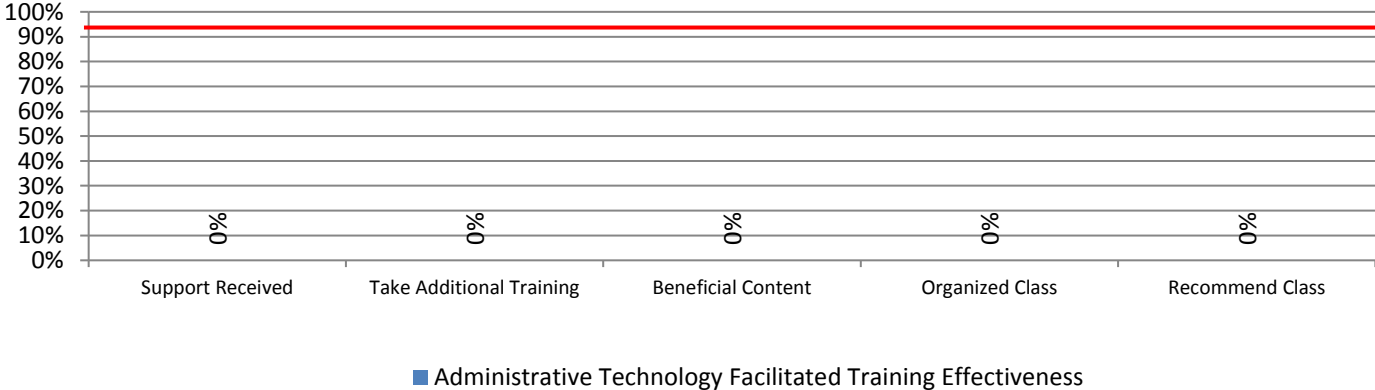| Support Received	Take Additional Training	Beneficial Content	Organized Class	Recommend Class
0%	0%	0%	0%	0%

Legend: ■ Administrative Technology Facilitated Training Effectiveness

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