Scorecard Definitions

Key Performance Indicators	Goal	Definition	Calculation	Source of Data
4.a.1 - Overall Score	95%	Overall Average of all KPIs	Overall Average of all KPIs	TMS PEP Scorecard spreadsheet
4.a.2 - Customer Satisfaction	100%	Percent of customer feedback ratings = excellent, blank, or very satisfied	In eWorkorders, after every work order is complete, a feedback survey is sent to the requestor, asking for feedback about that specific work order.	Feedback rating in eworkorders, where rating = blank, very satisfied, or excellent
4.a.3 - System Availability	100%	Percent availability of all major systems supported by TMS	Based on 24x7 support, total downtime hours / hours available	System Availabiltiy Log maintained daily based on downtime hours experienced
4.a.4 - Computer Availability	99%	Percent availability of all computers supported by TMS	Based on 24x7 support, total downtime hours / hours available	Install/Repair hardware work orders
4.a.5 - Peripheral Availability	99%	Percent availability of all peripherals supported by TMS	Based on 24x7 support, total downtime hours / hours available	Install/Repair peripherals/printers work orders
4.a.6 - SLA Emergency	100%	Percent of time where cycle tme goals for emergency work orders were completed on time.	In eWorkorders, for work orders prioritized as Emergency (target goal - 4 hours for completion), the number of days between the date service requested, compared to date service completed.	Days aged in eworkorders, where priority = 1-Emergency
4.a.7 - SLA Critical	100%	Percent of time where cycle tme goals for critical work orders were completed on time.	In eWorkorders, for work orders prioritized as Critical (target goal - 1 day for completion), the number of days between the date service requested, compared to date service completed.	Days aged in eworkorders, where priority = 2-Critical
4.a.8 - SLA Instructional	100%	Percent of time where cycle tme goals for instructional work orders were completed on time.	In eWorkorders, for work orders prioritized as Instructional (target goal - 3 days for completion), the number of days between the date service requested, compared to date service completed.	Days aged in eworkorders, where priority = 3-Instructional

4.a.9 - SLA Administrative	100%	Percent of time where cycle tme goals for administrative work orders were completed on time.	In eWorkorders, for work orders prioritized as Administrative (target goal - 4 days for completion), the number of days between the date service requested, compared to date service completed.	Days aged in eworkorders, where priority = 4-Adminisrtative
4.a.10 - Productivity	90%	Percent of time spent servicing areas included in TMS' service portfolio	Based on actual hours spent servicing work orders NOT defined as User Defined General or Blank (outside of TMS' service portfolio) or hours unaccounted for (time not in eworkorders)	Actual hours recorded in eworkorder system where UD Type <> General or Blank, and Actual Hours = 0 based on timeframe required to work
4.a.11 - Time Accountability	100%	Percent of time accountable where hours are spent by service performed, customer, type of service, priority, etc.	Based on total actual hours recorded in eworkorders compared to the amount of time required to work.	Actual hours recorded in eworkorder system / time available to work in the time span required to work
4.a.12 - Direct Support	80%	Percent of time spent directly supporting customers	Based on actual hours spent where the contact <> a TMS employee. This is DIRECT support. Where the actual hours are recorded as contact = TMS employee - this is INDIRECT support	Actual hours recorded in eworkorder system where the contact is not a TMS employee
4.a.13Instructional Time Allocation	60%	Percent of time spent servicing instructional needs	Based on actual hours spent servicing work orders classified as instruction compared to overall hours worked	Actual hours recorded in eworkorder system where Priority = 3 Instructional
4.a.14 - Wellness Survey Results	80%	Percent of wellness survey results	All survey results are averaged	Eduphoria Formspace weekly survey
4.a.15 - Training Effectiveness	95%	Percent of training effectiveness survey results	All survey results are averaged	Google Docs survey sent to training attendees
4a.16 - Centralized Backups	100%	Percent success of all district files backed up nightly	Based on 67 backup schedules completing successful	Automated TSM Report sent every day at 7 a.m., then recorded in System Availability Log