# Service Performance Report

## February 2024

**NextLevel IOT INDIANA**

### Key Performance Indicators

| Cost Competitiveness | Core Services Delivery Level |
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### Core Services Delivery Level

| Customer Survey | Target | Calls | Compliant | Compliance |
|---|---|---|---|---|
| Statewide Customer Survey | 95% of Reports: 'Satisfied' | | | 97.49% |

**Customer Service**

| | | | | |
|---|---|---|---|---|
| Speed to Answer Calls | 80% Calls Answered Under 180 Seconds | | 5,987 | 94.45% |
| Level 1 Resolution Rate* | 90% Calls Resolved by Customer Service | 6,078 | 5,403 | 88.89% |
| HelpDesk Assistant Response Rate* | 90% Response within 1 IOT Business Hour | 5,881 | 5,853 | 99.52% |
| User Sampling Survey* | 95% of Reports: 'Meets' to 'Outstanding' | 1,500 | 1,466 | 97.70% |
| Resolution Of Incidents On Time* | 90% Resolved within SLA Target | 7,300 | 7,171 | 98.23% |
| Resolution Of Requests On Time* | 90% Resolved within SLA Target | 8,814 | 8,460 | 95.98% |

**Account Management**

| | | | | |
|---|---|---|---|---|
| New Network Account Requests* | 99.0% Created within 24 IOT Business Hours | 1,629 | 1,621 | 99.51% |
| Disable Network Account Requests* | 98.0% Disabled within 4 IOT Business Hours | 1,282 | 1,267 | 98.83% |

**Server and Software Installations**

| | | | | |
|---|---|---|---|---|
| New Std. Software Installations* | 90% Installed within 36 IOT Business Hours | 288 | 280 | 97.22% |
| New Std. VM Server Installations | 90% Installed within 36 IOT Business Hours | 10 | 10 | 100.00% |

**Network Service Availability**

| | | | | |
|---|---|---|---|---|
| CAN | 99.9% within IOT Business Hours | | | 99.99% |
| WAN | 98.9% within IOT Business Hours | | | 99.75% |
| VPN | 99.9% within IOT Business Hours | | | 100.00% |

**Windows and Linux Server Availability**

| | | | | |
|---|---|---|---|---|
| Citrix (Farm) | 99.9% within IOT Business Hours | | | 100.00% |
| Database - Oracle | 99.9% within IOT Business Hours | | | 100.00% |
| Database - SQL | 99.9% within IOT Business Hours | | | 100.00% |
| Print Servers | 99.9% within IOT Business Hours | | | 100.00% |
| Shared File Servers | 99.9% within IOT Business Hours | | | 100.00% |
| Web / Applications | 99.9% within IOT Business Hours | | | 99.99% |

### Cost Competitiveness

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|---|---|---|---|---|
| IOT Cost vs. Peers ( Gartner Study ) | 25th % Peer - IOT - Average % Peer | | | 92.30% |

* Indicates Agency Values

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| 🟩 In compliance | 🟨 Within Tolerance | 🟥 Out of compliance | ⬜ Insufficient Data |
|---|---|---|---|