Link to Strategic Plan	Outcome	Assessment/ Measures and Target Performance Levels	Strategies to Achieve Target Performance Level	Result: Data results	Analysis	Action Plan
3.3	Increase the percent of Help Desk Calls responded to within Target Response Time	98.0%	Upgrade TrackIt (help desk tracking software) to deploy additional self-service features and improve tracking and reporting	98.0%	Target Met	Upgrade TrackIt (help desk tracking software) to deploy additional self-service features and improve tracking and reporting.
3.3	Increase the percent of Help Desk Calls Completed within Target Completion Time	80.0%	Upgrade TrackIt (help desk tracking software) to deploy additional self-service features and improve tracking and reporting	98.0%	Target Met	Upgrade TrackIt (help desk tracking software) to deploy additional self-service features and improve tracking and reporting.
3.3	Maximize the accessibility of Core Network Infrastructure	99.0%	Implement automated Solarwind application to track network and infrastructure device performance	99.9%	Target Met	Continue to monitor network performance to ensure accessibility of network services.
3.3	Maximize the availability of Core Network Resources	99.0%	Implement automated Solarwind application to track network and infrastructure device performance	99.8%	Target Met	Continue to monitor infrastructure device availability to ensure accessibility of network services.
3.3	Increase the percent Help Desk services rated as excellent or above average in Customer Experience Survey, in below categories:	--	Continue to administer point of service customer satisfaction surveys annually; in addition to ratings, review customer comments to enhance service.	--	--	Continue to administer point of service customer satisfaction surveys twice annually; in addition to ratings, review customer comments to enhance service
	Service	85.0%	see above		Target Met	
	Response Time	85.0%	see above		Target Met	
	Problem Resolution	85.0%	see above		Target Met	
	Professional Courtesy	85.0%	see above		Target Met	

Link to Strategic Plan	Outcome	Assessment/ Measures and Target Performance Levels	Strategies to Achieve Target Performance Level	Result: Data results	Analysis	Action Plan
3.3	Decrease the number of Help Desk Support Submitted	7,200		7,069	Target Met	Reduce the number of Help Desk support requests by offering technology support solutions in other modalities (e.g., online video tutorials, knowledge base, etc.).
3.3	Decrease the number of Information System Support Requests Submitted	360 (To be updated by PS)		320 (To be updated by PS)	Target Met	Reduce the number of information systems support requests by promoting the use of existing self-service features to access information, enabling more self-service features and expanding data warehouse access to additional functional areas.
3.3	Increase the number of Help Desk Request Serviced at University Technology Support Center	3,800		3,923	Target Met	Continue marketing the new service center to provide convenient access to technology support services to students, faculty, and staff.
3.3	Increase the number of created/supported online payment market stores using Touchnet	5		7	Target Met	Market the online payment store service to build awareness, reduce payment processing risks, comply with PCI standards, and provide convenient and available online payment services.
3.3	Increase the number of users completing online Information Security Awareness Training	85		93	Target Met	Expand marketing efforts for the Information Security Awareness Training program so employees can develop the essential skills to recognize and defend against potential cyber security threats.