Overall Customer Satisfaction Survey Score

Monthly Average on 5-point Scale (1 Very Dissatisfied - 5 Very Satisfied)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Surveys sent</td>
<td>3533</td>
<td>3012</td>
<td>2743</td>
<td>2575</td>
<td>2858</td>
<td>2940</td>
<td>2520</td>
<td>2039</td>
<td>2551</td>
<td>2223</td>
<td>2682</td>
<td>2564</td>
</tr>
<tr>
<td>Surveys received</td>
<td>600</td>
<td>520</td>
<td>507</td>
<td>421</td>
<td>486</td>
<td>459</td>
<td>394</td>
<td>329</td>
<td>354</td>
<td>334</td>
<td>421</td>
<td>409</td>
</tr>
<tr>
<td>Response Rate</td>
<td>17%</td>
<td>17%</td>
<td>18%</td>
<td>16%</td>
<td>17%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
<td>14%</td>
<td>15%</td>
<td>16%</td>
<td>16%</td>
</tr>
</tbody>
</table>

Target: Overall score of 4.5
Analysis: Consistently above target, but below industry standard
Notes: * Education Industry Average Score sourced from HDI; ** Excludes Service Request and SPAM ServiceNow ticket categories.
Sources: HDI Customer Satisfaction Index Service UCB CSS IT’s raw data, Jan 2017; HDI Customer Satisfaction Index Service UCB CSS IT’s raw data, Apr 2017; ServiceNow, Apr 2017

Created by CSS Metrics Team
Average Business Hours to Resolve Incident Tickets

Target: The 45 business hours is based on 9-hour business work days (5 business days total).
Analysis: Notable increase in March, but still below the target.
Notes: *Excludes Service Request and SPAM ServiceNow ticket categories.
Source: ServiceNow, Apr 2017
Target: 8 business hours to first customer contact
Analysis: Consistently meeting and exceeding target.
Notes: *Includes Incident and Service Request tickets
Source: ServiceNow, Apr 2017
Number of Answered Calls by Assignment Group per Month

- **Jan**: CSS IT BUSINESS APPLICATION: 399, CSS IT CALTIME: 107, CSS IT GOLD SUPPORT: 1336, CSS IT GOLD SUPPORT: 1087
- **Feb**: CSS IT BUSINESS APPLICATION: 431, CSS IT CALTIME: 304, CSS IT GOLD SUPPORT: 1019, CSS IT GOLD SUPPORT: 104
- **Mar**: CSS IT BUSINESS APPLICATION: 111, CSS IT CALTIME: 63, CSS IT GOLD SUPPORT: 196, CSS IT GOLD SUPPORT: 173

Target: n/a
Analysis: none
Notes: none
Source: TASKE, Apr 2017

Created by CSS Metrics Team