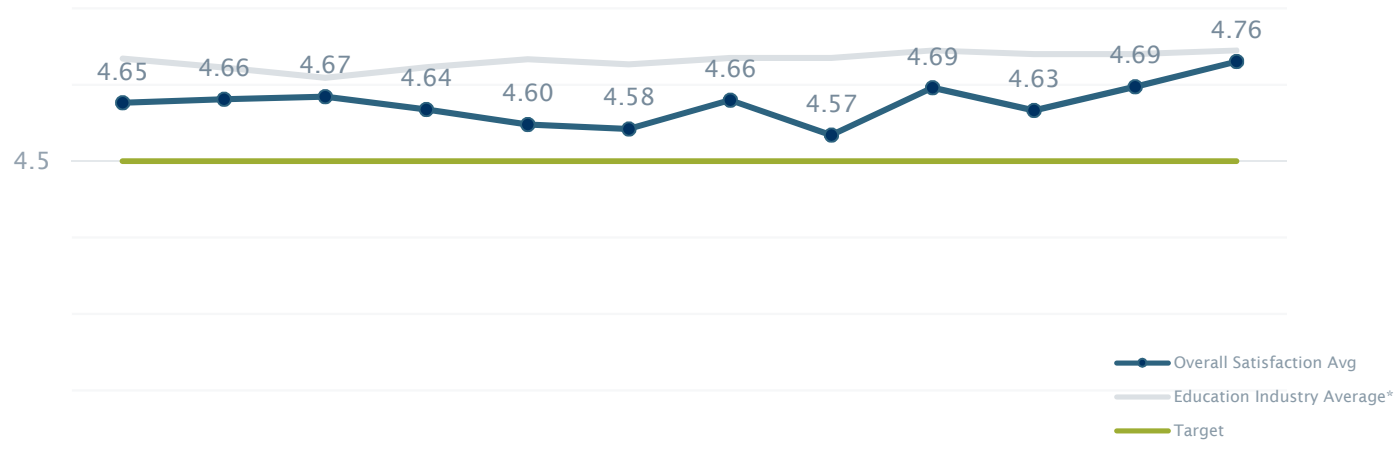


### Overall Customer Satisfaction Survey Score

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



Response Rate Information	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	2016						2017					
Surveys sent	2575	2858	2940	2520	2039	2551	2223	2682	2564	2818	2901	2577
Surveys received	421	486	459	394	329	354	334	496	409	421	456	392
Response Rate	16%	17%	16%	16%	16%	14%	15%	18%	16%	15%	16%	15%

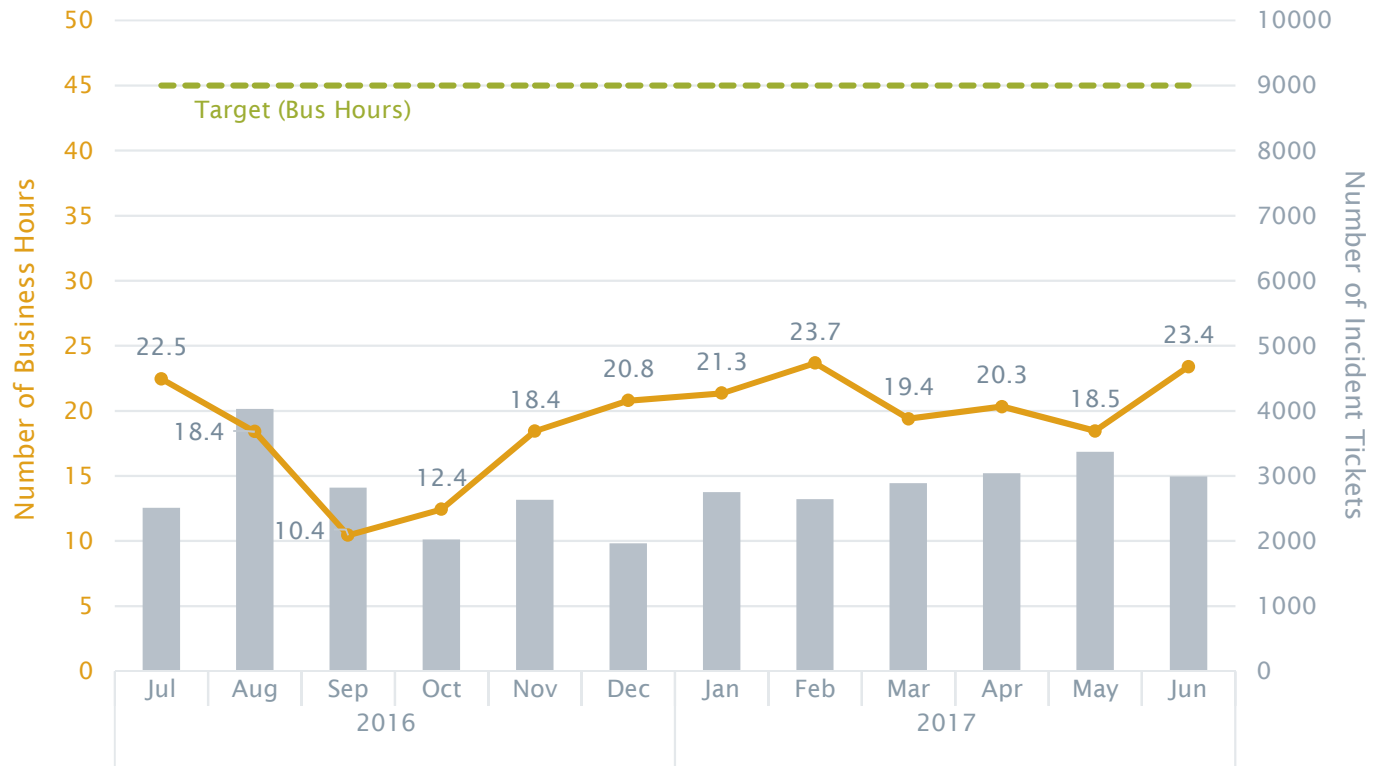
**Target:** Overall Satisfaction score of 4.5

**Analysis:** Consistently above target, but below industry standard

**Notes:** \* Education Industry Average Score sourced from HDI; \*\* Excludes SPAM ServiceNow ticket categories.

**Sources:** HDI Customer Satisfaction Index Service UCB CSS IT's raw data

### Average Business Hours to Resolve Incident Tickets



■ Number of Incident Tickets*	2511	4027	2818	2023	2631	1964	2748	2639	2886	3039	3368	2990
● Average Business Hours	22.5	18.4	10.4	12.4	18.4	20.8	21.3	23.7	19.4	20.3	18.5	23.4
--- Target (Bus Hours)	45	45	45	45	45	45	45	45	45	45	45	45

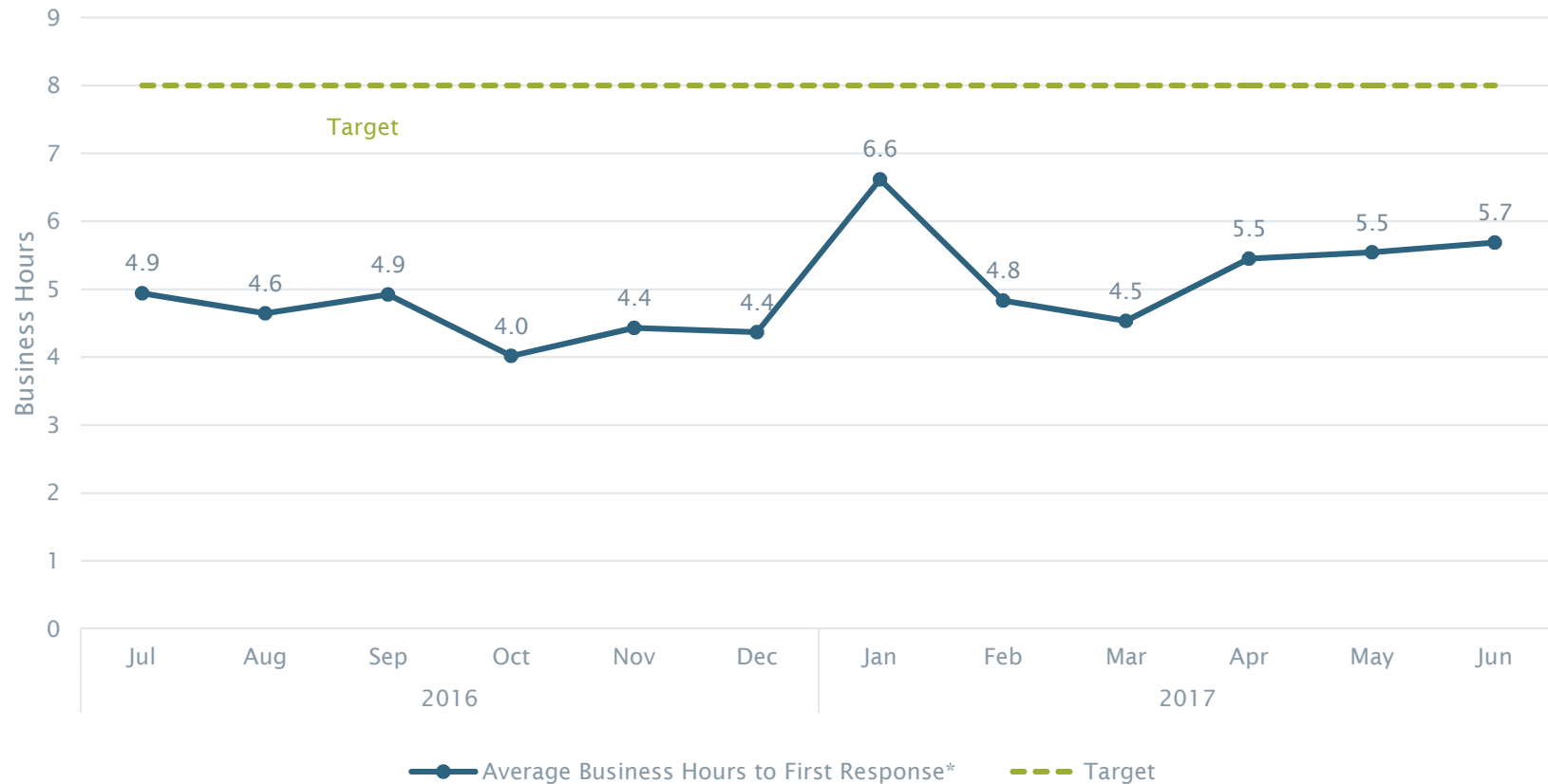
**Target:** The 45 business hours is based on 9-hour business work days (5 business days total).

**Analysis:** Average resolve time is well below target.

**Notes:** \*Excludes Service Request and SPAM ServiceNow ticket categories.

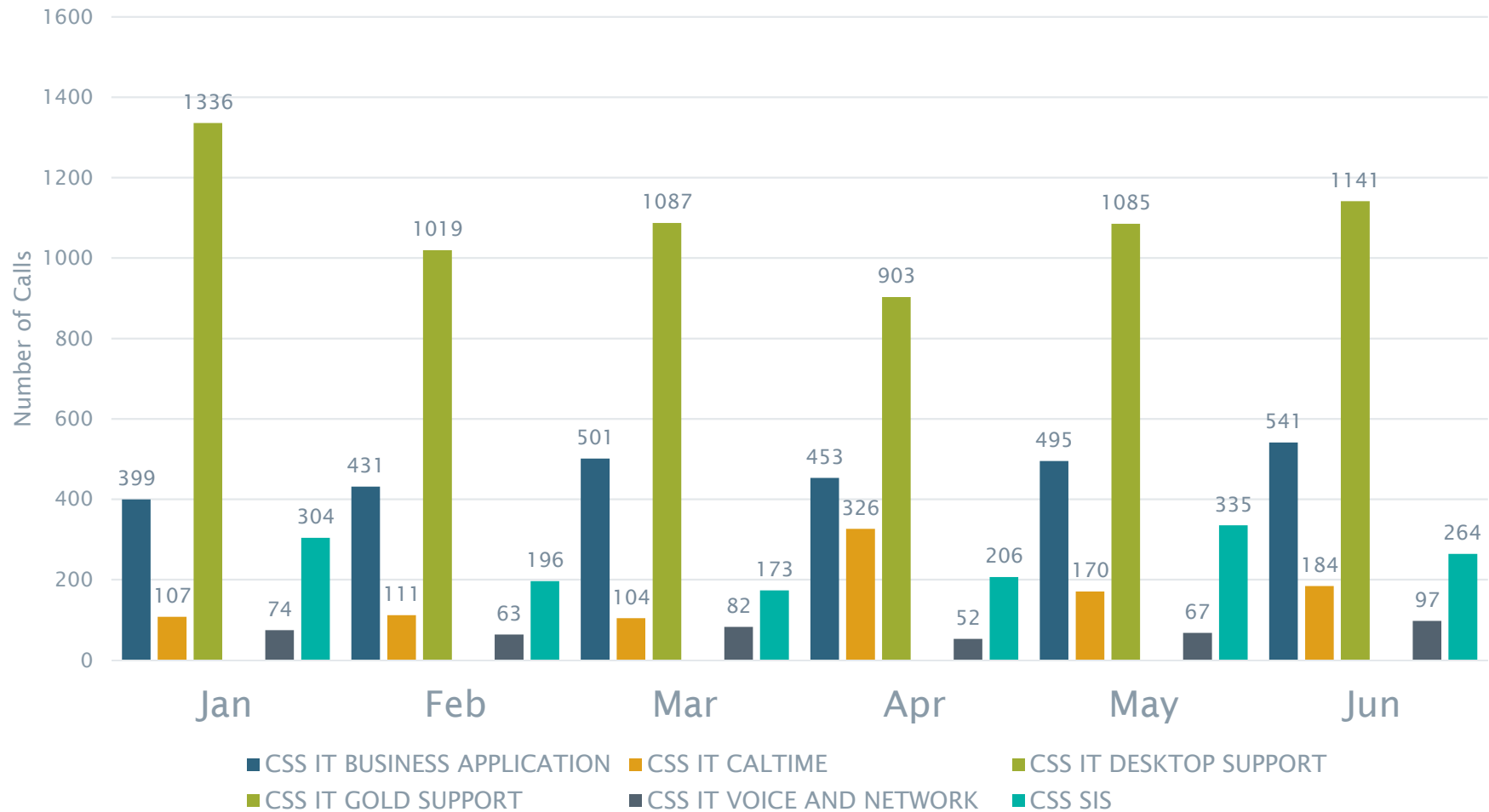
**Source:** ServiceNow

### Average Business Hours to First Customer Contact



**Target:** 8 business hours to first customer contact  
**Analysis:** Consistently exceeding target.  
**Notes:** \*Includes Incident and Service Request tickets  
**Source:** ServiceNow

### Number of Answered Calls by Assignment Group per Month



Target: n/a  
 Analysis: none  
 Notes: none  
 Source: TASKE reporting system