Overall Customer Satisfaction Survey Score

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

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

**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
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

<table>
<thead>
<tr>
<th>Month</th>
<th>CSS IT BUSINESS APPLICATION</th>
<th>CSS IT CALTIME</th>
<th>CSS IT GOLD SUPPORT</th>
<th>CSS IT VOICE AND NETWORK</th>
<th>CSS IT DESKTOP SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>368</td>
<td>166</td>
<td>0</td>
<td>48</td>
<td>0</td>
</tr>
<tr>
<td>Aug</td>
<td>409</td>
<td>168</td>
<td>0</td>
<td>97</td>
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<tr>
<td>Sep</td>
<td>385</td>
<td>135</td>
<td>0</td>
<td>71</td>
<td>0</td>
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<tr>
<td>Oct</td>
<td>412</td>
<td>122</td>
<td>0</td>
<td>52</td>
<td>0</td>
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<tr>
<td>Nov</td>
<td>401</td>
<td>103</td>
<td>1</td>
<td>71</td>
<td>1</td>
</tr>
<tr>
<td>Dec</td>
<td>670</td>
<td>309</td>
<td>92</td>
<td>92</td>
<td>27</td>
</tr>
</tbody>
</table>

Target: n/a
Analysis: none
Notes: SIS has been removed from this report as it is no longer a part of CSS
Source: TASKE reporting system