

Monthly Performance Metrics

July 2018



| Compliance Level Legend | | | |
|-------------------------|---------------------------------------|------------------------------------|-------------------|
| In Compliance | ● | ● | Out of Compliance |
| Within Tolerance | ● | ○ | Insufficient Data |

July 2018

| SERVICE AVAILABILITY | Target Performance | Actual Performance | Compliance Level |
|---|--------------------|--------------------|--------------------------------------|
| Accela - Permits, Planning | 99.7% | 99.88% | ● |
| Call Centers for County Departments | 99.5% | 100% | ● |
| CJIS | 99.9% | 100% | ● |
| COMPASS System (7:00 am - 6:00 pm, M-F) | 99.7% | 100% | ● |
| Data Center | 99.99% | 100% | ● |
| FOCUS System (7:00 am - 6:00 pm, M-F) | 99.7% | 100% | ● |
| GIS Viewer | 99.9% | 100% | ● |
| IJIS | 99.9% | 100% | ● |
| Internet Portal | 99.99% | 100% | ● |
| Intranet Portal | 99.95% | 100% | ● |
| Microwave Radio | 99.999% | 99.999% | ● |
| Property Tax/Mainframe (6:30 am - 5:00 pm, M-F) | 99.7% | 100% | ● |
| Property Database Applications (Oracle) | 99.9% | 100% | ● |
| Remote Access (VPN) | 99.999% | 100% | ● |
| Request for Radio System Access Placed in Queue | ≤1% | ≤1% | ● |
| Sac. Regional Radio Comms. System | 100% | 100% | ● |
| Shared File Server | 100% | 100% | ● |
| SharePoint | 99.99% | 100% | ● |
| Unified Messaging | 100% | 100% | ● |
| Virtual Environment | 100% | 100% | ● |
| Voice Network | 99.5% | 100% | ● |
| WAN | 99.99% | 100% | ● |

| CUSTOMER SERVICE STANDARDS | Target Performance | Actual Performance | Compliance Level |
|---|--------------------------------|--------------------|--------------------------------------|
| COMPASS Acct Creation, Deletion, Wk Role Mod. | 90% completed w/in 3 bus. days | 96% | ● |
| Speed to Answer Calls (Service Desk) | 45 seconds | 64 seconds | ● |
| TSR Completion (Telephone Service Request) | (15 days) 90% | 92% | ● |

July 2018 Monthly Performance Metrics - Descriptions and Compliance Explanations

***Services are measured 24x7 excluding the 4-hour Sunday Change Management window (9 a.m. - 1 p.m.) unless stated otherwise.**

Accela - Permits, Planning

Description: A single, integrated case management system used to issue and track permits and business licenses and track code violations.

Metric Calculation: Data processing occurs nightly at 3:00 AM for 20 minutes and 4:30 AM for 5 minutes. System maintenance occurs during Sunday Change Management window. Outages outside windows are logged within the Accela issue tracking module and reported monthly.

Call Centers

Description: Using County's integrated enterprise-wide communication network, call center service routes incoming calls to a defined group of call agents allowing efficient use of staff and control of incoming calls. Service includes engineering, installation, modification, the ability to monitor control call flow, manage call queues, and report response statistics and agent performance.

Metric Calculation: This indicator is based on priority 1 issues that impact Call Centers availability and is calculated monthly by subtracting outage minutes from total minutes of expected availability, divided by expected availability per month. Expected network availability is number of call centers, by total minutes per month.

CJIS

Description: Contains business processes and criminal justice data to process an offender through the legal system.

Metric Calculation: The mainframe and applications that make up the CJIS system are monitored for availability

***Services are measured 24x7 excluding the 4-hour Sunday Change Management window (9 a.m. - 1 p.m.) unless stated otherwise.**

COMPASS System

Description: COMPASS is a single, integrated system that tracks and controls all aspects of the County's financial, logistics and human resources operations. It eliminates wait-time overnight for systems to report to other systems to complete transactions and data entered is real time and available for processing.

Metric Calculation: Uptime is the number of minutes from 7 a.m. - 6 p.m., Monday - Friday divided into the number of minutes the production COMPASS system was available to the user community.

Compliance Levels: 99.7 % uptime translates to no more than 30 minutes down time for a given week.

Data Center

Description: County Data Center at 799 G street

Metric Calculation: The metric reflects the percentage of time that power and room cooling are available to the 799 G. Street facility to allow for the operation of electronic equipment. The timeframe that this is calculated against is 7X24, but any scheduled outages will be excluded.

FOCUS

Description: FOCUS is the system used to handle the County's utility billing.

Metric Calculation: Uptime is the number of minutes from 7 a.m. - 6 p.m., Monday - Friday divided into the number of minutes the production FOCUS system was available to the user community. 99.7 % uptime translates to no more than 30 minutes down time for a given week.

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GIS Viewer

Description: GIS web viewers provide users access to property-related and infrastructure information via online mapping applications. Some viewers are specialized per individual department needs.

Metric Calculation: The GIS web viewers are monitored by SiteScope for down-time alerts. Staff logs down-time incidents and duration.

IJIS

Description: Database contains replicated CJIS data formatted for Law and Justice community in their line of business applications.

Metric Calculation: The SQL database server is monitored for availability

Internet Portal (SACCOUNTY.NET)

Description: Using the County's integrated enterprise-wide, high performance network environment, this provides links to all county agencies, departments and related entities websites and information for constituent use.

Metric Calculation: SacCounty.net is monitored for availability in five minute intervals and is based on the availability of the Internet Link (circuit) and WWW.SACCOUNTY.NET web portal.

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Intranet Portal

(INSIDE.SACCOUNTY.NET)

Description: Using the County's integrated enterprise-wide, high performance network environment, this provides links to all county agencies, departments and related entities websites and information for employees' business requirements.

Metric Calculation: Monitored and reported from an external device by ActiveXperts software

Microwave Radio

Description: The system connects radio sites and 911 Dispatch Centers, transfers 911 answering system between Sacramento Sheriff/Police and is a regional communication link.

Metric Calculation: The system is electronically monitored for availability 24x7

Property Tax

Description: The Property Tax System contains business processes and property tax data to generate reports and bills.

Metric Calculation: The mainframe and applications that make up the TAX system are monitored for availability 6:30 am - 5:00 pm, M-F

***Services are measured 24x7 excluding the 4-hour Sunday Change Management window (9 a.m. - 1 p.m.) unless stated otherwise.**

Property Database Applications (Oracle)

Description: The Property Shared Database (PSD) is a property-related information repository, populated from existing departmental applications.

Metric Calculation: The Oracle database server is monitored for availability

Remote Access/VPN Virtual Private Network

Description: Provides secure access to the County's WAN from the user's Internet browser, allowing access to computer systems and information on the Sacramento County internal network (WAN) from outside the County network.

Metric Calculation: Availability is based on checking the connection of the two Internet links and two VPN appliances.

Request for Radio System Access Placed in Queue

Description: If a voice radio channel is unavailable to SRRCS user using 2-way radio, the request is placed in queue per priority for next available channel.

Metric Calculation: The system is electronically monitored for availability 24x7

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Sac Regional Radio Comms System (SRRCS)

Description: Provides governmental entities in the greater Sacramento region with voice radio services, serving city, county, state, federal and service districts.

Metric Calculation: The system is electronically monitored for availability 24x7

Shared File Server

Description: Using the latest technology in clustered, fault tolerant replicated network disk storage technology this service provides networked file storage for County customers.

Metric Calculation: The Netapp storage devices are monitored every two minutes for response external to the devices by ActiveXperts monitoring software. Normal 9 AM -1 AM Sunday maintenance widow is excluded in the calculation of the total availability

SharePoint

Description: SharePoint is a web tool for managing and hosting Intranet, Internet and Extranet web sites, team sites, shared calendars, discussions, custom lists, surveys, blogs, wikis and custom business process workflows.

Metric Calculation: SharePoint is monitored for availability in 10 minute intervals on both the Intranet and Internet using SiteScope

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Unified Messaging

Description: eMail, calendaring, eFAXing, Unity VoiceMail, Anti-Spam/Anti-Virus, PDA Synchronization, Blackberry, User Authentication, eMail Encryption and Instant Messaging for various County departments

Metric Calculation: Each server log for each services above are reviewed manually by DTech System Administrators. Metric is calculated on the average monthly availability for the Unified Messaging suite of services.

Virtual Environment

Description: Virtual Server monitoring of both the virtual host and virtual guests for various County departments.

Metric Calculation: VMware cluster uptime reports are generated based on the information gathered from vCenter and network monitoring tools. The data is then calculated on the average monthly availability of the host system in each virtual cluster.

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Voice Network

Description: Provides telephone, voice mail, automatic call distribution or centers, predictive dialer, etc. within the County. The service includes engineering, installation or modification and maintenance of telecommunications systems.

Metric Calculation: This indicator is based on priority 1 issues that impact voice network availability and is calculated each month by subtracting outage minutes from the total minutes of expected availability, divided by expected availability per month. Expected network availability is the number of switching nodes, by total minutes per month.

Wide Area Network (WAN)

Description: Offers countywide IP data communications connectivity between local area networks (LAN) for accessing applications and services on County servers using routers and communication links for the connections through leased circuits, wireless links and county-owned fiber.

Metric Calculation: Take the total number of minutes the network is unavailable, divided by total network minutes available for a month.
Calculating available minutes - Total number of ports (14,163), times total minutes a day (1,440), times total days in the month.
Calculating unavailable minutes - Total number of ports unavailable, times total minutes unavailable.

COMPASS Acct Creation, Deletion, Wk Role Mod

Description: Creation or deletion of COMPASS accounts and modification of work role access for COMPASS accounts.

Metric Calculation: Start date is at received email request from authorized requester (AR). Completed date is date AR is notified by email of completion (access may be next day). Requests requiring additional authorization, measurement begins once authorized.

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Speed to Answer Calls (Service Desk)

Description: Average time it takes for a Service Desk agent to answer a call.

Metric Calculation: The Cisco Management reporting system measures the average time to answer against a metric goal of 45 seconds or less.

Non-Compliance Explanation:

Abundance of tickets created.

TSR Completion (Telephone Service Request)

Description: A process to request changes, modifications, additions, and/or deletions or telecommunications equipment and services.

Metric Calculation: Process form receipt of TSR, 90% of all TSR's with 15 days.
