

Strategic Goal 2:

To provide a safe, healthy, and clean environment that is conducive to teaching and learning

Objective A.1:

Service Level Agreement

Report Date:

February 3, 2016

Purpose of Service Level

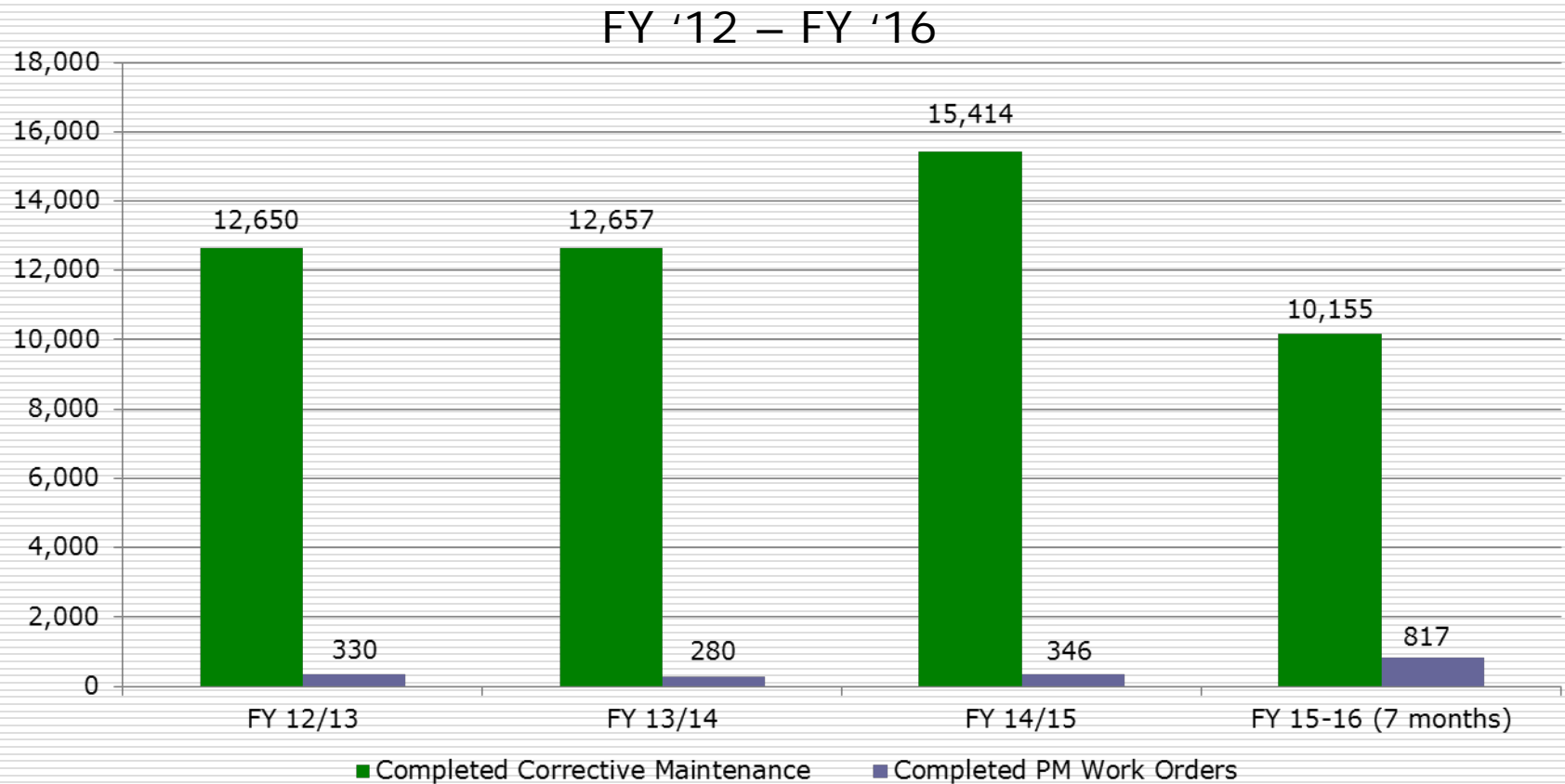
- To establish a standard operating practice to receive, assign, and track all work orders to include preventive maintenance work orders.

Objectives

The primary functions that work orders accomplish are:

1. Assign work and distribute the assignments to the appropriate service group (department, zone, trade) that is assigned responsibility for completing the work.
2. Provide documentation of work and keep customers informed throughout the process until completion of work.
3. Provide operational data and allow us to compare our performance with other similar school districts. Having the ability to monitor and review statistical data provides the information needed to assess and improve operational processes.
4. Allocate costs and to charge/bill School Nutrition Services for labor, materials and any other costs or resources utilized to complete the job or services.
5. Assign and input preventive maintenance work orders into the Computerized Maintenance Management System (CMMS) and automatically generate on the scheduled due date per the scheduled frequency. The purpose of these work orders is to ensure that routine maintenance is performed.

Maintenance and Operations Work Order Summary Report

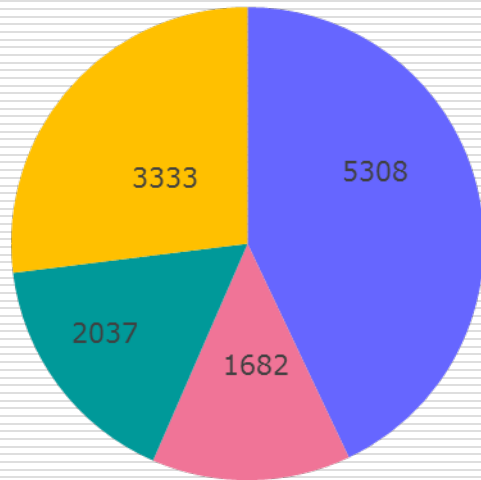


Maintenance and Operations Accomplishments for 2015

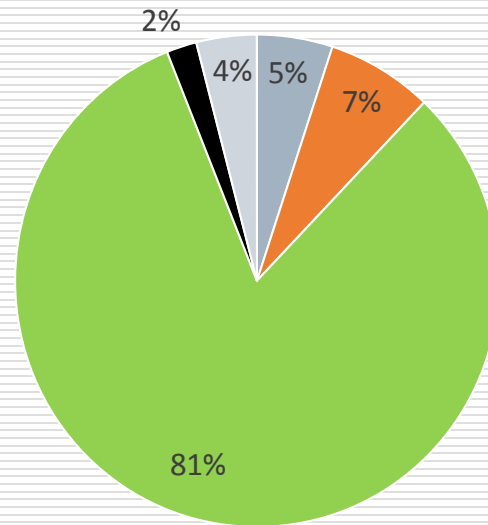
- Implemented new computerized maintenance management system (SchoolDude). This new software allows end users to issue work orders online and to receive email status notifications.
- Drafted new work order policies and procedure manual.
- Conducted training for requestors, site administrators, technicians and supervisors on CMMS software.
- Established criteria for employee productivity and work order completions.
- Provided electronics devices to supervisors that allowed the ability to receive work orders remotely and assign to team members.

Maintenance and Operations School Distribution Summary

FY'15-16



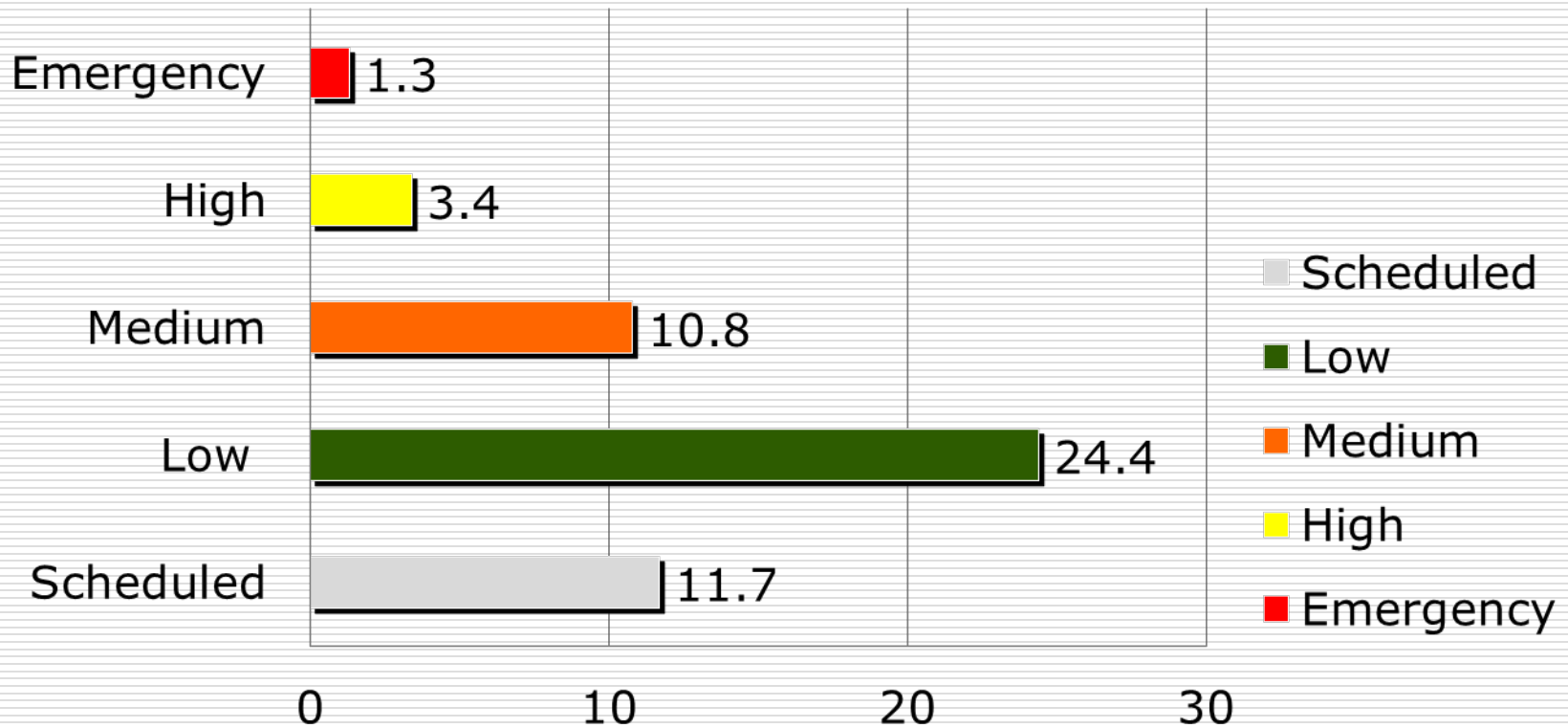
■ Elementary ■ K-8 ■ Middle ■ High



■ Emergency ■ High ■ Medium ■ Low ■ Scheduled

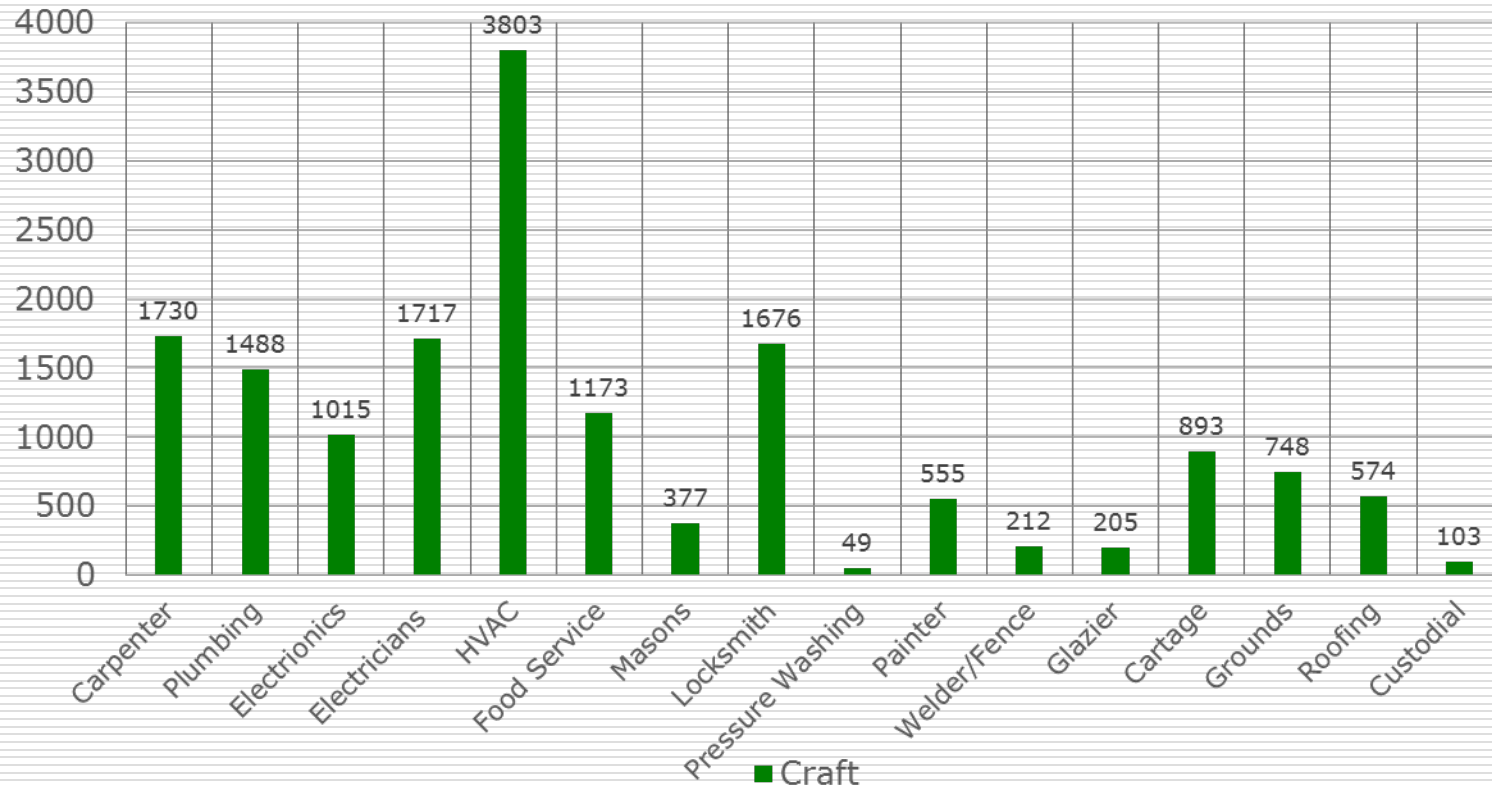
Maintenance and Operations Average Completion Days

FY' 15-16



Maintenance and Operations Craft Distribution Report

March 2015 – January 2016



Maintenance and Operations Work Order Goals 2016-17

- A. Commit at least 20% of maintenance resources to scheduled preventive maintenance tasks.
- B. Complete >85% work orders in a monthly time period.
- C. Complete 25 work orders per individual or crew team each month.
- D. Implement paperless work orders and all technicians will utilize electronic work orders.

Strategic Goal 2:

To provide a safe, healthy, and clean environment that is conducive to teaching and learning

Objective A.2:

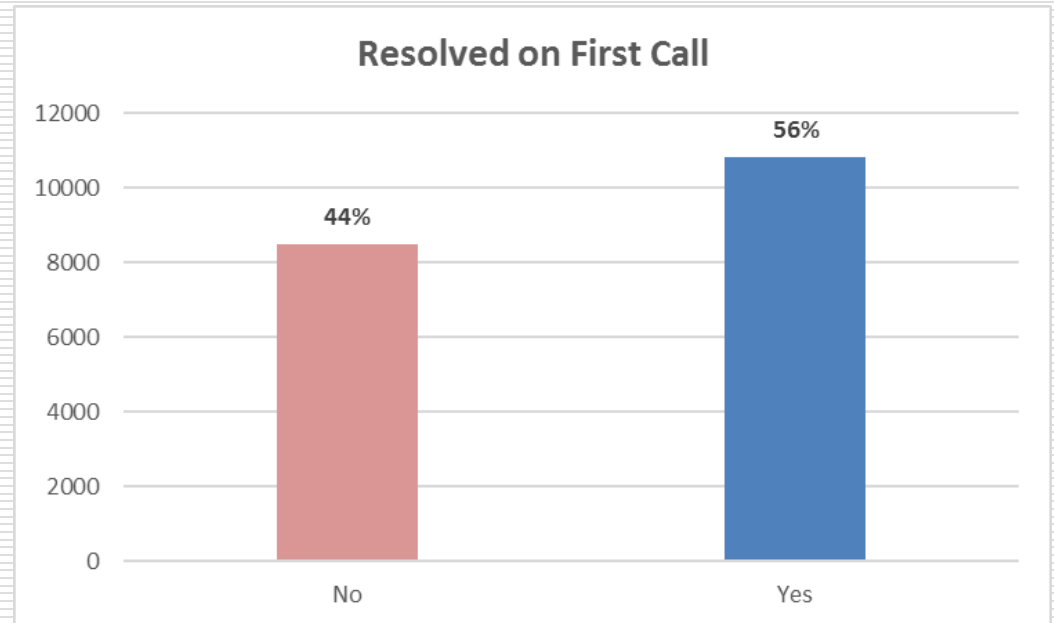
Technology Service Level Agreement

Report Date:

February 3, 2016

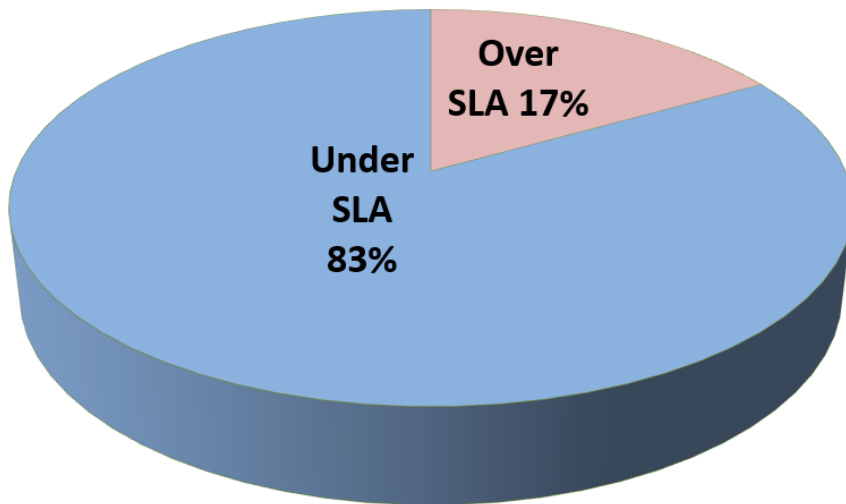
Technology SLA ACCOMPLISHMENTS for 2015-2016 School Year

- Resolved 19,292 service requests through December 2015
- Achieved an average SLA of 3 days per request
- Resolved a majority of the requests on the first call from user or visit to site



Technology SLA Analysis for 2015

SLA Status
Closed Service Requests
07/01/2015 - 12/18/2015



Top 5 Problem Categories	Percent of Over SLA
Multimedia System	11%
Computer Connectivity	7%
PowerSchool	7%
Computer Hardware	7%
Computer Performance	7%

Technology Average SLA by Work Area

Departments / Areas	Average Response (Days)
Accountability and Reporting	3.9
Business System	6.0
Customer Care Desk	1.0
Field Technicians	1.7
Multimedia	4.4
Network Engineering	1.9
Student System	6.1
Web Services	1.1
Average SLA	3

Technology Action Items

- Analysis of service request data to improve SLA
 - Identify common failed parts to keep spares on hand.
 - Identify areas that need targeted training.
 - Identify vendors to assess with services.
- Augment support staff during peak periods such as school startup.
- Utilize ten month staff during the summer periods to perform preventative maintenance.
- Increase use of remote resolution.

Questions / Discussion

**DISTRICT
ACCOUNTABILITY
SYSTEM**

