

# Leigh Abbot - KPI Scorecard for FY22

County of Santa Clara  
As of July 27, 2022

Measure	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	EOY Target	YTD Target	YTD Status
<b>TSS Support of Inbound Ticket Volume (Qtrly ticket Count)</b> (2.1)	-	-	-	-	-	-	14.6k <i>*14.6k</i>	11.4k <i>*14.6k</i>	16.3k <i>*14.6k</i>	-	-	-	43.8k	87.7k	<b>42.3k</b>
<b>Average TSS Support Ticket Resolution Time (Days)</b> (2.2)	-	-	-	-	-	-	4.68 <i>*11</i>	4.26 <i>*11</i>	8 <i>*11</i>	-	-	-	10.75	10.75	<b>8</b>
<b>% of reporting adoption</b> (2.46)	-	-	-	-	-	-	32.7% <i>*60%</i>	29.5% <i>*60%</i>	33% <i>*60%</i>	23.1% <i>*60%</i>	23.6% <i>*60%</i>	44.7% <i>*60%</i>	60%	60%	<b>44.7%</b>
<b>Rate of milestone delivery</b> (2.47)	-	-	-	-	-	-	46.3% <i>*50%</i>	46.3% <i>*</i>	-	-	-	-	-	50%	<b>46.3%</b>
<b>Satisfaction with TSS Services (%)</b> (3.1)	-	-	-	-	-	-	85% <i>*</i>	85% <i>*</i>	85% <i>*88%</i>	-	-	-	90%	90%	<b>85%</b>