

KPM Graph

Graph Title Customer Service

Verify "Is Graph for Customer Satisfaction?" is marked YES

Is Graph for Customer Satisfaction? NO YES

Data Type (Description & Decimal Place)

Percent (2 dec)

| Service Criteria | Year | Actual | |
|-----------------------------|------|--------|--|
| Overall | 2006 | 67 | |
| Accuracy | 2006 | 70 | |
| Availability of Information | 2006 | 67 | |
| Expertise | 2006 | 75 | |
| Helpfulness | 2006 | 74 | |
| Timeliness | 2006 | 67 | |
| Overall | 2007 | 70 | |
| Accuracy | 2007 | 71 | |
| Availability of Information | 2007 | 64 | |
| Expertise | 2007 | 75 | |
| Helpfulness | 2007 | 74 | |
| Timeliness | 2007 | 70 | |
| Overall | 2008 | 65.9 | |
| Accuracy | 2008 | 65.2 | |
| Availability of Information | 2008 | 63 | |
| Expertise | 2008 | 74.7 | |

Annual Performance Progress Report - Windows Internet Explorer

http://oasis.iservices.state.or.us/agencyperformance/kpm_edit.asp?kpmId=%202083&kpmGraphId=%201&agyId=%20493

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Annual Performance Progress Report

| | | | | |
|--|-----------------------------|--------|------|--|
| | Timeliness | 2006 | 67 | |
| | Overall | 2007 | 70 | |
| | Accuracy | 2007 | 71 | |
| | Availability of Information | 2007 | 64 | |
| | Expertise | 2007 | 75 | |
| | Helpfulness | 2007 | 74 | |
| | Timeliness | 2007 | 70 | |
| | Overall | 2008 | 65.9 | |
| | Accuracy | 2008 | 65.2 | |
| | Availability of Information | 2008 | 63 | |
| | Expertise | 2008 | 74.7 | |
| | Helpfulness | 2008 | 72.9 | |
| | Timeliness | 2008 | 65.8 | |
| | Overall | Target | 90 | |
| | Accuracy | Target | 90 | |
| | Availability of Information | Target | 90 | |
| | Expertise | Target | 90 | |
| | Helpfulness | Target | 90 | |
| | Timeliness | Target | 90 | |

Service Criteria
 Overall
 Accuracy
 Availability of Information
 Expertise
 Helpfulness
 Timeliness

Service Criteria

Update/Save Data

Please Note: there are two independent save functions, one for the text in the KPM Information and

Done Internet

1) Select ONE Service Criteria

2) type "Target"
 the first letter is capitalized the rest is lower case

3) Enter the target for the Service Criteria
 You CAN NOT enter multiple targets for an individual Service Criteria
 You CAN NOT enter years for the Service Criteria, only ONE Target for each criteria

4) Select "Update/Save Data" after each Service Criteria is entered

| | | | | |
|--|-----------------------------|--------|----|--|
| | Availability of Information | Target | 90 | |
| | Expertise | Target | 90 | |
| | Helpfulness | Target | 90 | |
| | Timeliness | Target | 90 | |
| | Service Criteria | | | |

Update/Save

Please Note: there are two independent save functions, one for the text in the KPM Information actual/target data in the KPM Graph. To update Actual and Target information in the KPM GRAPH the year and the actual and/or target in the blank spaces. To save the data entered you must "Update/Save Data" button to the right of the data. If you have text you have entered and wish to save it to the KPM INFORMATION section, you must press the "Save KPM" button at the bottom of your

Notes

Note

Save KPM

Save Note

Save KPM ADMIN Delete KPM