

2.3b Measure: Calendar days between DESE/SSD requested change or feedback provided from file reviews and SEIMS completion of work required for release of change

2.3b Target: 90 days

2.3b Monitoring Schedule: Reviewed quarterly from backlog list

Measurable Objective 2.4: Technology services will provide adequate network access to meet stakeholders' needs.

2.4a Measure: Internet bandwidth utilization percentage by connection

2.4a Target: Average Utilization below 70%

2.4a Monitoring Schedule: Monthly

2.4b Measure: Internal network/wireless bandwidth utilization by building

2.4b Target: Average utilization below 70%

2.4b Monitoring Schedule: Monthly

2.4c Measure: Teacher climate survey items, "Reliability and speed of the network are sufficient for instructional use, such as web video or progress monitoring."

2.4c Target: 90% agreement

2.4c Monitoring Schedule: Annually in spring