

Community Experience & Delight

UTO KPI Scorecard | FY20 Q2

■	Change to original KPI
■	Original KPI
■	Delivering
■	In Progress
■	Delayed

Q1 & Q2 FY20 Update

#1 World Class Experience Center	• Calculate a baseline of customer satisfaction	Baseline calculated
	• Measureable improvement year over year with a target of 20% over the baseline (FY20-23)	Satisfied: 12.92% Very Satisfied: 81.86% Increase of 3.1% over FY19
	• Accelerate the deployment of AI-bots for all experience center activities	ASU Enterprise Chat Bot CMS is on track for an MVP launch in January 2020
	• Establish measurable standard leveraging HDI framework + other frameworks	Three measurements established
#2 User-Centered Design	• Simplify user experience leveraging a Design System.	Pivot from UX metric scorecard framework approach to leveraging a Design System.
	• Incorporate machine-learning, sentiment mining, and customer feedback efforts to inform and advance product and service delivery	Using Machine learning predictions for MAT117. Built proof of concept for phone call sentiment analysis
#3 Reduce Transaction Time and Costs	• Deliver measurable improvement year over year to; security reviews, provisioning of systems, reporting tools, data set curation and preparation, project management, and other areas.	On Track. Streamlined security reviews, 58 completed this FY
	• Reduce service delivery time for top 10 personal service offerings through improvements year over year with a target of 20% against baseline FY19 through FY23	Top services baselines have been established, measurement in progress
	• Broad agile and agile-like methodologies across all UTO service lines	Initial success with Cloud teams, planned expansion in progress
	• Cloud acceleration, development web apps, mobility, development product and business analysis, development application and design, development ERP and integration services, IoT, Strategic Implementation Office	Dashboard established, further development of KPIs needed
	• Augmented analytics, BI, governance/policy/information security, customer engagement & consulting services, experience center & learning spaces, cloud and advanced network engineering services, strategic finance and business office, IT service transformation	Completed, and providing ongoing maintenance.
#4 Net Products and Services	• New Product Introduction methodology to be researched and drafted. Develop new product introduction methodology in FY19; FY20 NPI methodology to be developed in Q2 of FY20; all new products introduced using NPI	Completed in FY19
	• NPI to measure access, adoption, and use of all new products being introduced in FY20	NPI is operational. Working with product owners to define metrics
	• NPI to operations handoff to include functional and business owner handoff FY20	Completed in FY19
	• Launch new business development and consulting services unit in FY19. Key constituent relationship approach for all products and services to engage, consult, and delight community members FY20	Launch complete, measurement of delight in progress
	• Target establishment of baseline of no fewer than 200 advisory services engagements and 50 consulting contracts with incremental year over year positive improvement of 20% FY20 through FY23	On track towards 240 advisory services engagements in FY 2020
#5 Sunsetting	• Formal end-of-life and sun setting of products of services as a formal program of activities by UTO FY20	New formal process implemented resulting in numerous decommissioned systems