

Memorandum

To: HONORABLE BOARD OF DIRECTORS

From: Sue McCormick, CEO

CC: William M. Wolfson, CACO

Date: February 5, 2018

**RE: EXPLANATION OF CEO FEBRUARY, 2018 KPIs – “RED, YELLOW, GREEN
REPORT**

OVERVIEW: Last month there were 1 “red” and 2 “yellow” indicators. This month there are 2 “red”, and no “yellow” indicators. The “red” metrics this month reflect a small increase in the number of investigative reports generated by our Security & Integrity Team and a decline in connectivity for GLWA sites with Wide Area Network (WAN) connections to 99.4%. We have advised you that these are both “stretch” goals and very difficult to control.

We are currently in the process of reviewing and revising our monthly KPIs and look forward to rolling out certain new measures in the days to come.

Red or Yellow Indicators:

EUM Attribute	Measure	Significance	Criteria	Status
Enterprise Resiliency	The number of investigative security reports will decrease each month	Risk prevention	<i>Green = Decrease Yellow = Same as previous month Red = increase</i>	RED

Explanation and Responsive Actions: Each of the past two months has seen a small increase in the number of investigative reports written by GLWA’s Security & Integrity Team. As the Board will recall starting in the spring of 2017, GLWA greatly increased its number of patrols. Despite this increase in surveillance, the number of investigative reports has remained relatively constant month over month, with the increase in the last month

reflecting only one additional investigative report. Because of the nature of this goal even an increase of a single report turns the metric from “green” to “red.” Despite the change, GLWA believes its current security operations are effective and, at this time, does not see a need to change its current practices in this area.

EUM Attribute	Measure	Significance	Criteria	Status
Enterprise Resiliency	All GLWA sites (59) with Wide Area Network (WAN) connections will have 100% availability excluding schedule down time for maintenance.	Information Technology - Network Connectivity promotes Employee Productivity.	<i>Green = 100% Yellow >=99.50% and <100% Red <99.50%</i>	RED

Explanation and Responsive Actions: The above Information Technology metrics support communication ability necessary in supporting employee productivity, workflow optimization, and enterprise integration.

After three months of steady improvement, Network uptime declined from 99.62% in December, 2017 to 99.40% in January 2018. The network experienced 11 incidents in January, 2018 some of which were of very short duration. GLWA will continue its current efforts to maximize connectivity and will also look at whether this metric should be revised or refined.