



## Memorandum

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**To:** HONORABLE BOARD OF DIRECTORS

**From:** Sue McCormick, CEO

**CC:** William M. Wolfson, CACO

**Date:** March 5, 2018

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

**OVERVIEW:** Last month there were 2 “red” and no “yellow” indicators. This month there is one “yellow” indicator. The yellow metric this month reflects a small increase in connectivity for GLWA sites with Wide Area Network (WAN) connections from last month’s 99.4% (red) to this month’s 99.7% (“yellow”). Similarly, the network experienced 5 incidents in last month a decrease from the 11 incidents experienced in January 2018. We have advised you that this is a both “stretch” goal and very difficult to control. As we move forward with tracking our progress in this area we are hopeful that we can identify an automated business intelligence solution that will allow us to not only focus on the number of incidents but the duration of those incidents. We believe that it will take 6 to 9 months to identify such a solution.

We have been revising our monthly KPIs and look forward to rolling out certain new measures at your April Workshop Meeting.

Red or Yellow Indicators are on the following page:

| <b>EUM Attribute</b>         | <b>Measure</b>   | <b>Significance</b>   | <b>Criteria</b>  | <b>Status</b> |
|------------------------------|--|---|--|---------------|
| <b>Enterprise Resiliency</b> | 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%<br/>Yellow<br/>&gt;=99.50% and<br/>&lt;100%<br/>Red &lt;99.50%</i> | <b>RED</b>    |

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

While network uptime declined from 99.62% in December 2017 to 99.40% in January 2018, it has again rebounded to 99.7% in February 2018.