

ActPoint[®] KPI: IT

- IT Key Performance Indicators -

37 Information Technology Key Performance Indicators for CoSN Members

DEVICES - 6 Measures

- Advanced Presentation Devices per Teacher
- Average Age of Computers
- Computers per Employee
- Tablets per Student (Student Use)
- Devices per Student
- Devices per Teacher (Dedicated Teacher Use)

NETWORK - 5 Measures

- Bandwidth per Student
- Bandwidth per User
- Days Usage Exceeds 75% of Capacity
- Overflow Capacity
- WAN Downtime

SYSTEMS - 10 Measures

- Business Systems Cost Per Employee
- Instructional Systems Cost Per Student
- Systems Downtime - E-Mail
- Systems Downtime - ERP
- Systems Downtime - Finance System
- Systems Downtime - HR System
- Systems Downtime - LCMS/IMS
- Systems Downtime - Online Assessment System
- Systems Downtime - Payroll System
- Systems Downtime - SIS

IT SPENDING - 6 Measures

- Capital Investments
- Hardware, Systems And Services
- Personnel Costs
- IT Spending Per Student
- IT Spending Percent Of District Budget
- IT Spending Spending Per District FTE

SUPPORT - 6 Measures

- Break/Fix Staffing Cost per Ticket
- First Contact Resolution Rate
- District Employees per Help Desk FTE
- Help Desk Call Abandonment Rate
- Help Desk Staffing Cost per Ticket
- Mean Time to Resolve Tickets

ONLINE LEARNING - 4 Measures

- Blended Courses Completed Per Course Offering
- Blended Courses Offered
- Online Courses Completed Per Course Offering
- Online Courses Offered



Enrollment	Annual License Fee
1 - 500	\$950
501-1,000	\$1,100
1,001-2,500	\$1,500
2,501-5,000	\$2,100
5,001-10,000	\$2,500
10,001-20,000	\$3,000
20,000+	\$3,500

For more information or to order, go to:
www.actpoint.com/CoSN



ActPoint[®] KPI: IT

Annual Subscription Order Form

To: TransACT Communications, LLC
ATTN: Business Services
FAX: (425) 776-3377

TransACT Tax ID Number: 47-5313048

Annual Subscription Order Form

Please complete this fax back form to request an invoice for your order. **This is not an invoice.**
Your district's annual license fee is located next to your enrollment tier in the chart below.

ActPoint[®] KPI: Performance Management System

ActPoint[®] KPI: Information Technology

Total Amount Due: \$ _____

**Subscribers in WA, CO, NJ, NC & SC, please include state sales tax*

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501-1,000	\$1,100
1,001-2,500	\$1,500
2,501-5,000	\$2,100
5,001-10,000	\$2,500
10,001-20,000	\$3,000
20,000+	\$3,500

Name: _____ Title: _____

District: _____ Enrollment: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Signature: _____ Date: _____

Purchase Order Number: _____



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