Computer Software Standards Compliance
Louisville Free Public Library

KPI Owner: Lee Burchfield
Process: Workstation Maintenance

Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary
---|---|---
Baseline: Aug 2016 performance = 5.5%
Goal: By June 30, 2019 achieve 100% compliance | Data Source: Computer Services Report
Goal Source: Edge Initiative Standards
Benchmark Source: NA | Plan-Do-Check-Act Step 7: Standardize, and replicate validated solutions
Measurement Method: Number of computers being routinely updated

Baseline: Aug 2016 performance = 5.5%
Goal: By June 30, 2019 achieve 100% compliance | Data Source: Computer Services Report
Goal Source: Edge Initiative Standards
Benchmark Source: NA | Plan-Do-Check-Act Step 7: Standardize, and replicate validated solutions
Measurement Method: Number of computers being routinely updated

How Are We Doing?

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>12,892</td>
<td>4,436</td>
<td>1,165</td>
<td>769</td>
</tr>
</tbody>
</table>

Baseline, Goal, & Benchmark Continuous Improvement Summary

Baseline: Aug 2016 performance = 5.5%
Goal: By June 30, 2019 achieve 100% compliance
Goal Source: Edge Initiative Standards
Benchmark Source: NA

Why Measure: To ensure security and stability of the network
Next Improvement Step: Implement configuration changes to enable automatic updating

Baseline: Aug 2016 performance = 5.5%
Goal: By June 30, 2019 achieve 100% compliance
Goal Source: Edge Initiative Standards
Benchmark Source: NA

Why Measure: To ensure security and stability of the network
Next Improvement Step: Implement configuration changes to enable automatic updating

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.