Summary SLA Reports
February 2012 Period of Performance

SLA Summary February 2012

SLA	Title	Target	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012
1.11	Severity 1 – CESC and SWESC Data Center Locations & Mainframe	90.00%	Note A	100%	Note A	100%	Note A	Note A	100%	Note A	100%	Note A	100%
1.12	Severity 1 – Other Locations	85.00%	97%	84%	87%	92%	87%	85%	97%	91%	93%	100%	100%
1.13	Severity 2 – CESC and SWESC Data Center Locations	95.00%	100%	100%	85%	100%	100%	93%	97%	88%	98%	97%	96%
1.14	Severity 2 – Other Locations	90.00%	98%	96%	97%	97%	94%	91%	97%	99%	96%	99%	100%
1.15	Severity 3 – CESC and SWESC Data Center Locations	95.00%	95%	95%	95%	95%	88%	96%	95%	92%	95%	99%	96%
1.16	Severity 3 – Other Locations	90.00%	92%	91%	90%	91%	94%	93%	93%	95%	91%	96%	98%
1.17	Initial Findings of Root Cause Analysis Reporting for Severity 1 and Severity 2 Incidents	95.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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1.21	Restore Requests for production data in CESC/SWESC	95.00%	100%	96%	100%	100%	100%	100%	99%	100%	100%	100%	100%
1.22	Restore Requests for production data in Remote Sites	95.00%	100%	100%	100%	97%	100%	100%	100%	100%	84%	100%	100%
1.31	Accuracy of Record in Asset Tracking Database	95.00%	N/A	N/A	97%	N/A	N/A	96%	N/A	N/A	98%	N/A	N/A
3.11	Deploy service / security patches / anti-virus updates necessary to fix/repair environment vulnerabilities	95.00%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3.21	Managed Firewall Management Implementation of Firewall changes related to changes, adding/deleting Firewall rules for managed firewalls only	90.00%	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A
3.31	NIDS / NIPS – Able to receive and respond to alerts from NIDS/NIPS	99.60%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %

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3.32	HIDS / HIPS – Able to receive and respond to alerts from HIDS/HIPS for changes to selected local files	99.60%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
3.33	NIDS / NIPS and HIDS/HIPS Implementation of changes related to changing adding and deleting signatures and rules	TBD	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A
3.41	Managed Firewall Installation - Installation of Managed Firewalls	72Hrs	0/1	0/2	0/1	0/1	0/0	0/1	0/0	0/0	0/0	0/0	0/0
4.11	Customer Contact Response Time (Average Speed to Answer)	≤ 60s	45s	51s	53s	52s	36s	40s	83s	44s	42s	29s	46s
4.11	Customer Contact Response Time (Email/Web Form Time to Respond)	90.00%	93%	93%	92%	91%	93%	94%	85%	91%	94%	95%	93%
4.12	Password Reset (COV, Encryption using entitlement and EPHD OTP)	99.00%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
4.13	Agency application Password Reset Requests	90.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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4.14	VIP Office Support Response Time	N/A: Reporting Purposes Only	36%	63%	70%	51%	52%	62%	54%	53%	56%	59%	52%
4.15	VIP Office Support Time to Resolve	N/A: Reporting Purposes Only	95%	80%	69%	64%	76%	69%	85%	76%	73%	79%	58%
4.21	First Contact Resolution	70.00%	76%	70%	78%	78%	84%	86%	87%	89%	89%	90%	87%
4.22	Shrink Wrap App Incidents for Assets with Altiris installed	90.00%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
4.23	Incident Closure Notice (via E-mail and Phone)	100.00 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.31	New End User Account (up to 20 per request) and individual user account priviledges	90.00%	91%	90%	92%	91%	91%	94%	92%	92%	93%	95%	94%

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5.11	On-Site Dispatch-8 Hours	70.00%	84%	84%	83%	84%	78%	82%	78%	77%	87%	81%	80%
5.11	On-Site Dispatch-Next Business Day	90.00%	98%	98%	98%	98%	97%	98%	97%	98%	98%	97%	97%
5.21	Desktop Service IMAC	90.00%	95%	94%	92%	94%	94%	96%	95%	95%	91%	93%	94%
5.31	Software installation (patching) operating System (Including service packs and non critical security patches)	90.00%	100%	100%	100%	Note A	100%	100%	100%	100%	100%	100%	100%
6.11	Messaging Services for Microsoft Exchange	≤ 2 Hrs	0hrs	0.4hrs	0hrs	0hrs	0hrs	0hrs	0hrs	0hrs	1.67 hrs	0.23 hrs	0hrs
7.11	Mainframe & Server - System Availability Mainframe (OS Class 1, IBM, Unisys)	99.50%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%
7.12	Production Server Instances	99.50%	99.9%	99.8%	99.8%	99.9%	99.8%	99.9%	99.5%	99.7%	99.8%	99.8%	99.7%

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7.13	Critical server instances located in critical data centers (CESC & SWESC) with DR	99.90%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0 %	100.0 %
8.11	WAN Connectivity – Large Locations	99.95%	0/17	1/18	0/17	2/17	1/19	0/18	1/18	1/18	1/18	0/18	0/18
8.12	WAN Connectivity – Medium Locations and Critical Small Locations	99.90%	10/245	10/242	16/243	15/243	15/242	24/242	19/243	18/243	28/244	14/244	11/244
8.13	WAN Connectivity - Small Locations	99.85%	65/776	74/775	66/768	59/768	52/767	83/765	78/764	41/759	67/760	52/763	35/763
8.14	WAN Connectivitiy - Managed Router Locations	99.85%	20/349	21/351	16/351	25/352	49/353	34/353	26/353	19/353	34/353	18/353	7/354
8.21	Router Connectivity – Large Locations	99.95%	0/17	0/18	0/17	0/17	0/19	0/18	0/18	0/18	0/18	0/18	0/18
8.22	Router Connectivity - Medium Locations	99.95%	1/245	1/242	0/243	0/243	0/242	2/242	1/243	0/243	1/244	1/244	13/244

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8.23	Router Connectivity – Critical Small Locations	99.95%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
8.24	Router Connectivity – Small Locations and Managed Routers	99.70%	0/1125	4/1126	9/1119	5/1120	0/1120	5/1118	1/1117	0/1112	2/1113	0/1116	3/1117
8.31	LAN Switch Connectivity – Large Locations	99.70%	1/17	2/18	2/17	1/17	2/19	1/18	1/18	3/18	0/18	0/18	0/18
8.32	LAN Switch Connectivity – Medium Locations	99.70%	3/245	7/242	4/243	9/243	13/242	10/242	10/243	5/243	5/244	3/244	6/244
8.33	LAN Switch Connectivity – Critical Small Locations	99.70%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
8.34	LAN Switch Connectivity – Small Locations	99.70%	6/776	6/775	8/768	4/768	7/767	6/765	6/764	1/759	1/760	0/763	2/763
8.41	VPN – Remote End-User connection	99.70%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	99.9%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
8.51	Network Transit Delay	98.00%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	98%

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8.52	Packet Delivery Loss (excluding dialup service)	98.00%	33%	36%	37%	9%	26%	37%	33%	43%	40%	50%	35%
9.11	Voice over IP (VoIP) – All Locations	99.90%	0/29	0/31	1/33	0/34	33/56	14/56	0/54	0/54	0/79	4/79	0/79
9.21	Jitter (Real-Time Classes of Service)	98.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	98%

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