# Summary SLA Reports
# March 2012 Period of Performance

# SLA Summary March 2012

| SLA | Title | Target | May 2011 | Jun 2011 | Jul 2011 | Aug 2011 | Sep 2011 | Oct 2011 | Nov 2011 | Dec 2011 | Jan 2012 | Feb 2012 | Mar 2012 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1.11 | Severity 1 – CESC and SWESC Data Center Locations & Mainframe | 90.00% | 100% | Note A | 100% | Note A | Note A | 100% | Note A | 100% | Note A | 100% | Note A |
| 1.12 | Severity 1 – Other Locations | 85.00% | 84% | 87% | 92% | 87% | 85% | 97% | 91% | 93% | 100% | 100% | 90% |
| 1.13 | Severity 2 – CESC and SWESC Data Center Locations | 95.00% | 100% | 85% | 100% | 100% | 93% | 97% | 88% | 98% | 97% | 96% | 97% |
| 1.14 | Severity 2 – Other Locations | 90.00% | 96% | 97% | 97% | 94% | 91% | 97% | 99% | 96% | 99% | 100% | 99% |
| 1.15 | Severity 3 – CESC and SWESC Data Center Locations | 95.00% | 95% | 95% | 95% | 88% | 96% | 95% | 92% | 95% | 99% | 96% | 98% |
| 1.16 | Severity 3 – Other Locations | 90.00% | 91% | 90% | 91% | 94% | 93% | 93% | 95% | 91% | 96% | 98% | 99% |
| 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% | 96% | 100% | 100% | 100% | 100% | 99% | 100% | 100% | 100% | 100% | 98% |
| 1.22 | Restore Requests for production data in Remote Sites | 95.00% | 100% | 100% | 97% | 100% | 100% | 100% | 100% | 84% | 100% | 100% | 100% |
| 1.31 | Accuracy of Record in Asset Tracking Database | 95.00% | N/A | 97% | N/A | N/A | 96% | N/A | N/A | 98% | N/A | N/A | N/A |
| 3.11 | Deploy service / security patches / anti-virus updates necessary to fix/repair environment vulnerabilities | 95.00% | 98% | 100% | 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 | 0/2 | 0/1 | 0/1 | 0/0 | 0/1 | 0/0 | 0/0 | 0/0 | 0/0 | 0/0 | 0/0 |
| 4.11 | Customer Contact Response Time (Average Speed to Answer) | ≤ 60s | 51s | 53s | 52s | 36s | 40s | 83s | 44s | 42s | 29s | 46s | 55s |
| 4.11 | Customer Contact Response Time (Email/Web Form Time to Respond) | 90.00% | 93% | 92% | 91% | 93% | 94% | 85% | 91% | 94% | 95% | 93% | 92% |
| 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 | 63% | 70% | 51% | 52% | 62% | 54% | 53% | 56% | 59% | 52% | 61% |
| 4.15 | VIP Office Support Time to Resolve | N/A: Reporting Purposes Only | 80% | 69% | 64% | 76% | 69% | 85% | 76% | 73% | 79% | 58% | 74% |
| 4.21 | First Contact Resolution | 70.00% | 70% | 78% | 78% | 84% | 86% | 87% | 89% | 89% | 90% | 87% | 82% |
| 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% | 90% | 92% | 91% | 91% | 94% | 92% | 92% | 93% | 95% | 94% | 90% |

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| 5.11 | On-Site Dispatch-8 Hours | 70.00% | 84% | 83% | 84% | 78% | 82% | 78% | 77% | 87% | 81% | 80% | 86% |
| 5.11 | On-Site Dispatch-Next Business Day | 90.00% | 98% | 98% | 98% | 97% | 98% | 97% | 98% | 98% | 97% | 97% | 98% |
| 5.21 | Desktop Service IMAC | 90.00% | 94% | 92% | 94% | 94% | 96% | 95% | 95% | 91% | 93% | 94% | 96% |
| 5.31 | Software installation (patching) operating System (Including service packs and non critical security patches) | 90.00% | 100% | 100% | Note A | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 6.11 | Messaging Services for Microsoft Exchange | ≤ 2 Hrs | 0.4hrs | 0hrs | 0hrs | 0hrs | 0hrs | 0hrs | 0hrs | 1.67 hrs | 0.23 hrs | 0hrs | 0hrs |
| 7.11 | Mainframe & Server - System Availability Mainframe (OS Class 1, IBM, Unisys) | 99.50% | 99.9% | 99.9% | 99.9% | 99.9% | 99.8% | 99.9% | 99.9% | 99.9% | 99.9% | 99.9% | 99.9% |
| 7.12 | Production Server Instances | 99.50% | 99.8% | 99.8% | 99.9% | 99.8% | 99.9% | 99.5% | 99.7% | 99.8% | 99.8% | 99.7% | 99.8% |

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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% | 100.0 % | 100.0 % | 99.9% |
| 8.11 | WAN Connectivity – Large Locations | 99.95% | 1/18 | 0/17 | 2/17 | 1/19 | 0/18 | 1/18 | 1/18 | 1/18 | 0/18 | 0/18 | 1/18 |
| 8.12 | WAN Connectivity – Medium Locations and Critical Small Locations | 99.90% | 10/242 | 16/243 | 15/243 | 15/242 | 24/242 | 19/243 | 18/243 | 28/244 | 14/244 | 12/244 | 14/244 |
| 8.13 | WAN Connectivity - Small Locations | 99.85% | 74/775 | 66/768 | 59/768 | 52/767 | 83/765 | 78/764 | 41/759 | 67/760 | 52/763 | 37/763 | 49/764 |
| 8.14 | WAN Connectivitiy - Managed Router Locations | 99.85% | 21/351 | 16/351 | 25/352 | 49/353 | 34/353 | 26/353 | 19/353 | 34/353 | 18/353 | 7/354 | 13/355 |
| 8.21 | Router Connectivity – Large Locations | 99.95% | 0/18 | 0/17 | 0/17 | 0/19 | 0/18 | 0/18 | 0/18 | 0/18 | 0/18 | 0/18 | 0/18 |
| 8.22 | Router Connectivity - Medium Locations | 99.95% | 1/242 | 0/243 | 0/243 | 0/242 | 2/242 | 1/243 | 0/243 | 1/244 | 1/244 | 13/244 | 1/244 |

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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% | 4/1126 | 9/1119 | 5/1120 | 0/1120 | 5/1118 | 1/1117 | 0/1112 | 2/1113 | 0/1116 | 3/1117 | 2/1119 |
| 8.31 | LAN Switch Connectivity – Large Locations | 99.70% | 2/18 | 2/17 | 1/17 | 2/19 | 1/18 | 1/18 | 3/18 | 0/18 | 0/18 | 0/18 | 1/18 |
| 8.32 | LAN Switch Connectivity – Medium Locations | 99.70% | 7/242 | 4/243 | 9/243 | 13/242 | 10/242 | 10/243 | 5/243 | 5/244 | 3/244 | 7/244 | 5/244 |
| 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% | 6/775 | 8/768 | 4/768 | 7/767 | 6/765 | 6/764 | 1/759 | 1/760 | 0/763 | 3/763 | 9/764 |
| 8.41 | VPN – Remote End-User connection | 99.70% | 100.0 % | 100.0 % | 100.0 % | 100.0 % | 99.9% | 100.0 % | 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% | 98% | 99% |

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| 8.52 | Packet Delivery Loss (excluding dialup service) | 98.00% | 36% | 37% | 9% | 26% | 37% | 33% | 43% | 40% | 50% | 35% | 43% |
| 9.11 | Voice over IP (VoIP) – All Locations | 99.90% | 0/31 | 1/33 | 0/34 | 33/56 | 14/56 | 0/54 | 0/54 | 0/79 | 4/79 | 0/79 | 0/80 |
| 9.21 | Jitter (Real-Time Classes of Service) | 98.00% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% | 98% | 100% |

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