

SLA Summary

October 2010 Period of Performance

Service Level Dashboard

	Aug.	Sep.	Oct.
SLAs Reporting	49	49	49
G	96%	96%	98%
Y	0%	2%	0%
R	4%	2%	2%
SLA Coverage	Note	Note	Note



Note: Assessing new SLAs and recalculating % Coverage

SLA Summary – Performance Credit Eligible

				2010							
Tower	SLA #	Measure	SLA Target	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.
Cross Functional	1.11	Priority 1-CESC and SWESC Data Center Locations and Mainframe	90% < 4 hrs	100%	100%	Note A	Note A	Note A	100%	0%	Note A
	1.12	Priority 1 – Other Locations	85% < 8 hrs	100%	90%	100%	89%	96%	92%	88%	96%
	1.13	Priority 2 – CESC and SWESC Data Center Locations	95% < 8 hrs	95%	100%	62%	100%	100%	100%	100%	100%
	1.14	Priority 2 – Other Locations	95% < 16 hrs	98%	98%	97%	98%	97%	95%	98%	98%
	1.15	Priority 3 – CESC and SWESC Data Center Location	95% < 16 bus hrs	95%	92%	95%	95%	98%	95%	95%	95%
	1.16	Priority 3 – Other Locations	90% < 18 bus hrs	90%	92%	90%	90%	94%	94%	91%	91%
	1.17	Initial Findings of Root Cause Analysis Reporting for all Priority 1 & 2 Incidents	95% < 24	100%	100%	100%	100%	100%	100%	100%	100%
	1.21	Restore Services – Restore Requests for Production data in CESC / SWESC	95%	100%	99%	100%	98%	99%	TBD	TBD	97%
	1.22	Restore Services - Restore Requests for Production Data in Remote Sites	95%	100%	100%	96%	100%	100%	100%	95%	100%
	1.31	Asset Tracking – Accuracy of Record in Asset Tracking Database	95%	Note H	Note H	Note H	N/A*	N/A*	N/A	97%	N/A*

Legend


Red--
Fail to reach target by > 10%

Yellow --
Fail to reach target within 10%

Green--
Met or exceeded target

Note A: No Instances during the reporting interval

Note H: Reported Quarterly

* To be reported September 2010

SLA Summary – Performance Credit Eligible

				2010							
Tower	SLA #	Measure	SLA Target	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.
Security	3.11	System Server Administration - Deploy Service / Security Patches / anti virus updates necessary to fix/repair environment vulnerabilities	95%	100%	100%	98%	100%	100%	96%	99%	100%
	3.21	Network Administration – Managed Firewall Management, Implementation of firewall changed related to changing, adding/deleting firewall rules for Managed Firewall Services only	90%	100%	100%	100%	Note A				
	3.31	Security Intrusion Detection – NIDS / NIPS – Able to receive and respond to alerts from NIDS/NIPS	99.6%	100%	100%	100%	100%	100%	100%	100%	100%
	3.32	Security Intrusion Detection – HIDS / HIPS – Able to receive and respond to alerts from HIDS/HIPS for changes to selected local files	99.6%	100%	100%	100%	100%	100%	100%	100%	100%
	3.33	Security Intrusion Detection (NIDS / NIPS & HIDS / HIPS) Implementation of changes related to changing, adding, and deleting signatures and rules	TBD	100%	Note A						
	3.41	Installation of Managed Firewall		Note A							

Legend


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by > 10 %

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Fail to reach target
within 10 %

Green --
Met or exceeded
target

SLA Summary – Performance Credit Eligible

				2010							
Tower	SLA #	Measure	SLA Target	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.
Help Desk	4.11	Customer Contact Response Time – Average Speed to Answer and Email/Web Form Time to Respond	ASA <=60 sec, Email <= 1 bus hr	35 S / 82%	36 S / 92%	44 S / 91%	48 S / 93%	71 S / 92%	48 S / 92%	50 S / 97%	46 S / 93%
	4.12	Response Time - Password Reset (COV, Encryption using entitlement and EPHD OTP)	99%	99%	99%	99%	99%	99%	99%	99%	99%
	4.13	Response Time – Agency Application Password Reset Requests	90%	94%	93%	99%	100%	100%	100%	100%	100%
	4.14	Response Time – VIP Office Support Response Time	**N/A: Reporting Purposes only	100%	40%	22%	100%	75%	65%	59%	71%
	4.15	Response Time – VIP Office Support – Time to Resolve	**N/A: Reporting Purposes only	67%	80%	78%	100%	100%	87%	80%	100%
	4.21	First Contact Resolution	70%	94%	94%	85%	86%	71%	72%	79%	75%
	4.22	Time to Resolution – Shrink Wrap App Incidents for Assets with Altiris installed	90%	95%	93%	99%	99%	99%	99%	99%	99%
	4.23	Incident Closure Notice (via e-mail and/or phone)	100%	100%	100%	100%	100%	100%	100%	99%	100%
	4.31	New End User Account (up to 20 per request) and individual User Account Privilege	90%	100%	100%	90%	93%	92%	79%	92%	92%

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SLA Summary – Performance Credit Eligible

				2010							
Tower	SLA #	Measure	SLA Target	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.
Desktop	5.11	On-site Dispatch Response Time	70% for 8 hour response 90% for next Business Day response	86% / 95%	85% / 96%	84% / 98%	86% / 98%	83% / 98%	82% / 98%	79% / 97%	83% / 98%
	5.21	Desktop Service IMAC	90%	95%	91%	91%	96%	96%	95%	96%	93%
	5.31	Software Installation (Patching) – Operating System (Including Service packs and non critical security patches)	90%	98%	100%	Note A	Note A	100%	100%	100%	100%
Messaging	6.11	Messaging Service for Microsoft Exchange	2 hrs	5:08:00 (hh:mm:ss)	00:29:08 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:15:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)	09:50:05 (hh:mm:ss)	00:00:00 (hh:mm:ss)	00:00:00 (hh:mm:ss)
Mainframe & Server	7.11	Mainframe (OS Class 1, IBM, Unisys) Availability	99.5%	99.9%	99.9%	99.9%	99.9%	99.9%	TBD	TBD	99.8%
	7.12	Production Server Instances	99.5%	99.9%	99.9%	99.9%	99.9%	99.9%	TBD	TBD	99.9%
	7.13	Critical Server Instances located in Critical Data Centers (CESC and SWESC)	99.9%	99.9%	100%	100%	100%	99.9%	100%	99.9%	99.9%

Legend



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Fail to reach target
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Yellow --
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Green--
Met or exceeded
target

SLA Summary – Per Event

				2010							
Tower	SLA #	Measure	SLA Target	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.
Network	8.11	WAN Connectivity – Large	99.95%	0/14	1/14	0/14	0/14	1/15	0/15	0/16	1/21
	8.12	WAN Connectivity – Medium and Critical Small Locations	99.90%	8/231	3/228	5/228	11/231	13/233	13/232	5/232	12/234
	8.13	WAN Connectivity – Small	99.85%	26/823	32/821	39/820	57/818	54/816	59/813	28/813	33/807
	8.14	WAN Connectivity – Managed Router Locations	99.85%	17/355	14/355	21/352	14/352	25/351	17/349	14/349	4/349
	8.21	Router Connectivity – Large Locations	99.95%	0/14	0/14	0/14	0/14	0/15	0/15	0/16	0/21
	8.22	Router Connectivity – Medium Locations	99.95%	0/231	0/228	1/228	4/231	3/233	2/233	0/232	0/234
	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
	8.24	Router Connectivity – Small and managed router locations	99.70%	1/823	3/1176	0/1172	18/1170	7/1167	12/1162	2/1162	3/1156
	8.31	LAN Connectivity – Large Locations	99.70%	1/14	2/14	0/14	0/14	0/15	1/15	1/16	0/21

Per Event Legend


 Red -
< 80 %

 Yellow -
80% - 90 %

 Green -
90% - 100%

Fail/Total

Note A: No Instances during the reporting interval

SLA Summary – Per Event

				2010							
Tower	SLA #	Measure	SLA Target	March	April	May	June	July	Aug	Sep	Oct
Network	8.32	LAN Connectivity – Medium Locations	99.70%	5/231	0/228	6/228	0/231	6/232	6/232	3/232	1/234
	8.33	LAN Connectivity – Critical Small Locations	99.70%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
	8.34	LAN Connectivity – Small Locations	99.70%	1/823	0/821	2/820	0/818	3/813	3/813	1/813	0/807
	8.41	VPN – Remote End User Connection	99.70%	100%	100%	100%	100%	100%	100%	100%	100%
	8.51	Network Transit Delay	< 80ms RTD within 98%	98.2%	98%	99%	99%	98%	98%	99%	98%
	8.52	Packet Delivery Loss	<= .05% Data Loss within 95%	83%	86%	78%	94%	90%	90%	50%	44%
Voice & Video	9.11	Voice & Video- Availability All Locations	99.9%	0/54	0/54	1/54	0/54	0/54	0/54	0/54	0/19
	9.21	Jitter –(Real Time Class of Services)	98%	100%	100%	100%	100%	100%	100%	100%	100%

Per Event Legend


 Red -
< 80 %

 Yellow -
80% - 90 %

 Green -
90% - 100%

Fail/Total