

Detailed SLA Reports January 2013 Period of Performance

Cross Functional

Note A: No occurrences during the measurement interval

Incident Resolution SLA Summary January 2013

SLA	Title	Total	Pass	Fail	Actual	Target
1.11	Severity 1 – CESC and SWESC Data Center Locations & Mainframe	-	-	-	Note A	90%
1.12	Severity 1 – Other Locations	23	21	2	91%	85%
1.13	Severity 2 – CESC and SWESC Data Center Locations	22	21	1	95%	95%
1.14	Severity 2 – Other Locations	354	351	3	99%	90%
1.15	Severity 3 – CESC and SWESC Data Center Locations	82	80	2	97%	95%
1.16	Severity 3 – Other Locations	879	871	8	99%	90%
1.17	Initial Findings of Root Cause Analysis Reporting for Severity 1 and Severity 2 Incidents	428	428	-	100%	95%

Note A: No occurrences during the measurement interval

Restore SLA Summary January 2013

SLA	Title	Total	Pass	Fail	Actual	Target
1.21	Restore Requests for production data in CESC/SWESC	58	57	1	98%	95%
1.22	Restore Requests for production data in Remote Sites	34	34	-	100%	95%

Note A: No occurrences during the measurement interval

Asset Tracking SLA Summary January 2013

SLA	Title	Total	Pass	Fail	Actual	Target
1.31	Accuracy of Record in Asset Tracking Database	-	-	-	Note A	95%

Note A: No occurrences during the measurement interval

Security

Note A: No occurrences during the measurement interval

Security SLA Summary January 2013

SLA	Title	Total	Pass	Fail	Actual	Target
3.11	Deploy service / security patches / anti-virus updates necessary to fix/repair environment vulnerabilities	1337	1337	-	100%	95%
3.21	Managed Firewall Management Implementation of Firewall changes related to changes, adding/deleting Firewall rules for managed firewalls only	-	-	-	Note A	90%

Note A: No occurrences during the measurement interval

Security Intrusion Detection Availability January 2013

SLA	Title	PSA	Available Time	Outage Time	Actual	Target
3.31	NIDS / NIPS – Able to receive and respond to alerts from NIDS/NIPS	1488:00	1488:00	0:00	100.0%	99.6%
3.32	HIDS / HIPS – Able to receive and respond to alerts from HIDS/HIPS for changes to selected local files	1488:00	1488:00	0:00	100.0%	99.6%

Note A: No occurrences during the measurement interval

Security SLA Summary January 2013

SLA	Title	Total	Pass	Fail	Actual	Target
3.33	NIDS / NIPS and HIDS/HIPS Implementation of changes related to changing adding and deleting signatures and rules	-	-	-	Note A	0%
3.41	Managed Firewall Installation - Installation of Managed Firewalls	-	-	-	-	72hrs of agreed date

Note A: No occurrences during the measurement interval

Help Desk

Note A: No occurrences during the measurement interval

Help Desk SLA Summary January 2013

SLA	Title	Total	Pass	Fail	Actual	Target
4.11	Customer Contact Response Time (Average Speed to Answer)	-	-	-	51s	60s
4.11	Customer Contact Response Time (Email/Web Form Time to Respond)	12989	11955	1034	92%	90%
4.12	Password Reset (COV, Encryption using entitlement and EPHD OTP)	7232	7210	22	99%	99%
4.13	Agency application Password Reset Requests	601	587	14	97%	90%
4.14	VIP Office Support Response Time	53	30	23	56%	N/A
4.15	VIP Office Support Time to Resolve	40	32	8	80%	N/A

Note A: No occurrences during the measurement interval

Help Desk SLA Summary January 2013

SLA	Title	Total	Pass	Fail	Actual	Target
4.21	First Contact Resolution	11381	9184	2197	80%	70%
4.22	Shrink Wrap App Incidents for Assets with Altiris installed	1456	1452	4	99%	90%
4.23	Incident Closure Notice (via E-mail and Phone)	7629	7629	-	100%	100%
4.31	New End User Account (up to 20 per request) and individual user account privileges	2523	2430	93	96%	90%

Note A: No occurrences during the measurement interval

Desktop

Note A: No occurrences during the measurement interval

Desktop SLA Summary January 2013

SLA	Title	Total	Pass	Fail	Actual	Target
5.11	On-Site Dispatch-8 Hours	1190	881	309	74%	70%
5.11	On-Site Dispatch-Next Business Day	1190	1139	51	95%	90%
5.21	Desktop Service IMAC	966	951	15	98%	90%
5.31	Software installation (patching) operating System (Including service packs and non critical security patches)	3	3	-	100%	90%

Note A: No occurrences during the measurement interval

Messaging

Note A: No occurrences during the measurement interval

Messaging Exchange Service SLA Summary January 2013

SLA	Title	PSA	Available Time	Outage Time	Actual	Target
6.11	Messaging Services for Microsoft Exchange	744:00	744:00	0:00	0:00	≤ 2Hrs

Note A: No occurrences during the measurement interval

Mainframe and Servers

Note A: No occurrences during the measurement interval

General System Availability SLA Summary January 2013

SLA	Title	PSA	Available Time	Outage Time	Actual	Target
7.11	Mainframe & Server - System Availability Mainframe (OS Class 1, IBM, Unisys)	54325:23	54324:14	1:09	99.9%	99.5%
7.12	Production Server Instances	2359617:23	2348885:15	10732:08	99.5%	99.5%
7.13	Critical server instances located in critical data centers (CESC & SWESC) with DR	87791:59	87778:09	13:50	99.9%	99.9%

Note A: No occurrences during the measurement interval

Data Network

Note A: No occurrences during the measurement interval

Network WAN Connectivity SLA Summary January 2013

SLA	Title	Total Sites	Sites > Required Availability	Sites < Required Availability	Target
8.11	WAN Connectivity – Large Locations	17	17	-	99.95%
8.12	WAN Connectivity – Medium Locations and Critical Small Locations	238	231	7	99.90%
8.13	WAN Connectivity - Small Locations	759	723	36	99.85%
8.14	WAN Connectivity - Managed Router Locations	367	354	13	99.85%

Note A: No occurrences during the measurement interval

Network Router Connectivity SLA Summary January 2013

SLA	Title	Total Sites	Sites > Required Availability	Sites < Required Availability	Target
8.21	Router Connectivity – Large Locations	17	17	-	99.95%
8.22	Router Connectivity - Medium Locations	238	237	1	99.95%
8.23	Router Connectivity – Critical Small Locations	-	-	-	99.95%
8.24	Router Connectivity – Small Locations and Managed Routers	1126	1124	2	99.70%

Note A: No occurrences during the measurement interval

Network LAN Switch Connectivity SLA Summary January 2013

SLA	Title	Total Sites	Sites > Required Availability	Sites < Required Availability	Target
8.31	LAN Switch Connectivity – Large Locations	17	16	1	99.70%
8.32	LAN Switch Connectivity – Medium Locations	238	235	3	99.70%
8.33	LAN Switch Connectivity – Critical Small Locations	-	-	-	99.70%
8.34	LAN Switch Connectivity – Small Locations	759	757	2	99.70%

Note A: No occurrences during the measurement interval

Data Network Availability SLA Summary January 2013

SLA	Title	PSA	Available Time	Outage Time	Actual	Target
8.41	VPN – Remote End-User connection	23808:00	23808:00	0:00	100.0%	99.7%

Note A: No occurrences during the measurement interval

Data Network Performance SLA Summary January 2013

SLA	Title	Total Sites	Sites Passing	Sites Failing	Actual	Target
8.51	Network Transit Delay	960	953	7	99%	98%
8.52	Packet Delivery Loss (excluding dialup service)	960	422	538	43%	98%

Note A: No occurrences during the measurement interval

Voice and Video

Note A: No occurrences during the measurement interval

Voice Over IP (VoIP) Availability SLA Summary January 2013

SLA	Title	Total Sites	Sites > Required Availability	Sites < Required Availability	Target
9.11	Voice over IP (VoIP) – All Locations	80	80	-	99.90%

Note A: No occurrences during the measurement interval

Voice Over IP (VoIP) Performance SLA Summary January 2013

SLA	Title	Total Sites	Sites Passing	Sites Failing	Actual	Target
9.21	Jitter (Real-Time Classes of Service)	53	53	-	100%	98%

Note A: No occurrences during the measurement interval