



**IOT Distributed Services
SLA Compliance
Enterprise Level Agreements
For September 2015**

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	82%	
Call Abandonment Rate	Less then 5% Abandoned	2%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	98%	
Email Response Rate	98% Response within 1 business hour	92%	
User Sampling Survey	95% Of Satisfied Customers	97%	
Resolution Of Incidents On Time - GMIS	80% Calls Resolved Within 24 Business Hours	87%	
Resolution Of Incidents On Time	90% Calls Resolved On Time (By Grouping)	88%	

Account Management (general)	8 Business Hours	98.2%		6744
Applications	16 Business Hours	89%		2373
Data Management	32 Business Hours	93.8%		601
Database	32 Business Hours	97.1%		171
Hardware	40 Business Hours	89.4%		2163
Operating System	24 Business Hours	95.8%		143
Telecomm	12 Business Hours	89.7%		682
Unified Communications	16 Business Hours	89.6%		347

Major Issues

*Increased Call Volume
Staffing issues
Multiple System Migrations
ELM training for IRUA*

Network Availability

CAN Availability (Campus Area)	99.9% Availability	100%	
WAN Availability (Remote Sites)	98.9% Availability	99.8%	
Switch Availability	99.9% Availability	99.9%	
VPN Availability	99.9% Availability	100%	

Server and Storage Administration

Overall Average Windows Server Availability		99.9%	
Citrix Server Availability	99.9% Availability	100%	
E-Mail Server Availability	99.9% Availability	100%	
Shared File Server Availability	99.9% Availability	99.7%	
SQL Server Availability	99.9% Availability	100%	
Web/App Server Availability	99.9% Availability	99.8%	
Overall Average Mainframe Availability		99.9%	
IBM Mainframe Availability	99.9% Availability	99.9%	
IMS Region Availability	99.9% Availability	99.9%	
DB2 Connect Availability	99.9% Availability	99.9%	

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours (98.0%)	2378	100%	
New Account Requests	Creation Within 2 Business Days (99.0%)	2049	98.7%	

Field Operations

New Workstation Installation	Installation Within 5 Business Days (98.0%)	76	98.7%	
Peripheral and Software Installation	Installation Within 3 Business Days (98.0%)	636	96.9%	

- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

Run Date 10/6/2015