



**IOT Distributed Services
SLA Compliance
Enterprise Level Agreements
For January 2016**

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	66%	
Call Abandonment Rate	Less then 5% Abandoned	4%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	92%	
Email Response Rate	98% Response within 1 business hour	99%	
User Sampling Survey	95% Of Satisfied Customers	97%	
Resolution Of Incidents On Time - GMIS	80% Calls Resolved Within 24 Business Hours	92%	
Resolution Of Incidents On Time	90% Calls Resolved On Time (By Grouping)	92%	

Account Management (general)	8 Business Hours	97.4%		6564
Applications	16 Business Hours	90.6%		2483
Data Management	32 Business Hours	95%		535
Database	32 Business Hours	94.6%		184
Hardware	40 Business Hours	91.4%		2053
Operating System	24 Business Hours	89%		136
Telecomm	12 Business Hours	88.3%		549
Unified Communications	16 Business Hours	92.6%		350

Major Issues

*Network Outage
eXtreme I/O Storage
Increased Call Volume
Staffing issues*

Network Availability

CAN Availability (Campus Area)	99.9% Availability	99.4%	
WAN Availability (Remote Sites)	98.9% Availability	99.2%	
Switch Availability	99.9% Availability	100%	
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	99.8%	
Shared File Server Availability	99.9% Availability	100%	
SQL Server Availability	99.9% Availability	100%	
Web/App Server Availability	99.9% Availability	100%	
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%)	947	99.8%	
New Account Requests	Creation Within 2 Business Days (99.0%)	1706	99.5%	

Field Operations

New Workstation Installation	Installation Within 5 Business Days (98.0%)	70	97.1%	
Peripheral and Software Installation	Installation Within 3 Business Days (98.0%)	696	98%	

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

Run Date 2/4/2016