<table>
<thead>
<tr>
<th>Service Level Agreement</th>
<th>Target Performance</th>
<th>Current Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speed To Answer Calls</td>
<td>90% Calls Answered Under 60 Seconds</td>
<td>92%</td>
</tr>
<tr>
<td>Call Abandonment Rate</td>
<td>Less then 5% Abandoned</td>
<td>2%</td>
</tr>
<tr>
<td>Level 1 Resolution Rate</td>
<td>90% Of Calls Resolved By Level 1</td>
<td>99%</td>
</tr>
<tr>
<td>Email Response Rate</td>
<td>98% Response within 1 business hour</td>
<td>100%</td>
</tr>
<tr>
<td>User Sampling Survey</td>
<td>95% Of Satisfied Customers</td>
<td>98%</td>
</tr>
<tr>
<td>Resolution Of Incidents On Time</td>
<td>90% Calls Resolved On Time ( By Grouping )</td>
<td>98%</td>
</tr>
<tr>
<td><strong>Account Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applications</td>
<td>8 Business Hours</td>
<td>99.8% Excluding GMS &amp; SIRS</td>
</tr>
<tr>
<td>Data Management</td>
<td>16 Business Hours</td>
<td>97%</td>
</tr>
<tr>
<td>Database</td>
<td>32 Business Hours</td>
<td>97.2%</td>
</tr>
<tr>
<td>Hardware</td>
<td>32 Business Hours</td>
<td>97%</td>
</tr>
<tr>
<td>Operating System</td>
<td>40 Business Hours</td>
<td>97.2%</td>
</tr>
<tr>
<td>Telecom</td>
<td>24 Business Hours</td>
<td>98.5%</td>
</tr>
<tr>
<td></td>
<td>12 Business Hours</td>
<td>99.3%</td>
</tr>
<tr>
<td><strong>Network Availability</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAN Availability ( Campus Area )</td>
<td>99.9% Availability</td>
<td>100%</td>
</tr>
<tr>
<td>Dial-Up Availability</td>
<td>99.9% Availability</td>
<td>100%</td>
</tr>
<tr>
<td>Switch Availability</td>
<td>99.9% Availability</td>
<td>100%</td>
</tr>
<tr>
<td>VPN Availability</td>
<td>99.9% Availability</td>
<td>100%</td>
</tr>
<tr>
<td>WAN Availability ( Remote Sites )</td>
<td>98.9% Availability</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Server and Storage Administration</strong></td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Citrix Server Availability</td>
<td>99.9% Availability</td>
<td>100%</td>
</tr>
<tr>
<td>E-Mail Server Availability</td>
<td>99.9% Availability</td>
<td>100%</td>
</tr>
<tr>
<td>Shared File Server Availability</td>
<td>99.9% Availability</td>
<td>100%</td>
</tr>
<tr>
<td>SQL Server Availability</td>
<td>99.9% Availability</td>
<td>100%</td>
</tr>
<tr>
<td>Web/App Server Availability</td>
<td>99.9% Availability</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Overall Average Mainframe Availability</strong></td>
<td>99.9%</td>
<td></td>
</tr>
<tr>
<td>IBM Mainframe Availability</td>
<td>99.9% Availability</td>
<td>99.9%</td>
</tr>
<tr>
<td>IMS Region Availability</td>
<td>99.9% Availability</td>
<td>99.9%</td>
</tr>
<tr>
<td>DB2 Connect Availability</td>
<td>99.9% Availability</td>
<td>99.9%</td>
</tr>
<tr>
<td><strong>Account Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disable Network Account Requests</td>
<td>Disabled Within 4 Business hours ( 98.0% )</td>
<td>99.9%</td>
</tr>
<tr>
<td>New Network Account Requests</td>
<td>Creation Within 2 Business Days ( 99.0% )</td>
<td>100%</td>
</tr>
<tr>
<td>Privilege/Rights Change Requests</td>
<td>Change Within 8 Business Hours ( 97.0% )</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Field Operations</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Workstation Installation</td>
<td>Installation Within 5 Business Days ( 98.0% )</td>
<td>99.7%</td>
</tr>
<tr>
<td>Peripheral and Software Installation</td>
<td>Installation Within 3 Business Days ( 98.0% )</td>
<td>98%</td>
</tr>
</tbody>
</table>

IOT SVC Ops Enterprise Compliance

Run Date 6/2/2009

IOT Distributed Services