



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

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	88%	
Call Abandonment Rate	Less then 5% Abandoned	1%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	96%	
Email Response Rate	98% Response within 1 business hour	98%	
User Sampling Survey	95% Of Satisfied Customers	96%	
Resolution Of Incidents On Time - GMIS	80% Calls Resolved Within 24 Business Hours	86%	
Resolution Of Incidents On Time	90% Calls Resolved On Time (By Grouping)	94%	

Account Management (general)	8 Business Hours	98.6%		6294
Applications	16 Business Hours	91.1%		2523
Data Management	32 Business Hours	93.9%		442
Database	32 Business Hours	94.2%		138
Hardware	40 Business Hours	92.2%		2092
Operating System	24 Business Hours	95.5%		200
Telecomm	12 Business Hours	91.8%		748
Unified Communications	16 Business Hours	94.4%		301

Major Issues



Network Availability

CAN Availability (Campus Area)	99.9% Availability	100%	
WAN Availability (Remote Sites)	98.9% Availability	99.8%	
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	100%	
Shared File Server Availability	99.9% Availability	99.8%	
SQL Server Availability	99.9% Availability	99.8%	
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%)	1329	99.8%	
New Account Requests	Creation Within 2 Business Days (99.0%)	1884	99.9%	

Field Operations

New Workstation Installation	Installation Within 5 Business Days (98.0%)	77	97.4%	
Peripheral and Software Installation	Installation Within 3 Business Days (98.0%)	558	96%	

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

Run Date 9/8/2015