



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

Service Level Agreement

Target Performance

Current Performance

**Customer Service**

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	67%	
Call Abandonment Rate	Less then 5% Abandoned	4%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	97%	
Email Response Rate	98% Response within 1 business hour	78%	
User Sampling Survey	95% Of Satisfied Customers	95%	
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 )	90%	

Account Management (general)	8 Business Hours	97.2%		6960
Applications	16 Business Hours	88.3%		2632
Data Management	32 Business Hours	92.9%		578
Database	32 Business Hours	96.1%		180
Hardware	40 Business Hours	91%		2487
Operating System	24 Business Hours	93.4%		167
Telecomm	12 Business Hours	86.3%		626
Unified Communications	16 Business Hours	75.4%		508

Major Issues

*Increased Call Volume  
Staffing issues  
IURA  
ICES  
Multiple Server Outages  
Isilon / FSSA*

**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		99.8%	
Citrix Server Availability	99.9% Availability	100%	
E-Mail Server Availability	99.9% Availability	100%	
Shared File Server Availability	99.9% Availability	99.6%	
SQL Server Availability	99.9% Availability	99.7%	
Web/App Server Availability	99.9% Availability	99.5%	
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% )	885	99.2%	
New Account Requests	Creation Within 2 Business Days ( 99.0% )	1792	99.8%	

**Field Operations**

New Workstation Installation	Installation Within 5 Business Days ( 98.0% )	106	93.4%	
Peripheral and Software Installation	Installation Within 3 Business Days ( 98.0% )	663	96.7%	

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

Run Date 11/5/2015