

SLA Performance (February 2018)



Service Level	RAG Status	Commentary
Support Response Times	Green	<p>Target: 90.00% <= 30 minutes and 99.00% <= 120 minutes. Actual: 95.62% <=30 minutes and 99.93% <= 120 minutes.</p> <p>10,206 emails were received during the month.</p>
Incident Resolution	Green	<p>Target: 0% failure rate Actual: 0% failure rate</p> <p>0 incidents breached target out of the 1595 incidents resolved.</p>
Availability	Green	<p>Target: >=99.9% Availability Actual: 100% on Exchange, Gateway, Portal & Skype for Business</p> <p>All services achieved the required levels of Availability during the month.</p>
Application Response Times	Green	<p>Overall Transaction Targets (Measured Monthly and Hourly)</p> <ul style="list-style-type: none"> 90% of transactions complete within 5 seconds 95% of transactions complete within 10 seconds 99% of transactions complete within 15 seconds <p>Monthly Actuals</p> <ul style="list-style-type: none"> Complete Logon to Service: Pass View Email Message: Pass Unlock & Reset Password: Pass Authenticate User: Pass View Calendar: Pass <p>Hourly Actuals</p> <ul style="list-style-type: none"> Complete Logon to Service: 3.2% Failure Rate (66 failures out of 2016 measures) View Email Message: 0% Failure Rate (0 failures out of 2016 measures) Unlock & Reset Password: 2.7% Failure Rate (56 failures out of 2016 measures) Authenticate User: 0% Failure Rate (0 failures out of 2016 measures) View Calendar: 0.05% Failure Rate (1 failures out of 2016 measures)

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Service Level	RAG Status	Commentary
Email Delivery Time	Green	<p>Overall Transaction Targets (Measured Monthly and Daily)</p> <ul style="list-style-type: none"> 90% of transactions delivered within 1 minute or less 95% of transactions delivered within 3 minutes or less 99.8% of transactions delivered within 30 minutes <p>Monthly Actuals</p> <ul style="list-style-type: none"> Email service mailbox to Email service mailbox: Pass Email service mailbox to external gateway: Pass External gateway to email service mailbox: Pass <p>Daily Actuals</p> <ul style="list-style-type: none"> Email service mailbox to Email service mailbox: 100% Pass Email service mailbox to external gateway: 98.8% Pass External gateway to email service mailbox: 95% Pass
Call Answer Times	Green	<p>Target: 90% <= median average of 30 seconds. Actual: 90% <= median average of 4.05 seconds.</p> <p>The Service Desk answered all calls within the required Service Levels. 6416 calls were received during the month.</p>
First Time Fix	Green	<p>Target: >=65% Actual: 84.35%</p> <p>The Service Desk met the First Time Fix SLA target.</p>
Problem Resolution	Green	4 problems resolved passed Service Level (OSL).