

SLA Performance (November)

Service Level	RAG Status	Commentary
Support Response Times	Green	<p>Target: 90.00% <= 30 minutes and 99.00% <= 120 minutes. Actual: 95.97% <=30 minutes and 99.62% <= 120 minutes.</p> <p>15,293 emails were received during the month.</p>
Incident Resolution	Green	<p>Target: 0% failure rate Actual: 0% failure rate</p> <p>0 incidents breached the target failure rate out of the 4019 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"> • 99.7% of transactions complete within 5 seconds • 99.9% of transactions complete within 10 seconds • 99.9% 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: 0.78% Failure Rate (8 failures out of 2160 measures) • View Email Message: 0% Failure Rate (0 failures out of 2160 measures) • Unlock & Reset Password: 3.9% Failure Rate (65 failures out of 2160 measures) • Authenticate User: 0% Failure Rate (0 failures out of 2160 measures) • View Calendar: 0.6% Failure Rate (13 failures out of 2160 measures)

SLA Performance (November)

Service Level	RAG Status	Commentary
Email Delivery Time	Green	<p>Overall Transaction Targets (Measured Monthly and Daily)</p> <ul style="list-style-type: none"> 99.5% of transactions delivered within 1 minute or less 99.7% of transactions delivered within 3 minutes or less 99.9% 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: 95.5% Fail External gateway to email service mailbox: 95.5% Pass
Call Answer Times	Green	<p>Target: 90% <= median average of 30 seconds. Actual: 90% <= median average of 5.83 seconds.</p> <p>The Service Desk answered all calls within the required Service Levels. 9845 calls were received during the month.</p>
First Time Fix	Green	<p>Target: >=65% Actual: 91.1%</p> <p>The Service Desk met the First Time Fix SLA target.</p>
Problem Resolution	Green	<p>4 problems resolved during the November period however, 1 problem failed SLA.</p>