

SLA Performance (October 2017)

Service Level	RAG Status	Commentary
Support Response Times	Green	<p>Target: 90.00% <= 30 minutes and 99.00% <= 120 minutes. Actual: 93.34% <=30 minutes and 99.78% <= 120 minutes.</p> <p>12,079 emails were received during the month.</p>
Incident Resolution	Green	<p>Target: 0% failure rate Actual: 0.17% failure rate</p> <p>2 Severity 4 Incidents breached FL1 out of the 1,962 incidents logged.</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: 0% Failure Rate (0 failures out of 2232 measures) View Email Message: 1.1% Failure Rate (25 failures out of 2232 measures) Unlock & Reset Password: 2.9 % Failure Rate (66 failures out of 2232 measures) Authenticate User: 0% Failure Rate (0 failures out of 2232 measures) View Calendar: 11.9% Failure Rate (266 failures out of 2232 measures)

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Service Level	RAG Status	Commentary
Email Delivery Time	Green	<p>Overall Transaction Targets (Measured Monthly and Hourly)</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>Hourly Actuals</p> <ul style="list-style-type: none"> Email service mailbox to Email service mailbox: 100% Pass Email service mailbox to external gateway: 100% Pass External gateway to email service mailbox: 99.74% Pass
Call Answer Times	Green	<p>Target: 90% <= median average of 30 seconds. Actual: 90% <= median average of 5.00 seconds.</p> <p>The Service Desk answered all calls within the required Service Levels. 11,024 calls were received during the month.</p>
First Time Fix	Green	<p>Target: >=65% Actual: 87.05%</p> <p>The Service Desk met the First Time Fix SLA target.</p>
Problem Resolution	Green	2 of 2 problems resolved passed Service Level (OSL).