

## SLA Performance (October)

Service Level	RAG Status	Commentary
Support Response Times	Green	<p>Target: 90.00% &lt;= 30 minutes and 99.00% &lt;= 120 minutes. Actual: 96.64% &lt;=30 minutes and 99.92% &lt;= 120 minutes.</p> <p>14,905 emails were received during the month.</p>
Incident Resolution	Green	<p>Target: 0% failure rate Actual: 0.02% failure rate</p> <p>1 incident breached target out of the 4296 incidents resolved.</p>
Availability	Green	<p>Target: &gt;=99.9% Availability Actual: 100% on Exchange, Gateway, Portal &amp; 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"> <li>• 99.7% of transactions complete within 5 seconds</li> <li>• 99.9% of transactions complete within 10 seconds</li> <li>• 99.9% of transactions complete within 15 seconds</li> </ul> <p>Monthly Actuals</p> <ul style="list-style-type: none"> <li>• Complete Logon to Service: Pass</li> <li>• View Email Message: Pass</li> <li>• Unlock &amp; Reset Password: Pass</li> <li>• Authenticate User: Pass</li> <li>• View Calendar: Pass</li> </ul> <p>Hourly Actuals</p> <ul style="list-style-type: none"> <li>• Complete Logon to Service: 0.35% Failure Rate (8 failures out of 2232 measures)</li> <li>• View Email Message: 0.08% Failure Rate (2 failures out of 2232 measures)</li> <li>• Unlock &amp; Reset Password: 1.29% Failure Rate (29 failures out of 2232 measures)</li> <li>• Authenticate User: 0% Failure Rate (0 failures out of 2232 measures)</li> <li>• View Calendar: 0.62% Failure Rate (14 failures out of 2232 measures)</li> </ul>

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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"> <li>99.7% of transactions delivered within 1 minute or less</li> <li>99.9% of transactions delivered within 3 minutes or less</li> <li>100% of transactions delivered within 30 minutes</li> </ul> <p>Monthly Actuals</p> <ul style="list-style-type: none"> <li>Email service mailbox to Email service mailbox: Pass</li> <li>Email service mailbox to external gateway: Pass</li> <li>External gateway to email service mailbox: Pass</li> </ul> <p>Daily Actuals</p> <ul style="list-style-type: none"> <li>Email service mailbox to Email service mailbox: 100% Pass</li> <li>Email service mailbox to external gateway: 98.9% Fail</li> <li>External gateway to email service mailbox: 100% Pass</li> </ul>
Call Answer Times	Green	<p>Target: 90% &lt;= median average of 30 seconds. Actual: 90% &lt;= median average of 5.75 seconds.</p> <p>The Service Desk answered all calls within the required Service Levels. 9018 calls were received during the month.</p>
First Time Fix	Green	<p>Target: &gt;=65% Actual: 91.2%</p> <p>The Service Desk met the First Time Fix SLA target.</p>
Problem Resolution	Green	3 problems resolved within SLA during the October period.