

FMS Applications Management
 Deliverable 35.1.5c
 Service Level Metrics
 12/31/00

Service Level Metric 2.0

Response Time - High

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)		100.0%											
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend		100.0%	100.0%	100.0%	100.0%								

Current Targets
 >=90%
 85% to 90%
 <=85%

Service Level Metric 2.1

Response Time - Medium

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)		100.0%		100.0%	100.0%								
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend			100.0%	100.0%	100.0%								

Current Targets
 >=90%
 85% to 90%
 <=85%

Service Level Metric 2.2

Response Time - Low

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Response Time (%)													
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend													

Current Targets
 >=90%
 85% to 90%
 <=85%

Service Level Metric 2.3

Resolution Time - High (Complex)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend													

Current Targets
 >=90%
 85% to 90%
 <=85%

Service Level Metric 2.4

Resolution Time - Medium (Complex)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend													

Current Targets
 >=90%
 85% to 90%
 <=85%

Service Level Metric 2.5

Resolution Time - High (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)		100.0%											
Green Target (%)		90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend		100.0%											

Current Targets
 >=90%
 85% to 90%
 <=85%

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Service Level Metric 2.6

Resolution Time - Medium (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)	100.0%		100.0%	100.0%	100.0%								
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend			100.0%	100.0%	100.0%								

Current Targets
 >=90%
 85% to 90%
 <=85%

Service Level Metric 2.7

Resolution Quality

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
Green Target (%)	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Data Quality	AD												
Color Trend													

Current Targets
 >=95%
 90% to 95%
 <=90%

Service Level Metric 2.8

Work Estimate Accuracy

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Resolution Time (%)													
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Data Quality	AD												
Color Trend													

Current Targets
 >=90%
 85% to 90%
 <=85%

Service Level Metric 2.9

Service Reporting Delivery

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Service Reporting Delivery (day)	7	7	7	7	7	0	0	0	0	0	0	0	0
Green Target (Calender Day)	7	7	7	7	7	7	7	7	7	7	7	7	7
Data Quality	AD												
Color Trend		7	7	7	7	0	0	0	0	0	0	0	0

Current Targets
 <=7
 8
 >=9

Help Desk Metric 3.0

Request Vol. (Info.Only)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-00	Jun-01	Jul-01	Aug-01	Sep-01
Number of Requests	52	32	52	31	38	0	0	0	0	0	0	0	0
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100
Data Quality	AD												
Color Trend		32	52	31	38	0	0	0	0	0	0	0	0

Current Targets
 <=100
 100 to 150
 >150