



# Intranet Applications Operations- Monthly SLA Metrics - 1/2001

February 20, 2001

# Metrics Based Service Targets - Executive Summary

Delivery Metric	Target	Actual
<b>Response Time</b>	90%	100%
<b>Resolution Time</b>	90%	100%
<b>Service Reporting Delivery</b>	On Time	N/A
<b>Resolution Quality</b>	90%	100%
<b>Help Desk Accuracy</b>	90%	N/A
<b>Help Desk Request Vol. (No. of Requests)</b>		103

Color Key:

Green = Service target was met or exceeded

Yellow = Service target was missed

N/A = Not Available for this report

Service Targets and Actuals are shown as a percentage. i.e.. - a 90% target means that metric targets are met or exceeded in 90% of all requests to the Appl. Mgmt. Team.

- 1) 103 content requests were processed in Jan. (no user trouble calls or queries were
- 2) Developed a ROM for a searchable PEPS database for Schools Channel.
- 3) Implemented server cookies on the production server beginning January 4, 2001.
- 4) Received approval to publish a new forms page. Final testing and deployment will occur in February.
- 5) Improved the process for publishing Mod Partner deliverables to SFANet per a request from Carol Seifert. Result improved publishing turnaround time and decreased workload in SFA Contracts Dept.
- 6) Discovered that the weekly WebTrends reports for the new server have incorrect data for January. Problem was due to not using the correct directory for retrieving the daily log files. Problem was resolved at VDC Jan. 23. Once resolved we noticed that we were recording hits on nights and weekends but no user visitors. Found out that a monitoring agent on the server was causing this. VDC will look into filtering out this extraneous data.

# Usage Metrics Detail

## Actions Status from Previous Report

- Visitor stats - WebTrends is configured at the VDC to use IP addresses to determine unique visitors; SFA uses DHCP to assign IP addresses. Consequently, Visitor data is inaccurate. As stated in the Executive Summary on page 2, the Tech Arch team is testing a solution at the VDC using persistent cookies. The cookie will be a server generated cookie and not an application cookie. It will have a pre-determined expiration period. Every time that a user accesses SFANet, his/her visit will be written to a log file on the web server using the cookie as the user identifier rather than the user's IP address. WebTrends will be configured to use the cookie data in the web server log file to determine the correct number of unique users of SFANet. This solution is undergoing testing at the VDC. This solution is used by most organizations to more accurately determine web users.
- **UPDATE from last report - Cookies were enabled Jan. 4, 2001. Visitor stats will be more reflective of actual user activity beginning with the Feb. 7 report. An issue may still exist if a significant number of users have cookies disabled in their browsers.**
- **UPDATE for this report - Due to a WebTrends configuraion problem at the VDC we have no data from 1/1 to 1/22. Therefore this report does not include usage metrics.**

# Definition of Service Metrics

- Response Time**

Elapsed time from initial logging of request by Tier 1 Help Desk to acknowledgement of request by the Application Management Team. For High Priority requests the Tier 1 Help Desk will make an additional phone call or page to the Application Management Team.

- Resolution Time**

Elapsed time from acknowledgement of request by the Application Management Team to notification of Tier 1 Help Desk that the request has been resolved. Measured as the schedule time agreed to between SFA and the Application Management Group for each request.

- Service Reporting Delivery**

This metric covers the timely delivery of monthly metrics based service target reports. Measured by the number of days from the delivery target, which is the 7th of each month.

- Resolution Quality**

This metric measures the number of requests (under 80 hours) implemented correctly the first time.

- Help Desk Accuracy**

This metric measures the accuracy of the Tier II Help Desk in providing correct instructions to users. Measured as the number of all actions taken by Tier II that solves users' problems the first time.

- Help Desk Request Volume**

Reporting on the number of requests made to the Tier II Help Desk. This is not a metric but used for informational purposes only.