



# 34.2.1b Intranet Applications Monthly SLA Metrics Report

March 7, 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>		172

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.

<b>Monthly Highlights (Status, Key Findings and Issues)</b>
1) 172 content requests were processed in Feb. (no user trouble calls or queries were received).
2) VDC applied a filter in the Webtrends reports on 2/12 to remove the extraneous data produced by an application monitoring agent. This was tested by Accenture on 2/14 and appears to be working properly. This was why the Jan. report did not contain usage data.
3) Server cookies are working. However many employees have cookies disabled in their browsers, which will affect the accuracy of our 'unique visitor' statistics.
4) Completed testing of new forms page and new forms and deployed them to the production server.
5) Discovered that the monthly WebTrends report has incorrect data for February. One problem is that some days contain no data. 3/1 and 3/2 appear to be OK. Another problem is that ED.gov initiated spiders against the site on weekends, which contaminated the WebTrends reports with thousands of visits and hits, making the data unusable. On 3/6 Will Handley authorized disabling any site from launching spiders against SFANet.

(Please see Appendix A for detailed explanations of each metric)

03/07/2001

34.2.1b Intranet Applications  
Monthly SLA Metrics Report

2

# Usage Metrics Detail

## Actions Status from Previous Report

- Visitor stats - WebTrends was configured at the VDC to use IP addresses to determine unique visitors; SFA uses DHCP to assign IP addresses. Consequently, Visitor data was inaccurate. The solution was the implementation of persistent cookies. The cookie is server generated and is not an application cookie. It has 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.
- UPDATE for Jan. 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 Feb. report - Due to a WebTrends configuration problem at the VDC we have no data from 1/1 to 1/22. Therefore this report does not include usage metrics.
- **UPDATE for this report - This report again does not include usage metrics, as described on page 2. Working with the VDC to resolve the spidering issue caused by ED.gov, and also the lack of data on some daily reports.**

# 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.