

Service Level Metric Data

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%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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 (%)													
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													
Color Trend	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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%	90.0%
Data Quality													
Color Trend	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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%	90.0%
Data Quality													
Color Trend	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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%	90.0%
Data Quality													
Color Trend	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current Targets

>=90%
85% to 90%
<=85%

Service Level Metric Data

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 (%)													
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													
Color Trend		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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													
Color Trend		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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													
Color Trend		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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											
Green Target (Calender Day)	7	7	7	7	7	7	7	7	7	7	7	7	7
Data Quality	AD												
Color Trend		7	0	0	0	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	32	32											
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100
Data Quality	AD												
Color Trend		32	0	0	0	0	0	0	0	0	0	0	0

Current Targets

100
150
>150