

# **SFA Intranet Application Management**

## **Metrics Based Service Target Report - Monthly**

Period Ending: 10/31/00



# SFA INTRANET APPLICATION MANAGEMENT

## Deliverable 34.1.6a

### Executive Summary

**Period Ending 10/31/00**

Service Level	Description	Current Month		Quantity
		Target	Actual	
	<b>Response Times</b>			
3.0	Response Time - High	90%	100%	5
3.1	Response Time - Medium	90%	100%	1
3.2	Response Time - Low	90%		14
	<b>Resolution Times</b>			
3.3	Resolution Time - High (Complex)	90%		
3.4	Resolution Time -Medium (Complex)	90%		
3.5	Resolution Time - High (Content)	90%	100%	5
3.6	Resolution Time -Medium (Content)	90%	100%	1
3.7	Resolution Time - High (Simple)	90%		
3.8	Resolution Time -Medium (Simple)	90%		
3.9	Resolution Time -Low (Simple)	90%		
	<b>Other Service Metrics</b>			
3.10	Service Reporting Delivery	7	7	N/A
3.11	Resolution Quality	90%		
3.12	Help Desk Accuracy	90%		
	<b>Help Desk Metric</b>			
3.13	Request Volume	100	20	N/A

#### **Monthly Highlights**

- 1) October was the startup month. 20 content requests were processed.
- 2) WebTrends reports issue was resolved by the VDC.
- 3) Developed a draft Site Analysis summary based on the new WebTrends reports, and submitted it for review.
- 4) WebTrends is configured to use IP addresses to determine unique visitors. SFA uses DHCP, so IP addresses are not tied to unique users. Working with VDC to investigate alternatives.
- 5) New version of the content was received from Beacon and published to the Sneak Preview site on Nov. 1
- 6) A concept for an SFA sponsored Tier 1 Help Desk was developed with Cheryl Queen and Lisa Cain.

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





