

**TO 56 Integrated Technical Architecture (ITA) Management  
Architecture Management September 2001 SLA Metrics Report  
(Deliverable 56.1.4j)**

**APPENDIX B  
Detailed Metrics Based Service Target Report**

Service Level Metric Data

**Service Level Metric 1.0**

**Response Time - High**

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Response Time (%)		100.0%	100.0%	100.0%	100.0%	100.0%	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													
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%

Current Targets

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

**Service Level Metric 1.1**

**Response Time - Medium**

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Response Time (%)		100.0%	100.0%	100.0%	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													
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Current Targets

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

**Service Level Metric 1.2**

**Response Time - Low**

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Response Time (%)		100.0%	100.0%	100.0%	100.0%	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													
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%

Current Targets

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

**Service Level Metric 1.3**

**Service Reporting Delivery**

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

Current Targets

7
8
9

**Service Level Metric 1.4**

**Resolution Quality**

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Resolution Quality (%)		100.0%	100.0%	100.0%	100.0%	100.0%	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													
Color Trend		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%

Current Targets

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

**Service Level Metric 1.5**

**Help Desk Accuracy**

	Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
Accuracy %													
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													

Current Targets

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

Service Level Metric Data

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%
------	------	------	------	------	------	------	------	------	------	------	------	------

**Help Desk Metric 1.6**

Request Vol. (Info.Only)

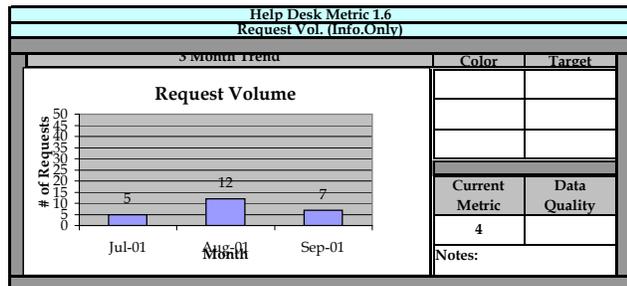
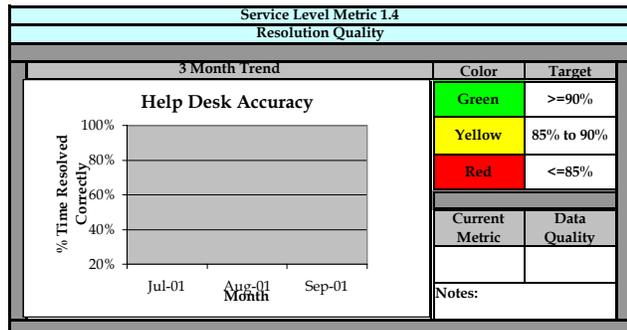
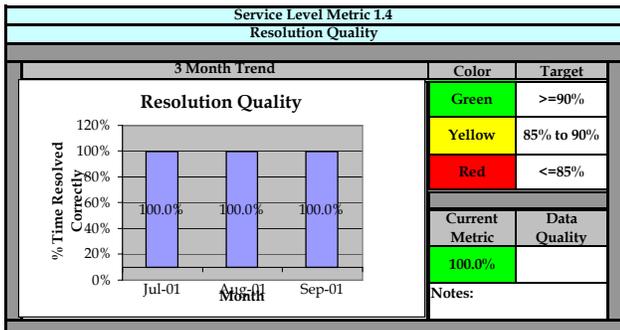
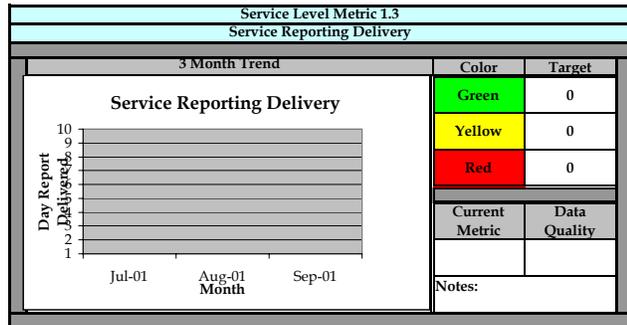
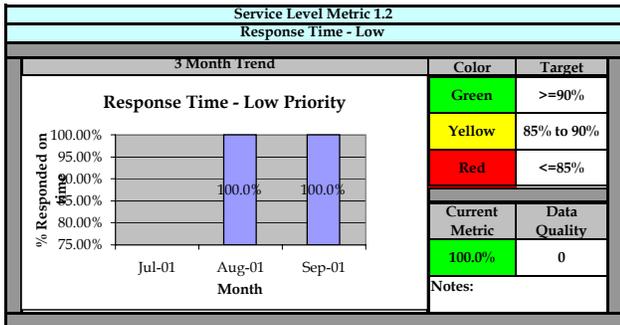
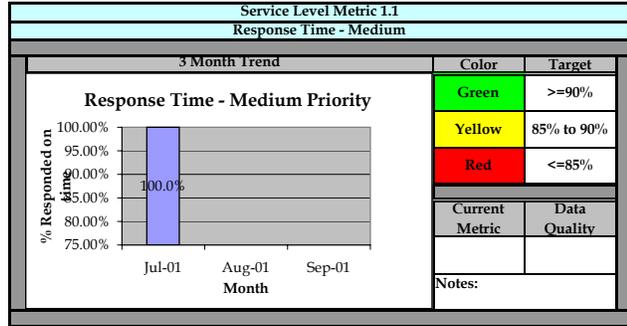
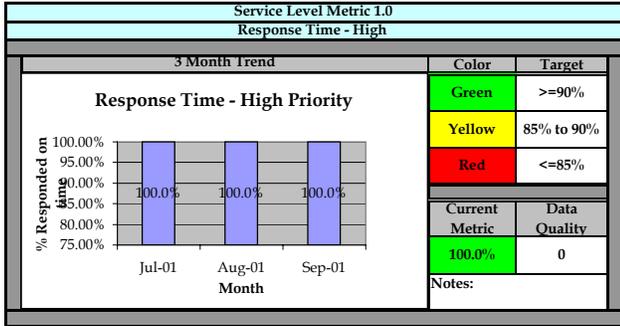
Number of Requests  
Green Target (# of Requests)  
Data Quality  
Color Trend

Current Month	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
	7	10	8	7	4	6	5	12	7			
100	100	100	100	100	100	100	100	100	100	100	100	100
	7	10	8	7	4	6	5	12	7	0	0	0

Current Targets

100
150
>150

**TO 56 Technical Architecture (ITA) Management**  
**Detailed Metrics Based Service Target Report**  
**September 2001**



**TO 56 Technical Architecture (ITA) Management  
Detailed Metrics Based Service Target Report  
September 2001**