

Task Order 56 - Integrated Technical Architecture (ITA) Management

Monthly Metrics Based Service Target Report

Period Ending: 12/31/00



Integrated Technical Architecture (ITA) Management

Deliverable 56.1.4a

Executive Summary

Period Ending 12/31/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
1.0	Response Time - High	90%	100%	1
1.1	Response Time - Medium	90%	100%	2
1.2	Response Time - Low	90%	100%	4
	Other Service Metrics			
1.3	Service Reporting Delivery	7	n/a	n/a
1.4	Resolution Quality	90%	100%	7
1.5	Help Desk Accuracy	90%	n/a	0
	Help Desk Metric			
1.6	Request Volume			7

Executive Summary

1. Knowledge transfer received about Autonomy via Autonomy Partner Intensive Training Bootcamp.
2. Knowledge transfer received about Interwoven Teamsite templating via Interwoven Development Team.
3. Knowledge transfer from Tech Arch team on various products: Network Dispatcher, HIS, WebSphere.
4. Performed cookie enablement change request on Intranet dev/test/staging

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

