

# **Task Order 56 - Integrated Technical Architecture (ITA) Management**

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

Period Ending: 01/31/01



# Integrated Technical Architecture (ITA) Management

## Deliverable 56.1.4b

### Executive Summary

**Period Ending 01/31/01**

Service Level	Description	Current Month		Quantity
		Target	Actual	
	<b>Response Times</b>			
1.0	Response Time - High	90%	100%	1
1.1	Response Time - Medium	90%	100%	2
1.2	Response Time - Low	90%	100%	4
	<b>Other Service Metrics</b>			
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
	<b>Help Desk Metric</b>			
1.6	Request Volume			7

#### **Executive Summary**

1. Track all Modernization IT Projects and their environment requirements.
2. Facilitate weekly coordination sessions with IT Services, the VDC, and Modernization Partner maintaining a list of open action item issues.
3. Performed cookie enablement request on Intranet production server.
4. Resolved WebSphere configuration problems of not displaying servlets in SFANet.
5. Track all Modernization IT Projects and their environment requirements.
6. Facilitate weekly coordination sessions with IT Services, the VDC, and Modernization Partner maintaining a list of open action item issues.

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

