

Task Order 56 - Integrated Technical Architecture (ITA) Management

Monthly Metrics Based Service Target Report

Period Ending: 05/31/01



Integrated Technical Architecture (ITA) Management

Deliverable 56.1.4f

Executive Summary

Period Ending 05/31/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
1.0	Response Time - High	90%	100%	3
1.1	Response Time - Medium	90%	n/a	n/a
1.2	Response Time - Low	90%	100%	1
	Other Service Metrics			
1.3	Service Reporting Delivery	7	n/a	n/a
1.4	Resolution Quality	90%	100%	4
1.5	Help Desk Accuracy	90%	n/a	n/a
	Help Desk Metric			
1.6	Request Volume			4

Monthly Highlights

1. Coordinated the setup of Internet IP addresses for Financial Partners Datamart with the VDC.
2. Investigated how to set up Sitescope software to monitor websites.
3. Resolved several general issues from the SFANet subcontractors.
4. Worked with the VDC to facilitate a resolution of the FP Datamart problems.
5. Developed a Road Map to the VDC to provide Modernization application development teams with information, forms, and templates they need to deliver projects on time.
6. Track all Modernization IT Projects and their environment requirements.
7. Facilitate weekly coordination sessions with IT Services, the VDC, and Modernization Partner maintaining a list of action item issues.

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

