

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

## **Architecture Management Monthly SLA Metrics Report (Revised)**

Period Ending: 06/30/01



# Integrated Technical Architecture (ITA) Management

## Deliverable 56.1.4g

### Executive Summary

**Period Ending 06/30/01**

Service Level	Description	Current Month		Quantity
		Target	Actual	
	<b>Response Times</b>			
1.0	Response Time - High	90%	100%	2
1.1	Response Time - Medium	90%	100%	1
1.2	Response Time - Low	90%	100%	3
	<b>Other Service Metrics</b>			
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
	<b>Help Desk Metric</b>			
1.6	Request Volume			6

Request	Jun-01
Help Desk Requests Resolved	4
Help Desk Requests Opened	2

Featured Applications
SFANet
IFAP
Schools Portal
Ombudsman
FMS
CFO Datamart
FP Datamart
ITA Components

Monthly Highlights
<ol style="list-style-type: none"> <li>1. Migrate SFANet from server E14 to servers E10 and E12.</li> <li>2. Fixed Interwoven deploy template to reflect new deployment server names.</li> <li>3. Researched Autonomy fixes for the IFAP application.</li> <li>4. Resynched Autonomy servers E7 and E15 so server contents are identical.</li> <li>5. Market the VDC Road Map to different forums within SFA and Mod Partner through different presentations.</li> <li>6. Created an OLA with the VDC for development and testing environments.</li> <li>7. Track all Modernization IT Projects and their environment requirements.</li> <li>8. Facilitate weekly coordination sessions with IT Services, the VDC, and Modernization Partner maintaining a list of open action item issues.</li> </ol>

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