

Task Order 53

OCTS 2.0 Operations and Support

OCTS 2.0 Monthly SLA Metrics Report **Deliverable 53.1.3b**

Period Ending: 2/28/01



OMBUDSMAN MANAGEMENT

Deliverable 53.1.3b

Executive Summary

Period Ending 2/28/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
3.0	Response Time - High	90%	100%	8
3.1	Response Time - Medium	90%		
3.2	Response Time - Low	90%	100%	1
	Resolution Times			
3.3	Resolution Time - High (Complex)	90%		
3.4	Resolution Time -Medium (Complex)	90%		
3.5	Resolution Time - High (Content)	90%		
3.6	Resolution Time -Medium (Content)	90%		
3.7	Resolution Time - High (Simple)	90%	100%	8
3.8	Resolution Time -Medium (Simple)	90%		
3.9	Resolution Time -Low (Simple)	90%	100%	1
	Other Service Metrics			
3.10	Service Reporting Delivery	7		
3.11	Resolution Quality	90%		
3.12	Help Desk Accuracy	90%	100%	9
	Help Desk Metric			
3.13	Request Volume	100	9	9

Monthly Highlights

- 1) Many of the requests were server-related (i.e. Assignment Manager and Email Manager were repeatedly 'going down.')
- 2) Developed a standard way to resolve the Assignment Manager and Email Manager problems so they are resolved quickly
- 3) Other requests were administrative or ad-hoc answering (i.e. installing the application on users' machines or assisting with questions regarding screen resolution)

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

