

OMBUDSMAN MANAGEMENT

OCTS 2.0 Monthly SLA Metrics Report

Appendix A - Definition of Metrics

Metric #	Title and Definition
3.0	Response Time High Priority
3.1	Response Time Medium Priority
3.2	Response Time Low Priority Elapsed Time from initial logging of Request by Tier 1 Help Desk to acknowledgement of Request by the Application Management Team . For High Priority Requests the Tier 1 Help Desk will make an additional phone call or page to the Application Management Team.
3.3	Resolution Time High Priority (Complex)
3.4	Resolution Time Medium Priority (Complex)
3.5	Resolution Time High Priority (Content)
3.6	Resolution Time Medium Priority (Content)
3.7	Resolution Time High Priority (Simple)
3.8	Resolution Time Medium Priority (Simple)
3.9	Resolution Time Low Priority (Simple) Elapsed Time from acknowledgement of Request by the Application Management Team to notification of Tier I Help Desk that the Request has been resolved. Measured as the schedule time agreed to between SFA and the Application Management Group for each request.
3.10	Service Reporting Delivery This metric covers the timely delivery of monthly Metrics Based Service Target Reports. Measured by the number of days from the 7 day target.
3.11	Resolution Quality This metric measures the number of requests (under 80 hours) implemented correctly the first time.
3.12	Help Desk Accuracy This metric measures the accuracy of the Tier II Help Desk in providing correct instructions to users. Measured as the number of all actions taken by Tier II that solves user problems the first time.
3.13	Help Desk Request Volume Reporting on the number of request made to the Tier II Help Desk. This is not a metric but used for informational purposes for SA Intranet management only.

