Summary SLA Reports
September 2012 Period of Performance

SLA Summary September 2012

SLA	Title	Target	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012
1.11	Severity 1 – CESC and SWESC Data Center Locations & Mainframe	90.00%	Note A	100%	Note A	100%	Note A	Note A	Note A	Note A	100%	100%	100%
1.12	Severity 1 – Other Locations	85.00%	91%	93%	100%	100%	90%	92%	90%	95%	89%	96%	89%
1.13	Severity 2 – CESC and SWESC Data Center Locations	95.00%	88%	98%	97%	96%	97%	95%	97%	95%	95%	100%	96%
1.14	Severity 2 – Other Locations	90.00%	99%	96%	99%	100%	99%	98%	99%	99%	93%	99%	98%
1.15	Severity 3 – CESC and SWESC Data Center Locations	95.00%	92%	95%	99%	96%	98%	96%	99%	95%	96%	97%	97%
1.16	Severity 3 – Other Locations	90.00%	95%	91%	96%	98%	99%	98%	98%	98%	97%	96%	98%
1.17	Initial Findings of Root Cause Analysis Reporting for Severity 1 and Severity 2 Incidents	95.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note A: No occurrences during the measurement interval
Per event SLAs displayed as # Failing / Total

SLA Summary September 2012

SLA	Title	Target	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012
1.21	Restore Requests for production data in CESC/SWESC	95.00%	100%	100%	100%	100%	98%	100%	100%	98%	98%	98%	96%
1.22	Restore Requests for production data in Remote Sites	95.00%	100%	84%	100%	100%	100%	100%	95%	97%	97%	95%	96%
1.31	Accuracy of Record in Asset Tracking Database	95.00%	N/A	98%	N/A	N/A	97%	N/A	N/A	97%	N/A	N/A	100%
3.11	Deploy service / security patches / anti-virus updates necessary to fix/repair environment vulnerabilities	95.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%
3.21	Managed Firewall Management Implementation of Firewall changes related to changes, adding/deleting Firewall rules for managed firewalls only	90.00%	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A
3.31	NIDS / NIPS – Able to receive and respond to alerts from NIDS/NIPS	99.60%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %

Note A: No occurrences during the measurement interval
Per event SLAs displayed as # Failing / Total

SLA Summary September 2012

SLA	Title	Target	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012
3.32	HIDS / HIPS – Able to receive and respond to alerts from HIDS/HIPS for changes to selected local files	99.60%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
3.33	NIDS / NIPS and HIDS/HIPS Implementation of changes related to changing adding and deleting signatures and rules	TBD	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A
3.41	Managed Firewall Installation - Installation of Managed Firewalls	72Hrs	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
4.11	Customer Contact Response Time (Average Speed to Answer)	≤ 60s	44s	42s	29s	46s	55s	48s	50s	49s	45s	46s	52s
4.11	Customer Contact Response Time (Email/Web Form Time to Respond)	90.00%	91%	94%	95%	93%	92%	92%	92%	91%	91%	91%	91%
4.12	Password Reset (COV, Encryption using entitlement and EPHD OTP)	99.00%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
4.13	Agency application Password Reset Requests	90.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note A: No occurrences during the measurement interval
Per event SLAs displayed as # Failing / Total

SLA Summary September 2012

SLA	Title	Target	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012
4.14	VIP Office Support Response Time	N/A: Reporting Purposes Only	53%	56%	59%	52%	61%	60%	53%	39%	56%	51%	46%
4.15	VIP Office Support Time to Resolve	N/A: Reporting Purposes Only	76%	73%	79%	58%	74%	82%	72%	75%	72%	86%	86%
4.21	First Contact Resolution	70.00%	89%	89%	90%	87%	82%	81%	82%	79%	77%	78%	77%
4.22	Shrink Wrap App Incidents for Assets with Altiris installed	90.00%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
4.23	Incident Closure Notice (via E-mail and Phone)	100.00 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.31	New End User Account (up to 20 per request) and individual user account priviledges	90.00%	92%	93%	95%	94%	90%	95%	94%	90%	91%	92%	94%

Note A: No occurrences during the measurement interval
Per event SLAs displayed as # Failing / Total

SLA Summary September 2012

SLA	Title	Target	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012
5.11	On-Site Dispatch-8 Hours	70.00%	77%	87%	81%	80%	86%	84%	84%	83%	81%	77%	76%
5.11	On-Site Dispatch-Next Business Day	90.00%	98%	98%	97%	97%	98%	98%	98%	98%	97%	97%	97%
5.21	Desktop Service IMAC	90.00%	95%	91%	93%	94%	96%	97%	97%	97%	97%	97%	95%
5.31	Software installation (patching) operating System (Including service packs and non critical security patches)	90.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
6.11	Messaging Services for Microsoft Exchange	≤ 2 Hrs	0hrs	1.67 hrs	0.23 hrs	0hrs	0hrs	0hrs	13.62 hrs	6.05 hrs	0hrs	0hrs	0hrs
7.11	Mainframe & Server - System Availability Mainframe (OS Class 1, IBM, Unisys)	99.50%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
7.12	Production Server Instances	99.50%	99.7%	99.8%	99.8%	99.7%	99.8%	99.9%	99.9%	99.8%	99.7%	99.7%	99.7%

Note A: No occurrences during the measurement interval
Per event SLAs displayed as # Failing / Total

SLA Summary September 2012

SLA	Title	Target	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012
7.13	Critical server instances located in critical data centers (CESC & SWESC) with DR	99.90%	99.9%	99.9%	100.0 %	100.0 %	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%
8.11	WAN Connectivity – Large Locations	99.95%	1/18	1/18	0/18	0/18	1/18	1/18	1/17	0/18	1/17	3/17	0/17
8.12	WAN Connectivity – Medium Locations and Critical Small Locations	99.90%	18/243	28/244	14/244	12/244	14/244	15/242	8/239	20/238	22/237	14/237	17/237
8.13	WAN Connectivity - Small Locations	99.85%	41/759	67/760	52/763	37/763	53/764	72/767	68/759	119/762	64/762	70/763	62/763
8.14	WAN Connectivitiy - Managed Router Locations	99.85%	19/353	34/353	18/353	7/354	13/355	10/355	21/363	46/364	40/367	22/367	24/366
8.21	Router Connectivity – Large Locations	99.95%	0/18	0/18	0/18	0/18	0/18	1/18	0/17	0/18	1/17	0/17	0/17
8.22	Router Connectivity - Medium Locations	99.95%	0/243	1/244	1/244	13/244	1/244	4/242	2/239	0/238	2/237	3/237	1/237

Note A: No occurrences during the measurement interval
Per event SLAs displayed as # Failing / Total

SLA Summary September 2012

SLA	Title	Target	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012
8.23	Router Connectivity – Critical Small Locations	99.95%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
8.24	Router Connectivity – Small Locations and Managed Routers	99.70%	0/1112	2/1113	0/1116	3/1117	2/1119	4/1122	4/1122	2/1126	4/1129	7/1130	4/1129
8.31	LAN Switch Connectivity – Large Locations	99.70%	3/18	0/18	0/18	0/18	1/18	1/18	1/17	0/18	2/17	1/17	0/17
8.32	LAN Switch Connectivity – Medium Locations	99.70%	5/243	5/244	3/244	7/244	5/244	2/242	3/239	2/238	6/237	4/237	7/237
8.33	LAN Switch Connectivity – Critical Small Locations	99.70%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
8.34	LAN Switch Connectivity – Small Locations	99.70%	1/759	1/760	0/763	3/763	10/764	4/767	2/759	2/762	2/762	3/763	3/763
8.41	VPN – Remote End-User connection	99.70%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
8.51	Network Transit Delay	98.00%	99%	99%	99%	98%	99%	99%	99%	99%	99%	99%	99%

Note A: No occurrences during the measurement interval
Per event SLAs displayed as # Failing / Total

SLA Summary September 2012

SLA	Title	Target	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012
8.52	Packet Delivery Loss (excluding dialup service)	98.00%	43%	40%	50%	35%	43%	48%	53%	29%	46%	46%	51%
9.11	Voice over IP (VoIP) – All Locations	99.90%	0/54	0/79	4/79	0/79	0/80	0/80	0/78	0/78	0/80	1/80	0/80
9.21	Jitter (Real-Time Classes of Service)	98.00%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	98%

Note A: No occurrences during the measurement interval
Per event SLAs displayed as # Failing / Total