IT Service Level Agreement Information
January – June 2017

June 12th, 2017
Help Desk SLA

• The IT Help Desk has the following Service Level Agreement standards:
  • Customer Satisfaction is 4.0 or greater on a 5.0 scale.
  • Average speed to answer Help Desk phone calls is less than 60 seconds.
  • A call abandon rate of less than 10%.
  • A call resolution rate of more than 70%.
  • Ninety percent of chats will be answered in less than 5 minutes.
IT Help Desk SLAs
January through June 2017

Customer Satisfaction Rating

<table>
<thead>
<tr>
<th>Scale</th>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.6</td>
<td>4</td>
<td>4.5</td>
</tr>
</tbody>
</table>

Goal: +4.0 on a 5.0 scale

Average Speed to Answer

<table>
<thead>
<tr>
<th>Seconds</th>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>22.17</td>
<td></td>
</tr>
</tbody>
</table>

Goal: Less than 60 seconds

Call Abandon Rate

<table>
<thead>
<tr>
<th>Abandon Rate</th>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>10%</td>
<td></td>
<td>5.41%</td>
</tr>
</tbody>
</table>

Goal: Less than 10% abandon rate
IT Help Desk SLAs
January through June 2017

Call Resolution Rate
- Goal: Call resolution rate of greater than 70%
- SLA Standard: 70%
- SLA Actual: 94.2%

Answer Chats
- Goal: Answer 90% of chats in less than 5 minutes
- SLA Standard: 90%
- SLA Actual: 95.47%
Norse Tech Bar Service Level Agreement

- The Norse Tech Bar has the following Service Level Agreement:
  
  - Customer Satisfaction is 4.0 or greater on a 5.0 scale.
Norse Tech Bar SLA January - June 2017

Customer Satisfaction Rating

Goal: +4.0 on a 5.0 scale

SLA Standard: 4
SLA Actual: 5
Outage Communication Service Level Agreement

• The IT Communications group has the following Service Level Agreement:

  • A two week minimum notification for non-emergency related updates.
Goal: 100% of non-emergency maintenance communicated a minimum of two weeks
Network Team Service Level Agreement

• The Network team has the following Service Level Agreement:
  • Campus Internet access is available greater than 99% of the time.
  • Building Network services is available greater than 99% of the time.
Campus Internet Access
January through June 2017

Goal: Access greater than 99% of the time.
Goal: Building Network services available 99%+ or greater.

Building Network Services
January through June 2017
Business Application System
Service Level Agreement

• The Server team has the following Service Level Agreements:
  • Critical business application system availability 99%+ of the time.
  • Business application system availability 95%+ of the time.
Critical Business Application Systems
January through June 2017

Goal: Critical Business applications system availability 99% or greater
Business Application Systems
January through June 2017

Goal: Business Application systems available 95% or greater

SLA Standard: 95%
SLA Actual: 99.96%