IT Service Level Agreement Information
July – September 2017

October 13th, 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
July through September 2017

Customer Satisfaction Rating

Goal: +4.0 on a 5.0 scale

Call Abandon Rate

Goal: Less than 10% abandon rate

Call Resolution Rate

Goal: Call resolution rate of greater than 70%
IT Help Desk SLAs
July through September 2017

Average Speed to Answer <60 seconds

<table>
<thead>
<tr>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>32.02</td>
</tr>
</tbody>
</table>

Goal: Less than 60 seconds

Answer chats

<table>
<thead>
<tr>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>90%</td>
<td>91.90%</td>
</tr>
</tbody>
</table>

Goal: Answer 90% of chats in less than 5 minutes
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    July - September 2017

Goal:  +4.0 on a 5.0 scale

Customer Satisfaction Rating
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.
Outage Communicate Notification Service Level Agreement July through September 2017

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
July through September 2017

Goal: Access greater than 99% of the time.
Building Network Services
July through September 2017

Goal: Building Network services available 99%+ or greater.

SLA Standard: 99%
SLA Actual: 99.69%
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
July through September 2017

Goal: Critical Business applications system availability 99% or greater
Business Application Systems
July through September 2017

Goal: Business Application systems available 95% or greater

SLA Standard: 95%
SLA Actual: 99.77%

Bar chart showing comparison between SLA Standard and SLA Actual for Business Application system availability.
<table>
<thead>
<tr>
<th>SLA Metric</th>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Satisfaction &gt;= 4.0 on a 5.0 scale</td>
<td>4.00</td>
<td>4.7</td>
</tr>
<tr>
<td>Average Speed to Answer &lt;60 seconds</td>
<td>60</td>
<td>32.02</td>
</tr>
<tr>
<td>Call Abandon Rate &lt;10%</td>
<td>10%</td>
<td>6.10%</td>
</tr>
<tr>
<td>Call Resolution Rate &gt;=70%</td>
<td>70%</td>
<td>93.50%</td>
</tr>
<tr>
<td>Answer chats &lt; 5 minutes (90% efficiency)</td>
<td>90%</td>
<td>91.90%</td>
</tr>
<tr>
<td>Planned maintenance: Two week minimum notification pre-maintenance for non-emergency related updates.</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Campus Internet Access &gt;99%</td>
<td>99%</td>
<td>99.87%</td>
</tr>
<tr>
<td>Building Network Services &gt;99%</td>
<td>99%</td>
<td>99.69%</td>
</tr>
<tr>
<td>Critical Business Applications system availability &gt; 99%</td>
<td>99%</td>
<td>99.79%</td>
</tr>
</tbody>
</table>