IT Service Level Agreement Information
October - December 2017

January 11th, 2018
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
October through December 2017

Customer Satisfaction Rating

<table>
<thead>
<tr>
<th>Scale</th>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal: +4.0 on a 5.0 scale</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Call Resolution Rate

<table>
<thead>
<tr>
<th>Percentage</th>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal: Call resolution rate of greater than 70%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Call Abandon Rate

<table>
<thead>
<tr>
<th>Title</th>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal: Less than 10% abandon rate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
IT Help Desk SLAs
October through December 2017

Average Speed to Answer

Goal: Less than 60 seconds

<table>
<thead>
<tr>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>27.33</td>
</tr>
</tbody>
</table>

Answer chats

Goal: Answer 90% of chats in less than 5 minutes

<table>
<thead>
<tr>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>90%</td>
<td>97.00%</td>
</tr>
</tbody>
</table>
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
October through December 2017

Norse Tech Bar - Customer Satisfaction Rating

Goal: +4.0 on a 5.0 scale
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  October through December 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
October through December 2017

Goal: Access greater than 99% of the time
Building Network Services
October through December 2017

Goal: Building Network services available 99% or greater
• 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
October through December 2017

Goal: Critical Business applications system availability 99% or greater
Business Application Systems
October through December 2017

Goal: Business application systems available 95% or greater

Business Applications System Availability

<table>
<thead>
<tr>
<th>Percentage</th>
<th>SLA Standard</th>
<th>SLA Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>95%</td>
<td>95%</td>
<td>99.93%</td>
</tr>
</tbody>
</table>

95% SLA Standard
99.93% SLA Actual