

# SLA Performance (1/2)

January 2022

Service Level	RAG Status	Commentary
Email Delivery Time	Green	<p>Overall Transaction Targets (Measured Monthly and Daily)</p> <ul style="list-style-type: none"><li>• 99.4% of transactions delivered within 1 minute or less</li><li>• 99.7% of transactions delivered within 3 minutes or less</li><li>• 99.9% of transactions delivered within 30 minutes</li></ul> <p>Monthly Actuals</p> <ul style="list-style-type: none"><li>• Email service mailbox to external gateway: Pass</li><li>• External gateway to email service mailbox: Pass</li></ul> <p>Daily Actuals</p> <ul style="list-style-type: none"><li>• Email service mailbox to external gateway: Fail</li><li>• External gateway to email service mailbox: Fail</li></ul>
Call Answer Times	Green	<p>Target: 90% &lt;= median average of 30 seconds. Actual: 90% &lt;= median average of 5.31 seconds.</p> <p>The Service Desk answered all calls within the required Service Levels. 8397 calls were received during the month.</p>
First Time Fix	Green	<p>Target: &gt;=65% Actual: 77.86%</p> <p>The Service Desk met the First Time Fix SLA target.</p>
Problem Resolution	Green	<p>4 problems resolved during this reporting period within SLA.</p>

# SLA Performance (2/2)

January 2022

Service Level	RAG Status	Commentary
Support Response Times	Green	Target: 90.00% <= 30 minutes and 99.00% <= 120 minutes. Actual: 98.23% <=30 minutes and 99.98% <= 120 minutes.  14,216 emails were received during the month.
Incident Resolution	Amber	Target: 0% failure rate Actual: 0.04% failure rate  2 incidents breached SLA during this reporting period
Availability	Green	Target: >=99.9% Availability Actual: 100% on Portal, 100% on Gateway  No downtime incurred for the reporting period.
Application Response Times	Green	Overall Transaction Targets (Measured Monthly and Hourly) <ul style="list-style-type: none"><li>• 90% of transactions complete within 5 seconds</li><li>• 95% of transactions complete within 10 seconds</li><li>• 99% of transactions complete within 15 seconds</li></ul> Monthly Actuals <ul style="list-style-type: none"><li>• Complete Logon to Service: Pass</li><li>• Unlock &amp; Reset Password: Pass</li><li>• Authenticate User: Pass</li></ul> Hourly Actuals <ul style="list-style-type: none"><li>• Complete Logon to Service 3.58% Failure Rate (80 failures out of 2232 measures)</li><li>• Unlock &amp; Reset Password: 7.57% Failure Rate (169 failures out of 2232 measures)</li><li>• Authenticate User: 7.84% Failure Rate (175 failures out of 2232 measures)</li></ul>