

# SLA Performance (1/2)

June 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: Pass</li><li>• External gateway to email service mailbox: Pass</li></ul> |
| Call Answer Times   | Green      | <p>Target: 90% &lt;= median average of 30 seconds.<br/>Actual: 90% &lt;= median average of 6.96 seconds.</p> <p>The Service Desk answered all calls within the required Service Levels. 8784 calls were received during the month.</p>   |
| First Time Fix      | Green      | <p>Target: &gt;=65%<br/>Actual: 78.22%</p> <p>The Service Desk met the First Time Fix SLA target.</p>  |
| Problem Resolution  | Green      | <p>15 problems resolved during this reporting period within SLA.</p>   |

# SLA Performance (2/2)

June 2022

| Service Level              | RAG Status | Commentary  |
|----------------------------|------------|---|
| Support Response Times     | Green      | Target: 90.00% <= 30 minutes and 99.00% <= 120 minutes.<br>Actual: 98.76% <=30 minutes and 99.94% <= 120 minutes.<br><br>15,831 emails were received during the month.  |
| Incident Resolution        | Green      | Target: 0% failure rate<br>Actual: 0% failure rate<br><br>0 incidents breached SLA during this reporting period   |
| Availability               | Green      | Target: >=99.9% Availability<br>Actual: 100% on Portal, 100% on Gateway<br><br>No downtime encountered for this 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: 3.42% Failure Rate (74 failures out of 2160 measures)</li><li>• Unlock &amp; Reset Password: 1.75% Failure Rate (38 failures out of 2160 measures)</li><li>• Authenticate User: 2.73% Failure Rate (59 failures out of 2160 measures)</li></ul> |