

IT Service Level Agreement Information July – September 2017

October 13th, 2017

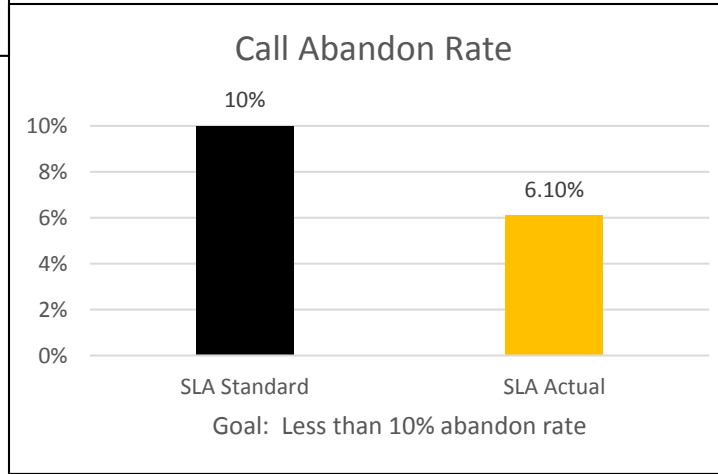
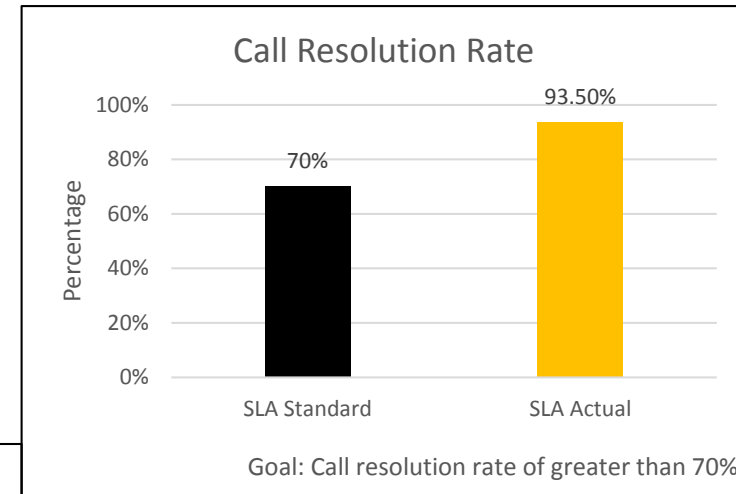
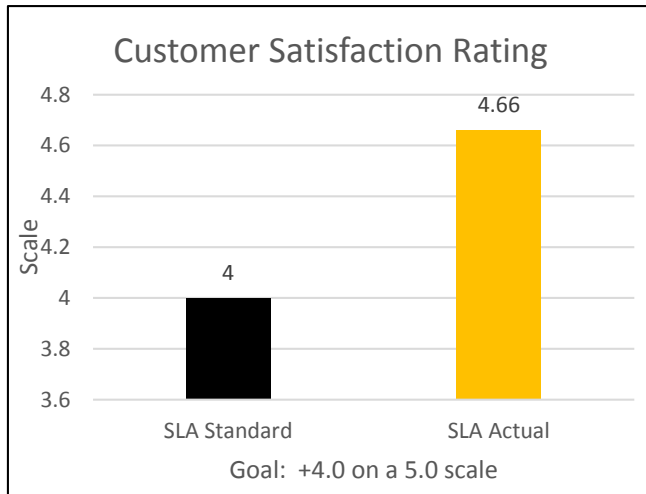


Help Desk SLA

- 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.

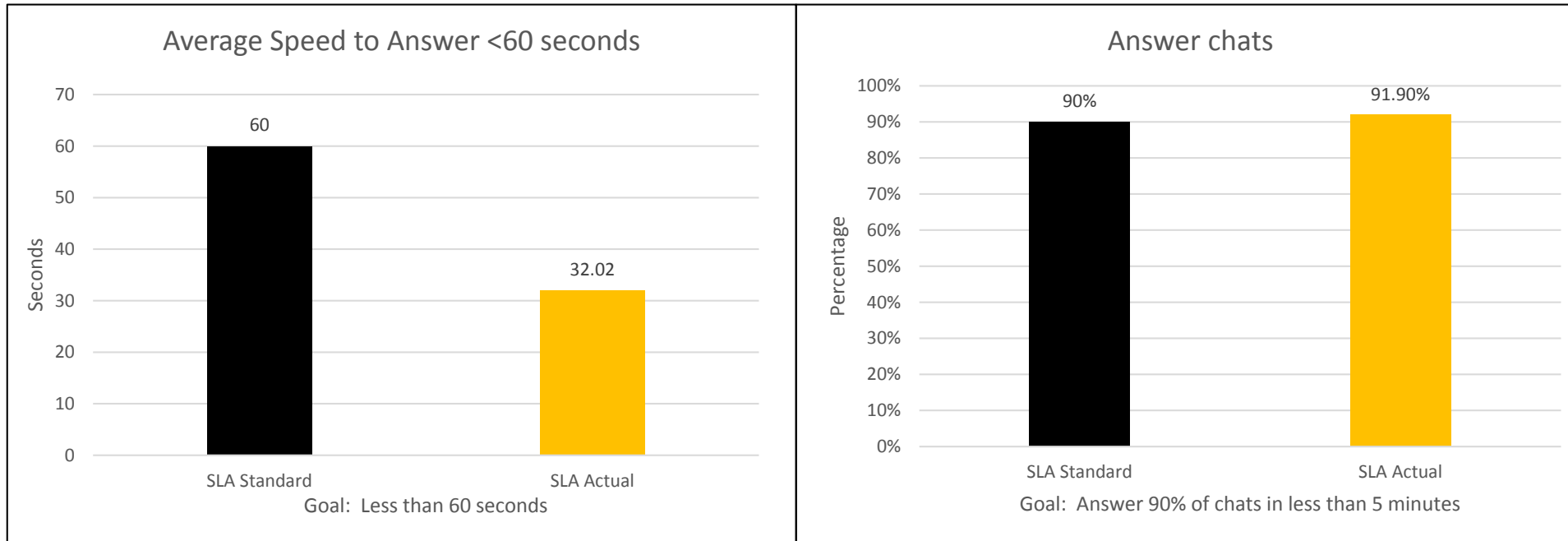


IT Help Desk SLAs July through September 2017





IT Help Desk SLAs July through September 2017



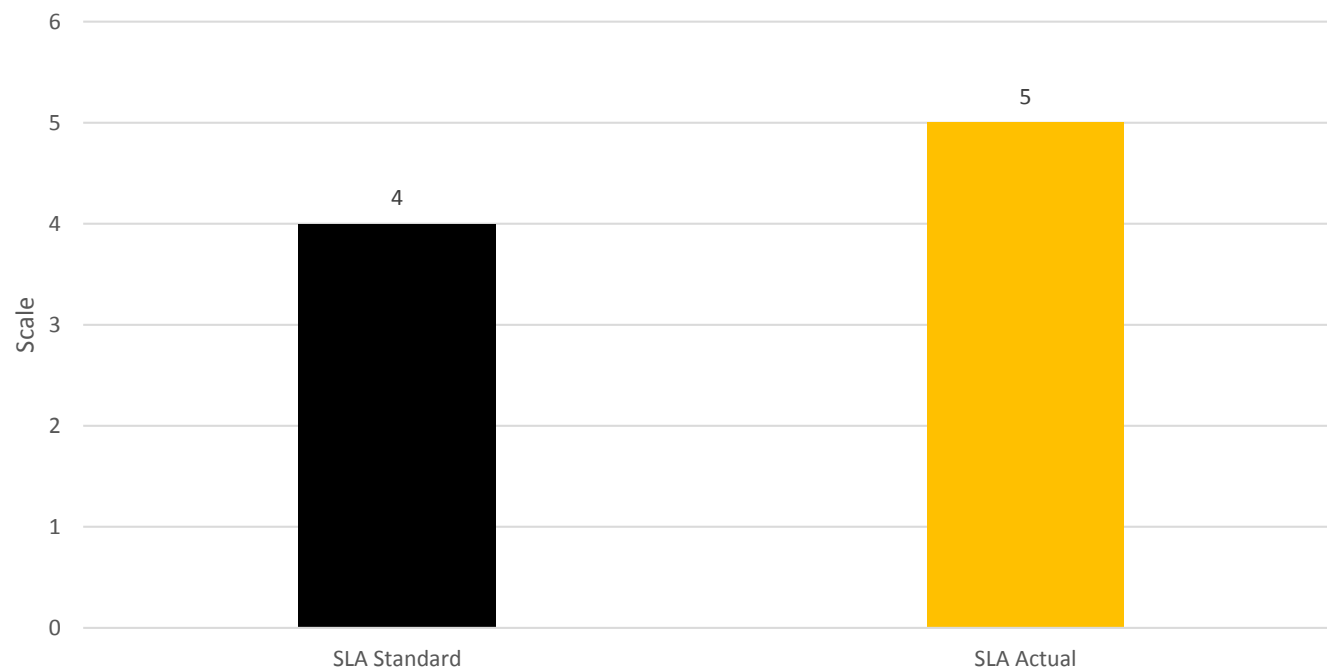
Norse Tech Bar Service Level Agreement

- 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

Customer Satisfaction Rating



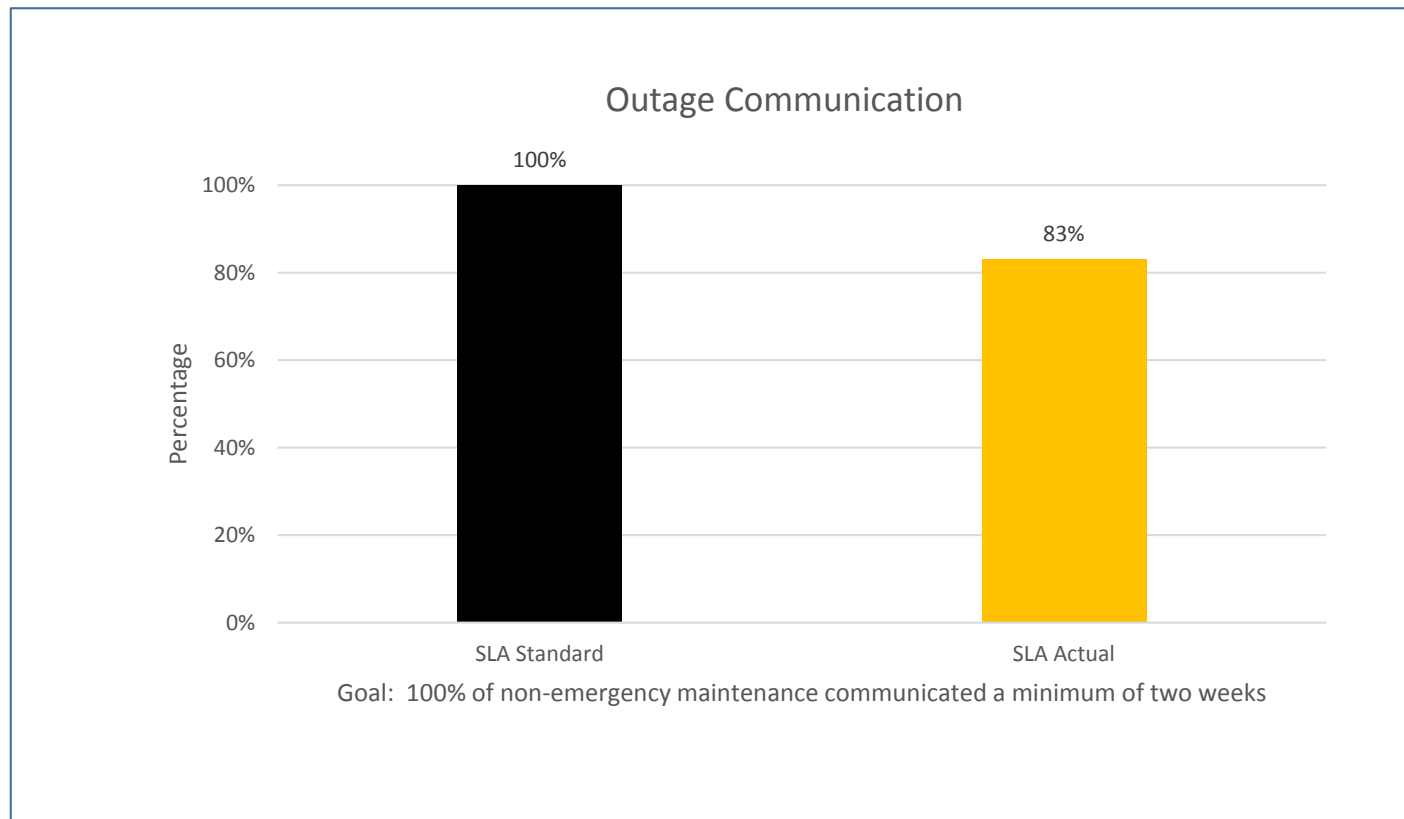
Goal: +4.0 on a 5.0 scale

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 July through September 2017

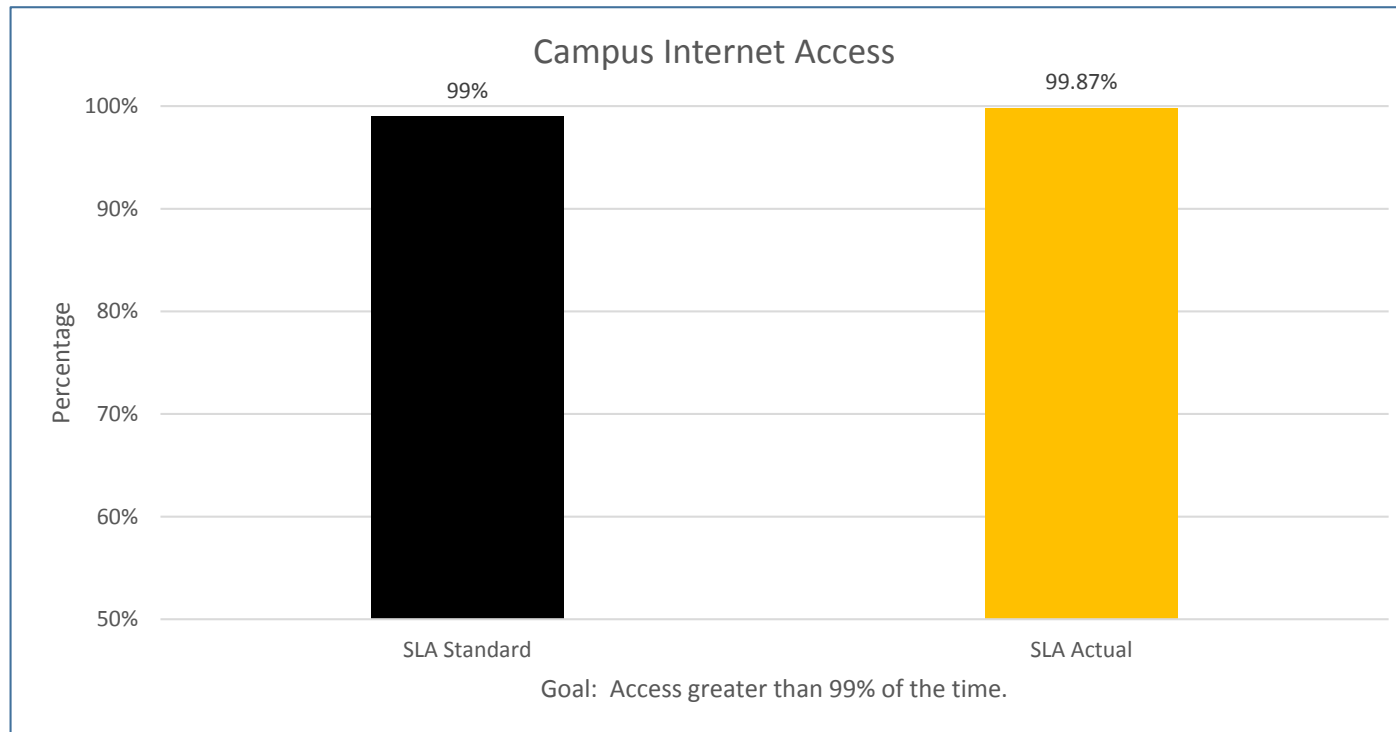


Network Team Service Level Agreement

- 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.

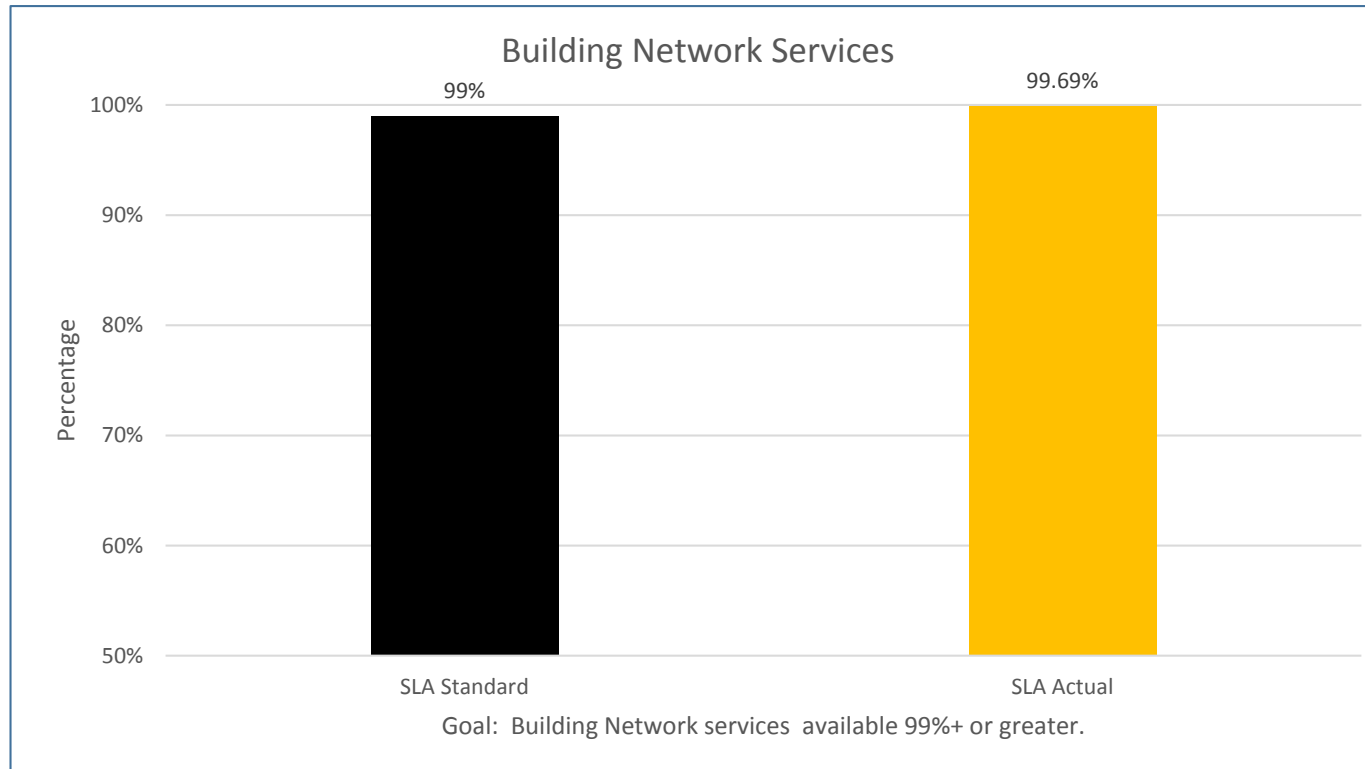


Campus Internet Access July through September 2017





Building Network Services July through September 2017

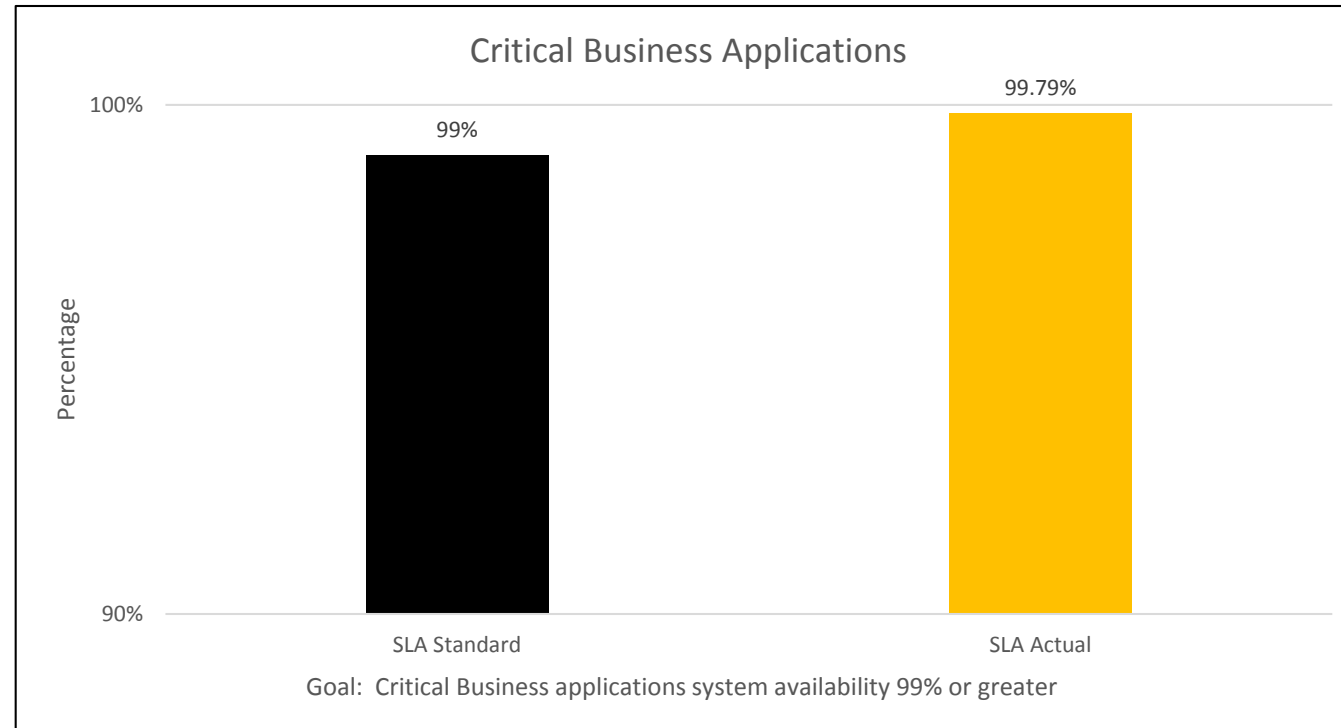


Business Application System Service Level Agreement

- 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.

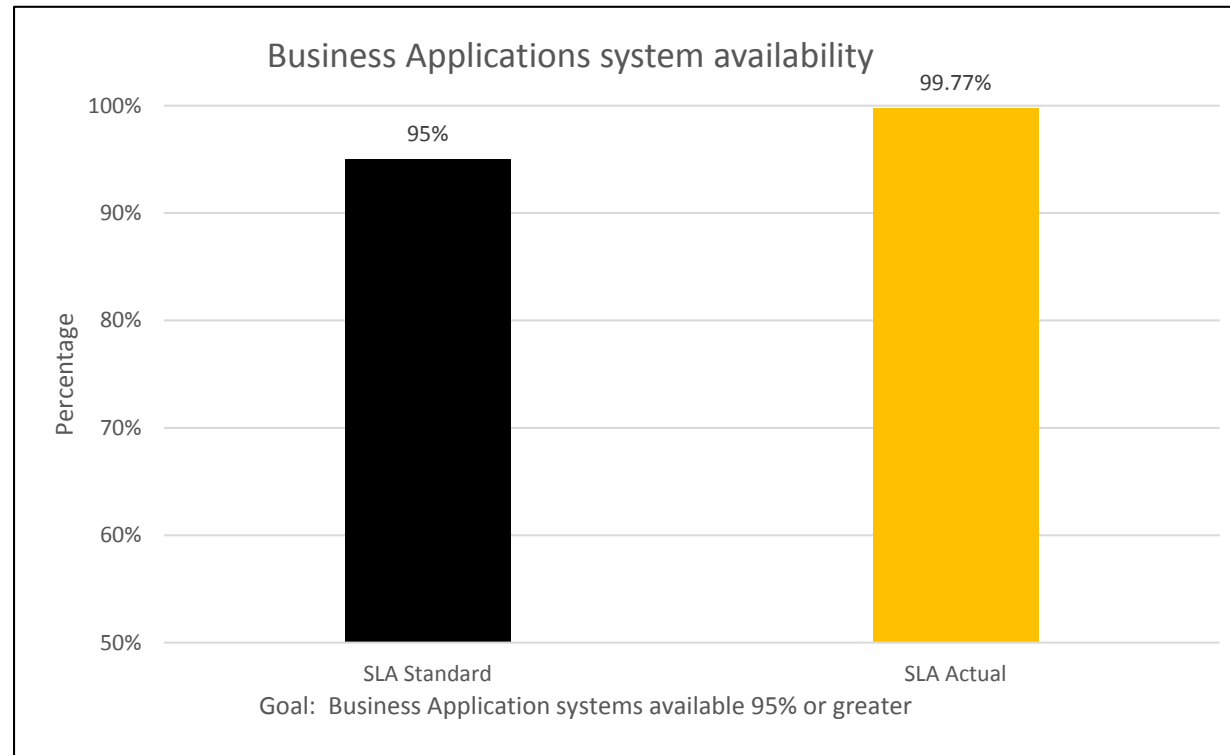


Critical Business Application Systems July through September 2017





Business Application Systems July through September 2017



SLA Metric	SLA Standard	SLA Actual
Customer Satisfaction >= 4.0 on a 5.0 scale	4.00	4.7
	SLA Standard	SLA Actual
Average Speed to Answer <60 seconds	60	32.02
	SLA Standard	SLA Actual
Call Abandon Rate <10%	10%	6.10%
	SLA Standard	SLA Actual
Call Resolution Rate >=70%	70%	93.50%
	SLA Standard	SLA Actual
Answer chats < 5 minutes (90% efficiency)	90%	91.90%
Customer Satisfaction Rating of >= 4.0 on a 5.0 scale	4	4.66
Planned maintenance: Two week minimum notification pre-maintenance for non-emergency related updates.	100%	100%
Campus Internet Access >99%	99%	99.87%
Building Network Services >99%	99%	99.69%
Critical Business Applications system availability > 99%	99%	99.79%

NGA