Appendix 2 Service Level Key Perfromance Indicators April 2011-March 2012

KPI	Target %	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar
First Time Fix	>=80	56.1	55.46	61.7	87.81	84.24	84.27	84.23	83.27	84.01	83.81	85.03	87.81
Priority 1 incidents within 2 hours	100	80	75	70	100	92.31	86.67	92.86	100	100	92.31	75	100
Priority 2 incidents within 4 hours	100	94.6	85.54	81.25	91.14	94	91.25	94.92	88.76	94.12	93	92.31	100
Priority 3 incidents within 8 hours	100	96.7	92.76	95.2	92.89	94.39	97.44	97.38	95.45	97.48	98.74	98.51	99.98
Priority 4 incidents within 3 days	>=95	100	97.5	95.56	97.92	94.44	96.08	92.37	98.06	76	100	91.8	96.39
Completion of Service requests within timescales	>=95	99.8	94.95	No	95.41	84.31	64.29	69.57	98.11	77.78	97.3	95	92
Delete User password within 30min	100	100	No	No	100	100	100	No	No	No	No	No	No
emergency user creation within 4 hours	100	66.7	No	No	100	100	100	No	No	No	No	No	No
Create new user by agreed deadline	100	100	75.86	71.43	90	95	90	100	No	No	No	No	No
Telephone abandoned	<=5	5	7.53	7.48	3.7	1.92	3.75	3.21	1.63	1.57	1.94	2.16	2.8
telephone answered within 30 seconds	>=95	95	85.51	88.66	99.01	99.7	99.32	98.91	99.63	99.53	98.97	99.5	98.57
Patch Management - on time implementation	>=95	100	No	100	100	100	100	100	100	100	100	100	100
Application Support/Availability	>=99	100	No	99.99	99.97	99.96	99.79	99.58	99.75	100	99.68	99.39	100
Installations Moves and Changes - qoute within 5 days	100	No	No	37	52	80	67	87.5	100	100	100	100	100
Installations Moves and Changes - completed within agreed deadline	100	No	No	93	91	100	80	100	100	100	100	100	100
Malware Attacks and network access violations	100	No	No	100	100	100	100	100	100	100	100	100	100
Website Availability	99.9	No	No	100	100	100	100	100	100	100	100	100	100
Priority 1 incidents within 2 hours VDN	100	100	100	No	100	100	100	No	100	No	No	100	100
Priority 2 incidents within 4 hours VDN	100	57.1	60	100	100	83.33	83	100	100	100	100	80	100
Priority 3 incidents within 8 hours VDN	100	92.6	59.18	89.66	100	83.33	80	100	100	100	100	100	100
Network availablity across the WAN	99.9	100	100	100	100	99.98	100	99.99	100	100	99.3	100	99.99
Switchboard Availablility	99.9	100	100	100	100	100	100	100	100	100	100	100	100