

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Enterprise Technology Services				In compliance	
Reporting Period		Q2 2015 (Apr-June)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q2 2015 (Apr-June)	Trend
			Q3 2014 (Jul-Sep)	Q4 2014 (Oct-Dec)	Q1 2015 (Jan-Mar)	Current	
1	% of times the server is available for use by the customers(ETS Sites)	99.9%	No Data	No Data	99.73%	99.87%	
	Total available service hours			1,627,793	2,991,461		
	Total Service Hours			1,632,226	2,995,342		
	% of times the server is available for use by the customers(customer sites)	99.0%	No Data	No Data	99.82%	99.71%	
	Total available service hours			387,306	791,310		
Total Service hours			388,014	793,588			
2	% of times a router is available for use by the customers	99.9%	No Data	No Data	No Data	No Data	
	Total available service hours						
	Total service hours						
3	% of backup jobs that succeed without errors	98.5%	98.9%	98.8%	98.4%	98.8%	
	Total # of jobs that completed successfully				317,295	343,428	
	Total # of scheduled jobs				322,467	347,467	
4	% of files that were marked for backup and not skipped	99.5%	99.7%	99.6%	99.7%	99.9%	
	Total # of files completed successfully				5,279,407,543	6,134,771,463	
	Total # of scheduled files				5,297,009,660	6,143,737,209	
5	% of server instance requests delivered on time	90.0%	84.0%	90.7%	94.6%	88.5%	
	Total # of tickets for new server instances delivered on time				35	54	
	Total # of tickets for newserver instances closed				37	61	
6	% of servers successfully patched after patching cycle occurs	TBD	No Data	No Data	98.0%	97.9%	
	Total # of servers successfully patched				1,380	1,286	
	Total # servers that ETS is responsible for patching				1,408	1,314	
7	% of Severity 1 incidents that are responded to within 15 minutes	90.0%	No data	No data	53.8%	42.9%	
	# of Sev. 1 requests responded to within 15 min.				7	9	
	Total # of Sev. 1 requests				13	21	
	% of Severity 2 incidents responded to within 1 hour	90.0%	No Data	No Data	61.5%	78.9%	
	# of Sev. 2 requests responded to within 1 hour				8	15	
	Total # of Sev. 2 requests				13	19	
	% of Severity 3 incidents that are responded to within 1 day	95.0%	No Data	No Data	97.2%	92.4%	
	# of Sev. 3 requests responded to within 1 day				278	375	
	Total # of Sev. 3 requests				286	406	
	% of Severity 4 incidents that are responded to within 2 days	95.0%	No Data	No Data	100.0%	97.6%	
	# of Sev. 4 requests responded to within 2 days				92	120	
	Total # of Sev. 4 requests				92	123	
8	% of Severity 1 incidents restored within 2 hours	70.0%	No Data	No Data	36.4%	33.3%	
	# of Sev. 1 incidents restored within 2 hours				8	11	
	Total # of Sev. 1 incidents				22	33	
	% of Severity 2 incidents restored within 4 hours	75.0%	No Data	No Data	77.8%	52.9%	
	# of Sev. 2 incidents restroed within 4 hrs				7	9	
	Total # of Sev. 2 incidents				9	17	
	% of Severity 3 incidents restored within 1 business day	90.0%	No Data	No Data	63.5%	59.7%	
	% of Sev. 3 incidents restored within 1 busisness day				160	236	
	Total # of Sev. 3 incidents				252	395	
	% of Severity 4 incidents restored within 3 business days	95.0%	No Data	No Data	75.5%	77.3%	
	% of Sev. 4 incidents restored within 3 business days				77	92	
	Total # of Sev. 4 incidents				102	119	

Comments for Performance Measures

Instructions: Enter comments in the box below the heading for "General Comments" for the specific performance measure you wish to enter comments about. **Click on the measure** on the left to return to the worksheet to which you wish to go back.

Measure	Comments
Server Availability	<p align="center">General Comments</p> <p>ETS Sites: 1,800 servers were actively monitored. Customer Sites: 430 servers were actively monitored. Will need to review use of "Maintenance Mode" used by ETS which brings down availability. Some agencies are requesting servers be put in maintenance mode during off hours so as not to receive emergency notifications after normal business hours.</p>
Router Availability	<p align="center">General Comments</p> <p>Draft reports have been created and tested. The reports are expected to be able to be produced for historical information. Data will be reported next quarter.</p>
Backup Job Success	<p align="center">General Comments</p> <p>1 month in CY 2015 Q1 the cycle had 98.10% backup job success, thus bringing down the overall average to below the target. The other 2 months were above target. Significant 10% increase in Backup-Up Jobs and 50% increase in Files due to MAGI (Cover Oregon).</p>
Backup File Success	<p align="center">General Comments</p>
On-time Server Delivery	<p align="center">General Comments</p> <p>54 of 61 server requests were delivered on time. This does not denote number of actual servers, since a single request may deliver a single server or multiple servers.</p>
Success of Server Patching	<p align="center">General Comments</p>
Time to Respond	<p align="center">General Comments</p> <p>The process for response was clarified to ETS staff. Initial training was implemented during the later parts of CY 2014 and early CY 2015. ETS is expecting the results to improve throughout the next year.</p>
Time to Restore	<p align="center">General Comments</p> <p>Time to Restore Sev 1: This measure is based on the Final Severity of the ticket. Due to urgency of the ticket, agencies or ETS may decide not to work on it after hours or during the weekend. In these cases they are usually classified with an initial Severity of other than a Sev 1. Where both Initial and Final Severity are a Sev 1, Restore time is much better. ETS is clearing out historical tickets from the ticketing system.</p>

Name of Program/ Division

DAS Enterprise Technology Services

Reporting Period

Q2 2015 (Apr-June)

Report on Formal complaints received in the previous quarter

Formal complaints raised by customers using the designated email or alternative electronic means cited on SLA during the last quarter

Complaint #	Date received	Complaint Type	Complainant (Agency and, if applicable, Dept.)	Affected Customer (s)	Description