

**ICT Development Service  
Service Level Agreement Report to SLT**

**March 2010**

**Key Performance Indicators**

	<b>Target</b>	<b>Actual</b>											
		<b>April 2009</b>	<b>May 2009</b>	<b>June 2009</b>	<b>July 2009</b>	<b>Aug 2009</b>	<b>Sept 2009</b>	<b>Oct 2009</b>	<b>Nov 2009</b>	<b>Dec 2009</b>	<b>Jan 2010</b>	<b>Feb 2010</b>	<b>Mar 2010</b>
% of requests responded to within 8 working hours	98%	99.43%	99%	99.81%	99.6%	99.5%	98.6%	99.6%	98.6%	98%	99.5%	98.8%	98.7%
% of requests resolved within SLA target	85%	98.32%	98%	97.5%	97.9%	99.25%	97.25%	98.1%	95%	96.8%	98.5%	97%	95.9%
% of telephone calls answered within 10 seconds	80%	98%	98%	98%	98.2%	96.5%	98.2%	92.4%	93.8%	94.5%	96.3%	93.5%	95.4%
% of requests resolved at 1 <sup>st</sup> point of contact	25%	31.5%	32%	28%	31%	30%	25%	36%	44%	32%	42.9%	38.8%	28%
Broadband availability	99.5%	99.22%	97.07%	96.09%	99.73%	93.74%^	98.48%	99.24%	98.97%	98.75%	99.48%	98.56%	99.4%
Web hosting (Data Centre) availability	99.5%	99.97%	97.07%	96.09%	99.73%	93.74%^	98.48%	99.24%	98.97%	98.75%	99.48%	98.56%	99.4%
Email availability	99.5%	99.22%	97.07%	96.09%	99.73%	93.74%^	98.48%	99.24%	98.97%	98.75%	99.48%	98.56%	99.4%

^ network availability may be affected during school holiday periods due to restricted access to schools

**NB: - From November 2009 the 1<sup>st</sup> point of contact figure is for the whole of ICTDS based on fix code in QSM**