

ICT Development Service

Service Level Agreement

Key Performance Indicators

	Target	Actual	
		April 2009	May 2009
% of requests responded to within 8 working hours	98%	99.43%	99%
% of requests resolved within SLA target	85%	98.32%	98%
% of telephone calls answered within 10 seconds	80%	98%	98%
% of requests resolved at 1 st point of contact *	25%	31.5%	32%
Broadband availability	99.5%	99.22%	97.07%
Web hosting (Data Centre) availability	99.5%	99.973%	97.07%
Email availability	99.5%	99.22%	97.07%