

SLA Performance**22/05/2014
04:15 PM**

	Total Tickets	First Response Actual %	First Response Goal %	Resolved Actual %	Resolved Goal %
Account Name: IT-Serve.com	81	100%		99%	
Service Level Agreement: Standard NEW SLA	81	100%	98%	99%	95%
Priority: Priority 1	1	100%		100%	
Issue Type: No Issue Type	1	100%		100%	
Sub-Issue Type: No Sub-Issue Type	1	100%		100%	
Priority: Priority 4	53	100%		98%	
Issue Type: Change Request	30	100%		97%	
Sub-Issue Type: Add/ amend email addresses	8	100%		100%	
Sub-Issue Type: Add/Delete Hardware	1	100%		100%	
Sub-Issue Type: Add/delete user	1	100%		100%	
Sub-Issue Type: Software installation or upgrade	15	100%		100%	
Sub-Issue Type: Workstation changes/additions	5	100%		80%	
Issue Type: Incident	5	100%		100%	
Sub-Issue Type: Server issue	1	100%		100%	
Sub-Issue Type: Workstation/Laptop	4	100%		100%	
Issue Type: Service Request	7	100%		100%	
Sub-Issue Type: File Recovery	1	100%		100%	
Sub-Issue Type: Request for information	2	100%		100%	
Sub-Issue Type: User access/password	4	100%		100%	
Issue Type: User Support	11	100%		100%	
Sub-Issue Type: Email issues	1	100%		100%	
Sub-Issue Type: Network Drives	1	100%		100%	
Sub-Issue Type: Operating system	1	100%		100%	
Sub-Issue Type: Scanner issues	1	100%		100%	
Sub-Issue Type: Software problem	7	100%		100%	
Priority: Priority 5	27	100%		100%	

Issue Type: Change Request	22	100%	100%
Sub-Issue Type: Add/ amend email addresses	3	100%	100%
Sub-Issue Type: Add/Delete Hardware	1	100%	100%
Sub-Issue Type: Add/delete printer	2	100%	100%
Sub-Issue Type: Software installation or upgrade	11	100%	100%
Sub-Issue Type: Workstation changes/additions	5	100%	100%
Issue Type: Monitoring	1	100%	100%
Sub-Issue Type: Alert	1	100%	100%
Issue Type: Routine Maintenance	1	100%	100%
Sub-Issue Type: Healthchecks	1	100%	100%
Issue Type: Service Request	2	100%	100%
Sub-Issue Type: Documentation	1	100%	100%
Sub-Issue Type: Request for information	1	100%	100%
Issue Type: User Support	1	100%	100%
Sub-Issue Type: Email issues	1	100%	100%
Grand Total(s)	81	100%	99%