

### Service Level Agreement Delivery

	Actual	Target 1	Actual	Target 2	Trend
<b>Incidents</b>					
%P1 fixed within SLA	100	98.00	100	99.50	→
%P2 fixed within SLA	100	98.00	100	99.00	→
%P3 fixed within SLA	80.00	98.00			↑
	<b>Actual</b>	<b>Target</b>	<b>Trend</b>		
<b>Service Availability</b>					
% Application Availability	99.99	99.00	→		
% Telephony Availability	99.96	99.50	↑		
% Datacentre LAN Availability	99.99	99.95	↓		
% Corporate Network Availability	97.24	99.50	↑	3rd party responsibility	

### Usage

	Actual	Target	Trend
<b>Satisfaction</b>			
% User Satisfaction	83	85	↓
Number of complaints	0	N/A	↓
<b>Usage</b>			
Number of Users	3364	N/A	↓
Number of Mobile Devices	1092	N/A	↑
Number of Desktop/Laptops	3390	N/A	↑

### Service & Volume of Change

	Actual	Target	Trend
<b>Service Desk</b>			
% Calls abandoned after 60 secs	1.5	<5	↓
% First Time Fix	98.00	80.00	↑
<b>Service Requests Response</b>			
% Requests Fixed within SLA	84.02	90.00	↑
<b>Volume</b>			
Service Request Volumes	1717	N/A	↑
Incident Volumes	577	N/A	↓
Self-service Volumes	175	N/A	↑

### People and Behaviours

	Actual	Target	Trend
<b>Training</b>			
IT Training Courses Delivered	7	N/A	↑
Users Trained	39	N/A	↑
% Customer Satisfaction	95	N/A	↑

↑	Improvement from previous month
→	No change from previous month
↓	Lower than previous month
↑	Target not reached but improved from previous month
↓	Target not reached and less than previous month