Service Level No.	Service Level Name	Service Level Description	Service Level Category	Type of Metric	Calculation Definition	Target (Expected) Service Level	Minimum Service Level	Formal, Verifiable Measurement Today?	Measurement Window
CFT-1	Administration	Measures the time and accuracy to resolve issue or request, according to Exhibit I, "Request Targets"	Critical	Performance, Accuracy, Timeliness	The number of requests that are fulfilled accurately and on-time, divided by the total number of requests that are scheduled in the month, expressed as a percentage.	99%	95%	N	Monthly
CFT-2	Change Management	Measures the time and accuracy to process issue or request	Key	Performance, Accuracy, Timeliness	The number of changes that are completed accurately and on-time, divided by the total number of changes that are scheduled in the month, expressed as a percentage.	99%	95%	Y	Monthly
CFT-3	Problem Management	Measures the time to resolve issue	Critical	Availability, Timeliness, Performance, Accuracy	The number of problems that are satisfactorily resolved/closed within 2 days, divided by the total number of problems that are resolved/closed in a month, expressed as a percentage.	99%	95%	Y	Monthly
CFT-4	Incident Management - P1 Response Time	Measures the time to respond to a P1 incident	Critical	Timeliness	The number of P1 incidents that are responded to within 30 minutes, divided by the total number of P1 incidents in a month, expressed as a percentage.	99%	95%	Y	Monthly
CFT-5	Incident Management - P2 Response Time	Measures the time to respond to a P2 incident	Critical	Timeliness	The number of P2 incidents that are responded to within 45 minutes, divided by the total number of P2 incidents in a month, expressed as a percentage.	99%	95%	Y	Monthly
CFT-6	Incident Management - P3 Response Time	Measures the time to respond to a P3 incident	Critical	Timeliness	The number of P3 incidents that are responded to within 1 hour, divided by the total number of P3 incidents in a month, expressed as a percentage.	99%	95%	Y	Monthly
CFT-7	Incident Management - P1 Resolution Time	Measures the time to resolve a P1 incident	Critical	Timeliness	The number of P1 incidents that are resolved within 4 hours, divided by the total number of P1 incidents in a month, expressed as a percentage.	99%	95%	Y	Monthly
CFT-8	Incident Management - P2 Resolution Time	Measures the time to resolve a P2 incident	Critical	Timeliness	The number of P2 incidents that are resolved within 6 hours, divided by the total number of P2 incidents in a month, expressed as a percentage.	99%	95%	Y	Monthly
CFT-9	Incident Management - P3 Resolution Time	Measures the time to resolve a P3 incident	Critical	Timeliness	The number of P3 incidents that are resolved within 8 business hours, divided by the total number of P3 incidents in a month, expressed as a percentage.	99%	95%	Y	Monthly
CFT-10	Incident Management - P4 Resolution Time	Measures the time to resolve a P4 incident	Key	Timeliness	The number of P4 incidents that are resolved within 2 business days, divided by the total number of P4 incidents in a month, expressed as a percentage.	99%	95%	Y	Monthly
CFT-11	Incident Management - P5 Resolution Time	Measures the time to resolve a P5 incident	Key	Timeliness	The number of P5 incidents that are resolved within 5 business days, divided by the total number of P5 incidents in a month, expressed as a percentage.	99%	95%	Y	Monthly

CFT-12	Procurement	Measure time and accuracy to procure equipment related to requested timeframe	General	Accuracy, Timeliness	The number of equipment orders that are fulfilled accurately and within the requested timeframe, divided by the total number of equipment orders that are fulfilled in the month, expressed as a percentage.	95%	80%	Y	Monthly
CFT-13	Reporting	Measures timeliness and accuracy	General	Accuracy, Timeliness	The number of reports that are delivered on-time and accurate, divided by the total number of reports that are delivered, expressed as a percentage.	95%	80%	Y	Monthly
UC-1	Quality of Experience - Peer to Peer Audio Call Disposition	Measures peer to peer audio call quality between endpoints	Critical	Availability, Performance, Effectiveness	The number of peer to peer audio Lync calls that are delivered succusfully, divided by the total number of peer to peer audio Lync calls that are delivered, expressed as a percentage.	95%	80%	Y	Monthly
UC-2	Quality of Experience - Peer to Peer Video Call Disposition	Measures peer to peer video call quality between endpoints	Key	Availability, Performance, Effectiveness	The number of peer to peer video Lync calls that are delivered succusfully, divided by the total number of peer to peer video Lync calls that are delivered, expressed as a percentage.	95%	80%	Y	Monthly
UC-3	Quality of Experience - Confernce Join Time over 10 seconds	Measures the amount of time, in seconds, that it takes for a participant to join a confernce	Key	Availability, Performance, Effectiveness	The Number of participants who required more than 10 seconds to join the conference, divided by the total call participants who required more than 10 seconds to join the conference, expressed as a percentage.	95%	80%	Y	Monthly