

## ITD Service Catalog

### KPI Summary

Service Area	Sub-Service(s)	KPI Name	Target	Measurement Method	Reported In
Service Desk	Service Support	Availability	95% access during Service Hours (9 hours 30 minutes per day)		
		Incident Management	Response Time	Priority 1 - 80% response within 15 minutes Priority 2 - 80% response within 1 hour Priority 3 - 80% response within 2 hours Priority 4 - 80% response within 1 working day Priority 5 - 80% response within 2 working days	Service Desk Statistics
	Resolution Time		Priority 1 - 80% resolved within 2 hours Priority 2 - 80% resolved within 4 hours Priority 3 - 80% resolved within 1 working day Priority 4 - 80% resolved within 2 working days Priority 5 - 80% resolved within 1 working week	Service Desk Statistics	Weekly High light Report has one figure for all Priorities (E.g.: X% service requests within resolution SLA)
	Information and Reporting				
Personal ICT on the Desktop	Central and Regional office computer equipment	Response Time	As per Service Desk		
		Resolution Time	As per Service Desk		
	Notebooks to external users	Delivery Time:	Notebooks will be delivered as per delivery schedule to be negotiated with vendors.		
		Client Satisfaction	80% clients satisfied, or better.		
		Budget Paper Three Performance Measure:	95% of teachers with a notebook.		
	Recycled PCs	Client Satisfaction	80% clients satisfied, or better		
		Network Connectivity	Network access	99% 24 hours, 365 days per year	
	Network Outages		Less than two planned or unplanned outages per month		
	Wide Area Network connections		within 45 business days		
	Data access point		within ten working days		
Internet access for new site	45 business days				
ICT Platform Engineering and Support	Standard Operating Environments				
	Training	Client Satisfaction	80% clients satisfied, or better		
	Technical Support to Schools Program (TSSP)	Specialist Technician response	95% within timeframe Phone – within 24 hours Email – within 48 hours		
		Client Satisfaction	80% clients satisfied, or better		