

Consulting Cloud Preview

Company X

*Outsourced Information Technology Services
for Desktop and LAN Services*

		<p>Managed Services Monthly Management Report</p> <p><i>May 20xx</i></p>
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1 EXECUTIVE SUMMARY

1.1 OVERVIEW

VENDOR ABC is pleased to present the Monthly Management Report for May 20xx.

Service Desk call volumes remained at similar volumes to April with approximately 16 cases received per working day. However, there was a marked increase in Moves, Adds and Changes with 73 requests being completed compared with 34 in the previous month. Much of this activity is related to the Office 2007 rollout.

In addition to the Service Centre activity, work was undertaken on the following projects:

- Replacement of Service Centre Welcome messages and voice prompts
- Build of new Lotus Notes Server
- Planning for Backup System Replacement and Upgrade
- Hardware maintenance review

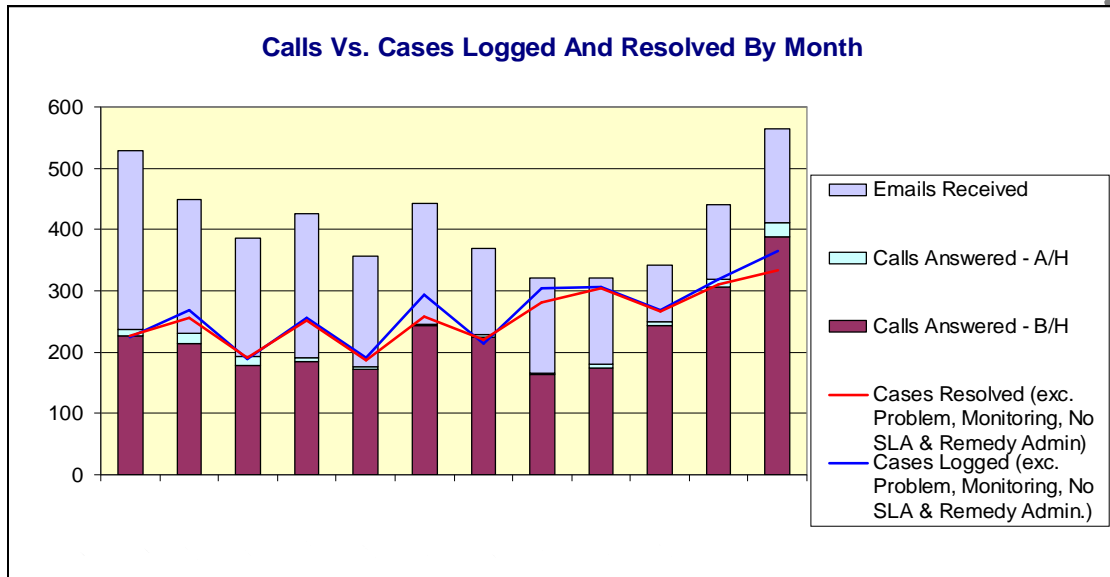
1.1.1 Major Achievements

- No Severity 1 or 2 cases for the month
- Deployment of Office 2007
- Deployment of personal firewall to laptops

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1.1.2 Trending

May phone call volumes were significantly higher than April although the number of Remedy cases logged did not increase at the same rate. An additional working day in May also contributed to the increased volumes. When working days are taken into account, April and May cases logged are similar.



1.1.3 Actions & Recommendations

Higher call volumes have been attributed partially to the Office 2007 rollout. This was expected and will be monitored over the next month.

1.2 MONTHLY ACTIVITY REPORT CARD

Activity	Mar xx	Apr xx	May xx
Total Number of Phone Calls Answered	249	318	411
Total Number of Emails Received	94	122	153
Total Cases Logged for Month (excl. 28 Cases logged for Remedy Admin, Monitoring & No SLA)	269	319	351
Total Resolved Cases for Month (excl. 32 Cases resolved for Remedy Admin , Monitoring & No SLA)	266	311	334
Total Requests Resolved for Month	120	152	144
Total MACs Completed for Month	35	34	73
Total Changes Completed for Month	9	4	9

1.3 SLA SCORECARD

Availability	SLA Measure	Mar xx	Apr xx	May xx	# of Cases
Desktop Availability (2.1)	98.5% - business hrs	100.0%	100.0%	100.0%	
File & Print server Availability (2.2)	98.5% - business hrs	100.0%	100.0%	100.0%	
Application Server Availability (2.3) ¹	98.5% - 24*7	100.0%	99.95%	100.0%	
Service Desk (2.5)					
Answered in business hours (2.6.1)	90% in 30 secs	96.1%	87.5%	82.9%	388
Answered outside business hours (2.5.2)	100% in 5 minutes	100.0%	100.0%	100.0%	23
First Level resolution (2.6.2)	70% first level	69.7%	59.0%	65.2%	231
Incidents					
Password Resets (2.6.3)	95% immediate	100.0%	92.9%	100.0%	3
Severity 1 (2.7.1)	98% - within 1 hr 24*7	100.0%	100.0%	100.0%	0
Severity 2 (2.7.1)	98% - within 4 hrs 24*7	100.0%	100.0%	100.0%	0
Severity 3 (2.7.1)	95% - within 1 day – bus hrs	93.9%	100.0%	94.1%	34
Severity 4 (2.7.1)	95% - within 3 day – bus hrs	97.3%	98.5%	95.0%	80
Service Requests					
Severity 5 (2.7.1)	95% - within 5 day – bus hrs	95.4%	96.3%	95.8%	142
Tape Restores (2.5)	100 % within 30 mins	100.0%	100.0%	100.0%	2
Changes (2.8)					
Hardware Adds, Changes, Rebuilds (MACs)	95% within 1 bus day	100.0%	100%	90.0%	10
Non – SOE Software (MACs)	95% within 3 bus days	96.0%	85.7%	95.5%	44
SOE Software (MACs)	95% within half business day	100.0%	100%	73.7%	19
Ad-hoc requests ²					9
					82

SLA Met	
SLA Not Met < 5 Cases	
SLA Not Met	

¹ Application Server Availability result is the aggregate across all 21 servers. Individual server availability is provided in section 2 of the report.

² Ad-hoc requests are changes to the IT environment which have been requested by customers (or VENDOR ABC) and are completed by the service delivery team. Some of these changes are out-of-scope work which may attract an additional service charge.