

Service Delivery Report – December 20xx

Consulting Cloud Preview

Service Delivery Report

Inside This Document

1 Purpose of this Report	4
1.1 Target audience for this report.....	4
1.2 Feedback on this report.....	4
2 Executive Summaries	5
2.1 Overview – Author: (insert Service Delivery Manager name).....	5
2.2 SLA Scorecard	5
2.3 Security Executive Summary – Author: (insert author's name)	6
2.4 Service Improvement Initiatives – Author: (insert author's name)	7
3 Status of Service Area Performance	9
4 Key Service Area Summaries for this month	10
5 Service Management	11
5.1 Telephone Call Volume	11
5.2 Daily Telephone Call Averages.....	11
5.3 Telephone Call Response Time.....	12
5.4 Average Length of Telephone Calls:.....	13
5.5 Service Call Analysis.....	13
5.6 Analysis of Service Calls by Medium	14
5.7 Resolution at First Point of Contact	15
5.8 Service Request Resolution	15
5.9 Severity 1 Incidents	16
5.10 Severity 2 Incidents	17
5.11 Severity 3 Incidents	17
5.12 Major Incidents.....	18
5.13 Problem Management	18
5.14 Change Management.....	21
6 Messaging and Calendaring	22
6.1 Highlights	22
6.2 Service Availability.....	22
6.3 Internal Email Availability.....	22
6.4 Storage capacity.....	23

7 Network Services	24
7.1 Background	24
7.2 Internet Services	24
7.3 LAN/WAN Services	25
8 Storage Services	26
8.1 Summary	26
8.2 Background	26
8.3 Service	26
9 Business Application Hosting	27
9.1 List of business applications and availability	27
10 Windows Services	28
10.1 File and Print Availability	28
11 Facilities Management	29
11.1 Accommodation / Facilities Report – December 2007	29
11.2 CBD Data Center Incidents / Changes	29
11.3 Regional/Metro Incidents and Changes	29
11.4 Planned / Upcoming activities	29
12 Security and Virus Management	30
12.1 Desktop and Server Virus Summary	30
12.2 Intrusion Prevention System (IPS) Reports	30
12.3 Web Access Summary	31
12.4 Top Category by Hits	31
12.5 Top Category by Internet Browse Times	32
12.6 Top Category by blocked internet access	33
12.7 Corporate Risk Summary	34
12.8 Virus Summary	35
12.9 Internet Mail – SPAM Filter Report	35
12.10 Web Access Summary	36
12.11 External Access Service	37
12.12 Incident Severity Definition as described in Service Contract	38
12.13 Severity 1 Incidents	39
12.14 Scheduled Changes for December/January	39

1 Purpose of this Report

The purpose of this document is to report on the performance of the VENDOR Z in supporting CUSTOMER X under the agreed Managed Service Contract and SLAs.

1.1 Target audience for this report

The audience for this report is the Customer Operational Group.

1.2 Feedback on this report

Please forward all feedback on the presentation and content of this report to VENDOR Z Reporting.

Consulting Cloud Preview

2 Executive Summaries

2.1 Overview – Author: (insert Service Delivery Manager name)

Events during the month of December were exceptional, and this is reflected in the SLA scorecard. Of the five Severity 1 incidents, one (3403) was due to a collapse of the roof at our Regional office during heavy storms, and another (3387) was a brief power interruption in a data center resulting in no business impact. A fiber cable became faulty at xxxxx (3367) which required replacement. All of these should be considered unforeseeable incidents.

The remaining two (3367 & 3410), stem from a common error and as a consequence a problem record (375) has been raised and is under investigation to identify and correct the root cause.

On a positive note, feedback was received from :

"Insert customer feedback)."

There have been some minor issues arising out of the relocation to ABC building, however these continue to be addressed promptly in conjunction with the CUSTOMER X project management team.

The CUSTOMER X ICT strategy was produced, and published on the CUSTOMER X Intranet. We encourage anyone interested to view this document.

During January a series of meetings have been scheduled with all business systems owners in CUSTOMER X, for both the SDM and Account Manager to further improve communication with, and understanding of all CUSTOMER X divisions.

2.2 SLA Scorecard

		Oct	Nov	Dec	
Service Desk					
Resolution at First Point of Contact	70% at First Contact	36%	31%	27%	↓
Abandonment Rate	5% - less than 5%	2.3%	1.86%	1.82%	↑
Telephone Calls answered within 30 secs	80% - within 30 secs	89%	94%	90%	↓
Daily Average number of phone calls		132	149	140	D
Incidents					
Total Severity 1's		31	2	5	U
Severity 1 Resolved – 2 hours	75% - within 2 hours	55%	100%	20%	↓
Severity 1 Resolved – 6 hours	95% - within 6 hours	64%	100%	40%	↓
Total Severity 2's		28	33	29	D
Severity 2 Resolved – 4 hours	85% - within 4 hours	71%	82%	83%	↑
Total Severity 3's		807	928	518	D
Severity 3 Resolved – 1 working day	80% - within 1 working day	52%	61%	63%	↑
Service Requests					
Total Service Requests		2314	2174	1343	D
Service Request Resolution	90% in 5 Working Days	66%	68%	69%	↑

SLA Met	
SLA Not Met < 5 % or < 5 cases	
SLA Not Met	