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Service Level Exception

SLA: 1001
Description: IT Generic P1 - Respond in 30 mins., Resolve in 2 hrs.
Applies To: INCIDENT
Type: CUSTOMER
Status: ACTIVE
Vendor:
Service Group: IT
Organization: EAGLENA
Service:
Site: BEDFORD
Date From: 1/1/04
Date To: 1/1/10

Performance

# of Times SLA Applied within Time Frame	# of Times Commitments Met	# of Times Commitments were Violated	% of Compliance	% of Violations
3	3	6	33.33%	66.67%

Tickets

ID	Description	Type	Status	Classification	Contact Violation	Response Violation	Resolution Violation
1049	Failure when connecting to Moon Server	INCIDENT	RESOLVED	End User Issue \ Network \ Connection	N	Y	Y
1050	Error when trying to login to the network	INCIDENT	RESOLVED	End User Issue \ Network \ Connection	N	Y	Y
1051	Error message: Can't login to the network	INCIDENT	RESOLVED	End User Issue \ Network \ Connection	N	Y	Y

Response Commitment

ID	Description	Status	Classification	Target Response	Actual Response	Comtmt Delta
1049	Failure when connecting to Moon Server	RESOLVED	End User Issue \ Network \ Connection	10/6/04 12:55:58 PM	10/6/04 2:45:00 PM	01:49
1050	Error when trying to login to the network	RESOLVED	End User Issue \ Network \ Connection	10/6/04 12:57:10 PM	10/6/04 4:30:00 PM	03:33
1051	Error message: Can't login to the network	RESOLVED	End User Issue \ Network \ Connection	10/6/04 12:58:12 PM	10/6/04 2:20:00 PM	01:22

Resolution Commitment

ID	Description	Status	Classification	Target Resolution	Actual Resolution	Comtmt Delta
1049	Failure when connecting to Moon Server	RESOLVED	End User Issue \ Network \ Connection	10/6/04 2:25:58 PM	10/6/04 6:55:00 PM	04:29
1050	Error when trying to login to the network	RESOLVED	End User Issue \ Network \ Connection	10/6/04 2:27:10 PM	10/6/04 8:45:00 PM	06:18
1051	Error message: Can't login to the network	RESOLVED	End User Issue \ Network \ Connection	10/6/04 2:28:12 PM	10/6/04 3:15:00 PM	00:47

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Service Level Exception

SLA: 1003

Applies To: INCIDENT

Status: ACTIVE

Service Group: IT

Service: EMAIL

Date From: 1/1/04

Description: IT Email - Respond 2 hrs., Resolve 4 hrs.

Type: CUSTOMER

Vendor:

Organization: EAGLENA

Site: BEDFORD

Date To: 1/1/10

Performance

# of Times SLA Applied within Time Frame	# of Times Commitments Met	# of Times Commitments were Violated	% of Compliance	% of Violations
1	2	1	66.67%	33.33%

Tickets

ID	Description	Type	Status	Classification	Contact Violation	Response Violation	Resolution Violation
1018	When I try to enter a new Order in the Application the system hangs.	INCIDENT	INPROG	End User Issue \ Software \ Fin. & ERP Apps	N	Y	N

Response Commitment

ID	Description	Status	Classification	Target Response	Actual Response	Comtmt Delta
1018	When I try to enter a new Order in the Application the system hangs.	INPROG	End User Issue \ Software \ Fin. & ERP Apps	8/9/04 10:29:25 AM	9/1/04 9:41:56 AM	551:13