Tivoli. software

IBM®

SLA Details

1003: IT Email - Respond 2 hrs., Resolve 4 hrs.

Status:	ACTIVE	**Vendor:**		**Start Date:**	8/9/04
Applies To:	INCIDENT	**Service Group:**	IT	**End Date:**	8/12/06
Type:	CUSTOMER	**Service:**	EMAIL	**Review Date:**	8/12/05
Ranking:	50	**Organization:**	EAGLENA	**SLA Admin:**	NEWTON
Classification:		**Site:**	BEDFORD	**Customer Vendor Contact:**	

Commitments

Commitment	Description	Type	Value	Unit of Measure	Time Period (in days)
1005	Respond within 2 hrs.	RESPONSE	2.0	HOURS	0
1006	Resolve within 4 hrs.	RESOLUTION	4.0	HOURS	0

Assets, Locations, and Asset Types

Asset	Location	Asset Type	Description	Site

Supporting SLAs

SLA	Description	Status	Applies To	Type	Vendor	Service Group	Service

SLAs that current SLA Supports

SLA	Description	Status	Applies To	Type	Vendor	Service Group	Service

KPIs

KPI	Description	Current Value	Target	Caution At	Alert At	Date Last Updated