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SLA List

Site:

SLA	Description	Status	Applies To	Type	Vendor	Service Group	Service	Start Date
1013	Laptop - Respond in 12 hours, Resolve in 48 hours	ACTIVE	INCIDENT	CUSTOMER				8/9/04
1022	Self Service and Email Service Request SLA	ACTIVE	SR	CUSTOMER				8/1/04
1023	Datachip Laptop/Desktop Delivery SLA	ACTIVE	PO	CUSTOMER	DATACHIP			7/1/04
1024	Vendor Labor Certification Renewal Agreements	ACTIVE	PERSON	VENDOR	DATACHIP			7/1/04

Number of Records: 4

Site: BEDFORD

SLA	Description	Status	Applies To	Type	Vendor	Service Group	Service	Start Date
1001	IT Generic P1 - Respond in 30 mins., Resolve in 2 hrs.	ACTIVE	INCIDENT	CUSTOMER		IT		1/1/04
1002	IT Generic P2 - Respond 4 hrs., Resolve 8 hrs.	ACTIVE	INCIDENT	CUSTOMER		IT		8/9/04
1003	IT Email - Respond 2 hrs., Resolve 4 hrs.	ACTIVE	INCIDENT	CUSTOMER		IT	EMAIL	8/9/04
1004	IT Email VIP - Respond 30 min., Resolve 1 hr.	ACTIVE	INCIDENT	CUSTOMER		IT	EMAIL	8/9/04
1005	Elevator - Respond 1 hr., Resolve 2 hrs.	ACTIVE	INCIDENT	CUSTOMER				8/9/04
1006	Facilities Gen. - Respond 24 hrs., Resolve 72 hrs.	ACTIVE	INCIDENT	CUSTOMER		FACILITY		8/9/04
1007	HVAC P1 - Respond 1 hr., Resolve 2 hrs.	ACTIVE	INCIDENT	CUSTOMER				8/9/04
1008	HVAC > P1 - Respond 4 hrs., Resolve 8 hrs.	INACTIVE	INCIDENT	CUSTOMER		FACILITY		8/9/04
1009	Bedford Site Laptop - Respond 6 hrs., Resolve 24 hrs.	ACTIVE	WOACTIVITY	VENDOR	DATACHIP			8/9/04
1010	Elevator - Respond 30 mins., Resolve 1:30 hr.	ACTIVE	INCIDENT	VENDOR	RELELEV			8/9/04
1011	Generic VIP, Respond 30 mins., Resolve 1 hr.	ACTIVE	INCIDENT	CUSTOMER				8/2/04
1012	Elevator P1 - Respond 15 min., Resolve 30 min.	ACTIVE	INCIDENT	CUSTOMER				8/9/04
1015	IT Generic P3 - Respond 24 hrs., Resolve 48 hrs.	ACTIVE	INCIDENT	CUSTOMER		IT		8/9/04
1016	IT Generic P4 - Respond 2 days., Resolve 4 days	ACTIVE	INCIDENT	CUSTOMER		IT		8/9/04

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SLA List

Site: BEDFORD

SLA	Description	Status	Applies To	Type	Vendor	Service Group	Service	Start Date
1018	Lighting - Respond in 2 hours, Resolve in 4 hours	ACTIVE	INCIDENT	CUSTOMER		FACILITY	ENVIRON	7/1/04
1019	Lighting (Night) - Respond in 6 hours, Resolve in 8 hours	ACTIVE	INCIDENT	CUSTOMER		FACILITY	ENVIRON	7/1/04
1021	Email Servers SLA	DRAFT	ASSET	CUSTOMER		IT	EMAIL	7/1/04
1025	Production Service - Response 1hr Resolve 4hrs	ACTIVE	SR	CUSTOMER		PRODUCTN		2/1/05
1027	Production Emergency Outage	ACTIVE	WORKORDER	CUSTOMER		PRODUCTN		2/1/05

Number of Records: 19

Site: MCLEAN

SLA	Description	Status	Applies To	Type	Vendor	Service Group	Service	Start Date
1014	Mclean Site Laptop - Respond 24 hrs., Resolve 48 hrs.	ACTIVE	WOACTIVITY	VENDOR	DATACHIP			8/9/04

Number of Records: 1