Service Target Compliance

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Tivoli. software

IBM®

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Site: BEDFORD

Service Group	Service	Contact %	Response %	Resolution %
FACILITY	FOOD		100.00%	100.00%
FACILITY	SECURITY		100.00%	100.00%
IT	APPS		100.00%	100.00%
IT	EMAIL		100.00%	100.00%
IT	INFRASTR			100.00%
IT	NETWORK		60.00%	60.00%
IT	PC		100.00%	100.00%