

APPENDIX I

AGGREGATE-BASED SERVICE METRICS

I.1 Processing Aggregate-based Service Metrics

Section J.13.2 of the Networx Universal RFP outlines the measurement guidelines for the Service Level Agreement (SLA) between the GSA and the contractor. The SLA defines two types of metrics: Incident-based and Aggregate-based. Incident-based metrics are derived from single occurrences of service delivery (e.g. Time to Restore). While aggregate-based service metrics (e.g. Availability) are measured cumulatively over a one month period. The SLA measurement guidelines require that aggregate-based metrics be aggregated at the highest level of the Agency Hierarchy Code and averaged over a calendar month. This appendix outlines the process that AT&T will follow to provide aggregate-based metrics as specified in Section J.13.2.

[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[REDACTED]

I.1.1 Aggregate-Based Performance Metrics

Within Section J.13, there are five types of aggregate-based metrics defined:

1) Availability; 2) Grade of Service; 3) Latency; 4) Jitter; 5) Response Time.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[illegible][illegible]

[illegible]

I.1.3 Weighting Aggregate-Based Metrics



I.1.4 Aggregation of Aggregate-based Metrics

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[illegible][illegible]

