
APPENDIX L

AGENCY SPECIFIC NETWORX SLA COMPLIANCE REPORT

Agency Name: AGENCY A

Monthly Scorecard Report Period: June 1-30, 2006

Service Name: Internet Protect

Report Date: July 10, 2006

SLA	Service Name	Service Level	Owner/ Data Steward	APR YTD Actuals	MAY YTD Actuals	Curr. Month (6/05) Actuals	Trend Gauge	2005 AQL	Jun/05 YTD Actuals	2005 YTD Status	2005 YE Outlook	Comments/ Corrective Actions
Time to Restore	Internet Protect	Without Dispatch	J. Doe	2.8	3.1	3.0	↑	≤ 4 hrs.	3.1	○	3.5	
	Internet Protect	With Dispatch	J. Doe	5.1	6.0	6	↑	≤ 8 hrs.	6.2	○	6.5	
Availability	Internet Protect	Routine	J. Doe	99.97%	99.97%	99.96%	↑	99.95%	99.98%	○	99.99%	
	Internet Protect	Critical	J. Doe	99.996%	99.996%	99.994%	↑	99.995%	99.996%	○	99.995%	
Latency (CONUS)	Internet Protect	Routine	J. Doe	55	62	62	↑	60 ms	57	○	60	
	Internet Protect	Critical	J. Doe	45	49	52	↑	50 ms	47	○	50	
GOS Data Delivery Role	Internet Protect	Routine	J. Doe	99.95%	99.95%	99.95%	↑	99.95%	99.97%	○	99.95%	
	Internet Protect	Critical	J. Doe	99.993%	99.993%	99.993%	↑	99.995%	99.996%	○	99.995%	

STATUS

- Monthly Incremental results are meeting the target OR the Monthly Incremental results did not meet the target but YTD Cumulative results are on track or ahead of plan.
- Monthly Incremental and YTD Cumulative results are behind target OR YE (annual) target may be unattainable. Plans in place to improve performance.
- Monthly Incremental and YTD Cumulative results not meeting target and YE target not attainable.

TREND

- ↑ Above target
- = On target
- ↓ Below target