Monthly Service Pledge Compliance Report

1. **Report Period: *{reportMonth}***

# **Computer Operation Support Service**

Number of incidents:

|  |  |  |
| --- | --- | --- |
|  | Number of incidents | |
| This month | Since 1-7-2007 |
| Helpdesk service | {#incidentSummary}{h\_count\_sum} | {h\_count\_sum\_pre} |
| System status monitoring & problem reporting | {s\_count\_sum} | {s\_count\_sum\_pre} |
| Problem determination and management | {p\_count\_sum} | {p\_count\_sum\_pre} |
| Total | {total\_no\_of\_incident} | {total\_no\_of\_incident\_pre}{/incidentSummary} |

Service pledge performance:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Number of incidents | | | | | | | | | | | | Downtime (hour/minute) | | |
| Helpdesk service | | | | System status monitoring & problem reporting | | | | Problem determination and management | | | |
| This month | | | Since 1-7-2007 | This month | | | Since 1-7-2007 | This month | | | Since 1-7-2007 | This month | Since 1-7-2007 |
| Compliant | Non-  compliant | Total | Compliant | Non-  Compliant | Total | Compliant | Non-  compliant | Total |
| {#nonA1SystemServicePerformanceSummary}{#systemSummary}{system\_name} | {H} | 0 | {H} | {H\_PRE} | {S} | 0 | {S} | {S\_PRE} | {P} | 0 | {P} | {P\_PRE} | 0/0 | 0/0{/systemSummary}{/nonA1SystemServicePerformanceSummary} |
| {#nonA1SystemServicePerformanceSummary} Total | {SUM\_H} | 0 | {SUM\_H} | {SUM\_H\_PRE} | {SUM\_S} | 0 | {SUM\_S} | {SUM\_S\_PRE} | {SUM\_P} | 0 | {SUM\_P} | {SUM\_P\_PRE} | 0/0 | 0/0{/nonA1SystemServicePerformanceSummary} |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A1 Systems | Number of incidents | | | | | | | | | | | | Downtime (hour/minute) | |
| Helpdesk service | | | | System status monitoring & problem reporting | | | | Problem determination and management | | | |
| This month | | | Since 1-7-2007 | This month | | | Since 1-7-2007 | This month | | | Since 1-7-2007 | This month | Since 1-7-2007 |
| Compliant | Non- Compliant | Total | Compliant | Non-  compliant | Total | Compliant | Non-  compliant | Total |
| {#a1SystemServicePerformanceSummary}{#systemSummary}{system\_name} | {H} | 0 | {H} | {H\_PRE} | {S} | 0 | {S} | {S\_PRE} | {P} | 0 | {P} | {P\_PRE} | 0/0 | 0/0{/systemSummary}{/a1SystemServicePerformanceSummary} |
| {#a1SystemServicePerformanceSummary}Total | {SUM\_H} | 0 | {SUM\_H} | {SUM\_H\_PRE} | {SUM\_S} | 0 | {SUM\_S} | {SUM\_S\_PRE} | {SUM\_P} | 0 | {SUM\_P} | {SUM\_P\_PRE} | 0/0 | 0/0{/a1SystemServicePerformanceSummary} |

Percentage compliance *(no. of compliant cases / no. of incidents)* = 99.99%

No. of man-hours granted = 0

1. **Major Tasks Completed This Month:**

|  |
| --- |
| NIL |
|  |
|  |
|  |
|  |

1. **Major Tasks on Hand and Expected Completion Dates:**

|  |
| --- |
| NIL |
|  |
|  |
|  |
|  |

1. **Remarks:**

|  |
| --- |
| NIL |
|  |
|  |

Prepared by: SITO3 Date: 2/7/2021

1. **Reviewer’s Comments:**

|  |
| --- |
| NIL |
|  |
|  |

Reviewed by: EMSTF Date: 2/7/2021**5. Appendix – Summary of Appreciation Logs**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Incident reference number (Date & Time) | Incident category | System concerned | Incident description in brief | Compliance of service pledge (yes/no)  And Proactive / Reactive (P/R) / Minutes / Solved by COSS independently (Yes / No) | Remarks |
|  |  |
| {#logs}{reference\_no} | {category\_name} | {system\_name} | {brief\_desc} | {compact} | * {remark}{/logs} |

|  |  |  |  |
| --- | --- | --- | --- |
| Total number of Incident | Proactive | Reactive | Ratio |
| {#actionTypeSummary}{total} | {P} | {R} | {actionTypeRatio}{/actionTypeSummary} |

|  |  |  |  |
| --- | --- | --- | --- |
| Total number of Incident | Solved by Computer Operator Independently | | |
| In office hour (0800H – 1800H) | In non-office hour | Total |
| {#incidentSummary}{total\_no\_of\_incident} | {#isSolvedByCOSSSummary}{in\_office\_hour} | {non\_office\_hour} | {total}{/isSolvedByCOSSSummary}{/incidentSummary} |