Service Performance Measures Report

Business Functionality

Applications Functionality Provision - Major

Provision of new or improved Application Functionality via major initiatives. A major initiative is defined according to a threshold that considers cost, size, impact, and technologies.

Application development, maintenance and enhancement performance	Productivity and unit costs measurements of the application development, enhancement and maintenance activities. These require that the size of the application be known (e.g. using function points [FP]), as well as the effort (e.g. person-month [PM]).
Net business improvement value	The incremental value of new or improved automation relative to the additional cost of the improvements.
Maintenance cost over product life cycle	Measurements of the application maintenance activities over the product life cycle.

Applications Functionality Provision - Minor

Provision of new or improved Application Functionality via minor initiatives. A minor initiative is defined according to a threshold that considers cost, size, impact, and technologies.

Average time per minor initiative	Average time per minor initiative's execution and implementation.
Average cost per minor initiative	Average cost per minor initiative implemented in the enterprise.

Applications Functionality Maintenance

Provision of maintenance for existing Application Functionality. The maintenance initiative can be Corrective (fix), Perfective (improvement), or Adaptive (to handle changes). A maintenance initiative does not provide additional functionality to the end user but maintains existing capability.

Maintenance cost over product life cycle	Measurements of the application maintenance activities over the product life cycle.
Average time to fulfill maintenance request	Average time to fulfill maintenance request
Application maintenance and enhancement performance	Productivity and unit costs measurements of the enhancement and maintenance activities. These require that the size of the application be known (e.g. using function points [FP]), as well as the effort (e.g. person-month [PM]).

Office Software Provision

Provision of new or improved Office Software initiatives.

Net business improvement value	The incremental value of new or improved automation relative to the additional cost of the improvements.
Application development, maintenance and enhancement performance	Productivity and unit costs measurements of the application development, enhancement and maintenance activities. These require that the size of the application be known (e.g. using function points [FP]), as well as the effort (e.g. person-month [PM]).
Maintenance cost over product life cycle	Measurements of the application maintenance activities over the product life cycle.

Business Functionality

Office Software Maintenance

Provision of maintenance for existing Office Software. The maintenance initiative can be Corrective (fix), Perfective (improvement), or Adaptive (to handle changes). A maintenance initiative does not provide additional functionality to the end user but maintains existing capability.

Average time to fulfill maintenance request	Average time to fulfill maintenance request
Maintenance cost over product life cycle	Measurements of the application maintenance activities over the product life cycle.
Application maintenance and enhancement performance	Productivity and unit costs measurements of the enhancement and maintenance activities. These require that the size of the application be known (e.g. using function points [FP]), as well as the effort (e.g. person-month [PM]).

Business Tools Provision

Provision of new or improved Business Tools.

Application development, maintenance and enhancement performance	Productivity and unit costs measurements of the application development, enhancement and maintenance activities. These require that the size of the application be known (e.g. using function points [FP]), as well as the effort (e.g. person-month [PM]).
Net business improvement value	The incremental value of new or improved automation relative to the additional cost of the improvements.
Maintenance cost over product life cycle	Measurements of the application maintenance activities over the product life cycle.

Business Tools Maintenance

Provision of maintenance for existing Business Tools. The maintenance initiative can be Corrective (fix), Perfective (improvement), or Adaptive (to handle changes). A maintenance initiative does not provide additional functionality to the end user but maintains existing capability.

Application maintenance and enhancement performance	Productivity and unit costs measurements of the enhancement and maintenance activities. These require that the size of the application be known (e.g. using function points [FP]), as well as the effort (e.g. person-month [PM]).
Maintenance cost over product life cycle	Measurements of the application maintenance activities over the product life cycle.
Average time to fulfill maintenance request	Average time to fulfill maintenance request

Technology Infrastructure

Telecommunications Infrastructure Provision - Major

Provision of enhancements to telecommunication infrastructure functionality via major initiatives. A major initiative is defined according to a threshold that considers cost, size, impact, and technologies.

Component cost	Component cost
Value of Improvement relative to cost	Extent to which the investment in the products and services improvement relative to the value of the improvement is consistent.
Technology product performance	The level or extent to which the technology infrastructure product meets its functionality and performance expectations.

Telecommunications Infrastructure Provision - Minor

Provision of enhancements to telecommunication infrastructure functionality via minor initiatives. A minor initiative is defined according to a threshold that considers cost, size, impact, and technologies.

Average time per minor initiative	Average time per minor initiative's execution and implementation.
Average cost per minor initiative	Average cost per minor initiative implemented in the enterprise.

Telecommunications Infrastructure Maintenance

Provision of maintenance for telecommunications infrastructure components. The maintenance initiative can be Corrective (fix), Perfective (improvement), or Adaptive (to handle changes). A maintenance initiative does not provide additional functionality to the end user but maintains existing capability.

Average time to fulfill maintenance request	Average time to fulfill maintenance request

Business Functionality Hosting Environment Provision - Major

Provision of enhancements to business functionality hosting environment via major initiatives. A major initiative is defined according to a threshold that considers cost, size, impact, and technologies.

Component cost	Component cost
Value of Improvement relative to cost	Extent to which the investment in the products and services improvement relative to the value of the improvement is consistent.
Technology product performance	The level or extent to which the technology infrastructure product meets its functionality and performance expectations.

Business Functionality Hosting Environment Provision - Minor

Provision of enhancements to business functionality hosting environment via minor initiatives. A minor initiative is defined according to a threshold that considers cost, size, impact, and technologies.

Average cost per minor initiative	Average cost per minor initiative implemented in the enterprise.
Average time per minor initiative	Average time per minor initiative's execution and implementation.