

Service Level Report

May 2014

Da Vinci Data

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1 Introduction

This report contains information to provide an overview of the services delivered to ASU by Da Vinci Data. This report will contain information on incidents and other events that have occurred during the month of May in 2014.

2 Web interface

The service delivery during the past month will be evaluated based on the Critical Success Factors (CSF) and Key Performance Indicators (KPI) defined in the Service Level Agreement for the service: Web Interface. All Key Performance Indicators and the data related to these KPI's can be found in the tables below.

Query Rain Fall above 10mm.

Metric	Goal	Measured	Explanation
General uptime of service.	-	97.7%	
Uptime of service on Mondays before 12:00.	97%	96.8%	There have been two major power outages, both during Mondays before 12:00.
Maximum (highest) load time	<1 minute	43 sec	
Average load time	<1 minute	23 sec	

Query Graphs of Temperature and Humidity.

Metric	Goal	Measured	Explanation
General uptime of service.	-	97.7%	
Uptime of service on Mondays before 12:00	97%	96.8%	There have been two major power outages, both during Mondays before 12:00.
Maximum (highest) load time	<1 minute	25 sec	
Average load time	<1 minute	12 sec	

Backups.

Metric	Goal	Measured	Explanation
Amount of failed backups	0	1	Caused by one of the power outages.
Amount of backups that did not contain all data	0	0	
Amount of unsolved integrity incidents	0	0	

Data confidentiality:

Metric	Goal	Measured	Explanation
Amount of server breaches.	0	0	

3 Service desk

The service desk performance during the past month will be evaluated based on the Critical Success Factors (CSF) and Key Performance Indicators (KPI) defined in the Service Level Agreement for the service desk. All Key Performance Indicators and the data related to these KPI's can be found in the tables below.

Timely response to new incidents.

Measurement	Goal	Measured	Explanation
Amount of incidents with exceeding IRT	< 15	11	
Average IRT of incidents with high priority.	< 15 minutes	~14 minutes	
Average IRT of incidents with medium priority.	< 1 hour	~1 hour	
Average IRT of incidents with low priority.	< 2 hours	~3 hours	We recieved a lot of incidents because of the power outage

Timely resolving of incidents.

Measurement	Goal	Measured	Explanation
Amount of incidents with exceeding MPT	< 15	~ 10	
Average resolve time of incidents with high priority.	< half an hour	~ 20 minutes	
Average resolve time of incidents with medium priority.	< 4 hours	~ 3 hours	
Average resolve time of incidents with low priority.	< 8 hours	~ 9 hours	We recieved a lot of incidents because of the power outage

The availability of the service desk.

Measurement	Goal	Measured	Explanation
Amount of complaints.	0	0	

4 Changes

There have not been any change requests during the period covered in this report.

5 Availability

The availability percentages of the weather data application were slightly below the requirement, the suggested solution to the cause of this problem is evaluating the power provider availability and determining if switching to a different provider might guarantee less outages. However, two power outages both happening on Mondays before 12:00 is very rare and the supplier does not expect this to happen again.

6 Conclusion

During the month May, the goals and requirements regarding the Service Desk have all been accomplished. However, because of the two (rare) power outages both happening during the peak times of the availability requirements regarding the Web Interface, these goals were not fully met.

The power outage also had a negative impact on the backup system which caused one backup to fail. Other than that there were no incidents regarding data confidentiality or integrity.