**Service Levels**

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| Incident Response SLA adherence | Priority: P1;  Response Time:  < 15 mins (24 x7) Priority: P2;  Response Time:  < 60 mins (business hours) Priority: P3;  Response Time:  < 1 business  day Priority: P4;  Response Time:  < 2 business days Priority: P5;  Response Time:  < 5 business days  For each priority group, if the number of incidents is less than 25 then 1 SLA missed is excused. |
| Incident Resolution SLA adherence | Priority: P1;  Resolution Time:  < 4 hours (24 x7) Priority: P2;  Resolution Time:  < 1  business day Priority: P3;  Resolution Time:  < 3  business days Priority: P4;  Resolution Time:  < 7  business days Priority: P5;  Resolution Time:  < 30 business days  For each priority group, if the number of incidents is less than 25 then 1 SLA missed is excused. |
| Service Request Response SLA adherence | Priority: P1;  Response Time:  < 1 hour (24 x7) Priority: P2;  Response Time:  < 4 hours (business hours) Priority: P3;  Response Time:  < 1 business day Priority: P4;  Response Time:  < 2 business days Priority: P5;  Response Time:  < 5 business days  For each priority group, if the number of items is less than 25 then 1 SLA missed is excused. |
| Service Request Resolution SLA adherence | Priority: P1;  Resolution Time:  < 1 business day Priority: P2;  Resolution Time:  < 2  business days Priority: P3;  Resolution Time:  < 5  business days Priority: P4;  Resolution Time:  < 10 business days Priority: P5;  Resolution Time:  < 30 business days a  For each priority group, if the number of items is less than 25 then 1 SLA missed is excused. |

**Logic**

**1)Calculate Breach Time**

> Take "Start time" column for the respective ticket from the raw data

> From "SLA" column in the raw data, get details on whether it is incident/request, Priority(P1/P2/P3/P4/P5), Response/Resolution

> SLA target as per Agreement (e.g. For all except P1, business hours is considered. For P1 24\*7 to be considered)

> Mark holidays and weekends

> Mark Business start and end time - 7.30 AM in the morning, 5.30 PM in the evening

> Calculate Breach time

> Get Business Pause duration

> Calculate Actual Breach Time as : Breach time + Business Pause duration

**2)SLA Met/Miss**

> Take "Stop time" column for the respective ticket from the raw data

> If Stop time > Actual Breach Time, SLA is missed and if Stop time < Actual Breach Time, SLA is met