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| **Service Performance Review Report** | | | |
| **A) GENERAL INFORMATION** | | | |
| **Service Name:** | Paper Less | **Report No.:** | 1 |
| **Service Owner:** | Yuttanai Nithiphisutthikul | **Date:** | 1/1/2016 - 31/12/2016 |
| **Business Relationship Manager:** | Sarawut Wongsanga |  |  |
| **B) PERFORMANCE REVIEW** | | | |
| ***Service Quality:***  Internet link for support by teamviewer about 100/30 Mbps. There are 20 telephone line. | | | |
| ***SLA Achievement:***  **Target:** Service Level 2 ->solve the problem within 6 hrs. -> 2 times.  **Actual:** 1. 2 hrs. for install new server.  2. 3 hrs. for backup and install new server. | | | |
| ***Customer Satisfaction:*** *(including Compliments and Complaints)*   1. Very good. | | | |
| **C) ISSUES AND CONCERNS:**   1. Computer system availability (Contain server, client and network system.) 2. CA availability. 3. Result of TH NSW Register is pass. | | | |
| **D) OPPORTUNITY FOR IMPROVEMENT:**   1. Full line of call center. 2. Queue efficiency of call center. 3. Full concurrent team viewer license. | | | |
| **E) Escalation / Solving Actions:**  1. Add phone number.  2. Use ip phone for manage queue of call center.  3. Add bandwidth of Internet link. | | | |
| **F) OTHER COMMENTS:** | | | |