

SLA Overview – Front Applications

Stand: 07.10.06

IT Service	IT Service Manager	Business Service Manager	SLA Version	Target Date	Status	Trend
Front Net	A. Muster	M. Herr, SOOM 1	1.0 Review with AD/Business	09.10.06	■	↗
Direct Net	C. Rubel	Ph. Kurmann, SOTO 4	0.9, Review with AD/Business	30.09.06	▲	➡
Portfolio Mgmt System	S. Chiman	D. Kuhn, OPIB	1.0, Sign off (not published yet)	15.08.06	■	↗
INVESTnet	M. Solana	D. Meier, SEEE 2	0.5, Review with AD	31.08.06	■	↗
WGR Print	M. Solana	W. Heim, WMUS 3	in place	In place	■	➡
WGR LARA	M. Solana	M. Schönherr, WIMM 11	in place	In place	■	➡

SLA Overview – Core, Retail and Corporate Banking

IT Service	IT Service Manager	Business Service Manager	SLA Version	Target Date	Status	Trend
Letter of Credit	D. Murer	R. Olma, SGUM 11	1.0, Sign off	15.07.06	■	↗
Credit Mgmt & Reporting	U. Hilbert	n/a	01.	29.09.06	▲	➡
Payment Services	N. Doviane(a.i.)	n/a	0.8, Review with Business	26.10.06	■	➡
PBMA (MIS)	H. Schelbert	n/a	1.1, Review with AD/Busienss	15.07.06	▲	➡
ELAR	D. Murer	A. Méziere(ULLM 1)	n/a	26.02.07	■	➡
eRet	D. Murer	n/a	0.2, Review with AD/Business	27.09.06	▲	➡
Debit Applications	N. Doviane	R. Keller(UKKM 3)	0.8, Review with AD	26.10.06	■	➡
Consumer Lending	U. Hilbert(a.i.)	R. Sulfer(SMFI 3)	01.	31.12.06	■	➡

SLA Overview – Corporate Systems Wave

IT Service	IT Service Manager	Business Service Manager	SLA Version	Target Date	Status	Trend
Booking System	R. Gerber	K. Xavier, UB 93	1.0, Review with AD/Business	29.09.06	■	↗
HR Management	F. Lambert	K. Felber, RIHL 5	0.6, Review with AD/Business	30.12.06	■	↗
Swisscard AECS	R. Keller	A. Raimann, OPK 95	Goverance tbd with Swisscard	31.12.06	■	➡