

NYS Office of Information Technology C000382
Appendix C: Example of Service Level Credits, Unrelieved Service Level Credits, and maximum At Risk Amount
Reporting Period: December, 2015 - November, 2016
****** SAMPLE ******

Invoice Amounts	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Sum of Invoices for Reporting Period	At-Risk percentage	At Risk Service Level Credit for the Reporting Period
	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ 100	\$ 101	\$ 101	\$ 101	\$ 101	\$ 101	\$ 101	\$ 1,206	10.00%	\$ 121

Service Measure	[CALENDAR YEAR 1] Expected Service Level	PERFORMANCE DURING 12-MONTH PERIOD												Average Performance 12-month Period to Date	Service Level Credit Percentage	# of months Minimum Service Levels missed	Tentative Service Level Credit Amount	Unrelieved Service Level Credits
		Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16					
Service Desk General																		
Availability of Service Desk	99.99%	98.00%	98.22%	98.00%	98.25%	98.00%	99.00%	96.25%	99.00%	99.00%	98.45%	97.42%	99.23%	98.24%	4.00%	12	\$ 48	\$ 48
Speed to Answer	98.00%	90.00%	91.00%	92.00%	93.00%	93.67%	95.22%	95.82%	96.00%	98.50%	98.00%	97.25%	96.97%	94.79%	4.00%	10	\$ 40	\$ 40
Abandoned Call Rate	6.00%	0.00%	5.00%	6.00%	7.00%	8.00%	8.00%	8.00%	8.00%	8.00%	8.00%	8.00%	8.00%	6.83%	3.00%	9	\$ 27	\$ 27
Email Response Time	98.00%	94.27%	97.15%	99.33%	99.45%	98.00%	98.00%	99.64%	98.00%	98.00%	98.00%	98.00%	97.53%	97.95%	3.00%	3	\$ 9	\$ 9
Chat Reponse Time	98.00%	97.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	97.92%	3.00%	1	\$ 3	\$ 3
Voice Mail Response Time	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	3.00%	0	\$ -	\$ -
Service Desk Incident Resolution																		
First Contact Resolution	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	70.00%	4.00%	0	\$ -	\$ -
Reopened Incidents (Rework)	10.00%	11.00%	11.00%	11.00%	11.00%	11.00%	11.00%	11.00%	11.00%	11.00%	11.00%	11.00%	11.00%	11.00%	3.00%	0	\$ -	\$ -
Password reset	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	3.00%	0	\$ -	\$ -
Incident Assigment	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	3.00%	0	\$ -	\$ -
Alert Monitoring																		
Alerts	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	4.00%	0	\$ -	\$ -
End User Break-Fix																		
Response Time - Standard Sites	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	3.00%	0	\$ -	\$ -
Response Time - Priority Sites	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	3.00%	0	\$ -	\$ -
Resolution Time - Next Business Day	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	3.00%	0	\$ -	\$ -
Resolution Time - 2 business days or less	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	3.00%	0	\$ -	\$ -
Customer Satisfaction																		
Customer Satisfaction	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%	3.00%	0	\$ -	\$ -
															Total Unrelieved Service Level Credits		\$ 128	
															At Risk Amount		\$ 121	
															Lesser of Unrelieved Service Level Credits or Maximum		\$ 121	