Agilisys KPI Dashboard: December 2022

		Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Target Performance Level	Pass/Fail	Current Month Failure Type	Points
KPI 1(a)	KPI1 (a) System Availability [excepting cloud]	100%	100%	99.98%	100%	100%	100%	99.48%	99.78%	100%	100%	100%	100%	100%	95.80%	Pass		
KPI 1(b)	KPI1 (b) System Availability cloud services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.53%	100%	100%	99.50%	Pass		
KPI 4 (a)	KPI 4 (a) - Answering telephone calls made to the Service Desk within an average of 60 seconds of the telephone call first being made	19s	21s	24s	22s	28s	17s	21s	25s	26s	37s	51s	46s	47s	<60s	Pass		
KPI 4 (b)	KPI 4(b) FTF resolve 80% resolved within 15 minutes of being made to the Service Desk	87.00%	93.60%	87.60%	87.10%	89.94%	86.02%	92.70%	86.90%	84.06%	91.35%	88.06%	90.32%	80.00%	80%	Pass		
KPI 5 (a)	Resolving Priority 1 incidents	0	0	0	0	0	0	0	0	0	1	0	0	0	<1	Pass		
KPI 5(b)	Resolving Priority 2 incidents	0	0	0	0	0	0	0	0	0	0	1	0	0	<1	Pass		
KPI 5 (c)	Resolving Priority 3 incidents	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Pass		
KPI 5(d)	Resolving Priority 4 incidents	97.07%	98.29%	99.76%	99.57%	99.19%	99.09%	99.38%	99.04%	99.16%	98.25%	99.15%	99.48%	99.21%	99%	Pass		
KPI6 (b)	Closing Priority 2 Requests	98.61%	99.38%	99.32%	99.76%	99.44%	99.17%	99.75%	99.16%	99.33%	99.08%	99.60%	99.63%	99.17%	99%	Pass		
KPI 10(a)	Availability of critical applications	99.99%	99.97%	99.99%	100%	99.98%	100%	99.97%	99.98%	99.98%	99.966%	99.96%	99.99%	99.97%	99.50%	Pass		
KPI 10(b)	Availability of non-critical applications	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.97%	99.98%	99.98%	99.99%	99.50%	Pass		
KPI 15	Maintain a Customer Satisfaction Score above 70%	88%	90%	90%	87%	95%	91%	92%	92%	94%	90%	90%	92%	91%	70%	Pass		