

KPI Dashboard: October 2024

Agilisys

		Oct-23	Nov-23	Dec-23	Jan 24	Feb 24	Mar-24	Apr-24	May-24	June-24	Jul-24	Aug-24	Sep-24	Oct-24	Target Performance Level	Pass/Fail	Current Month Failure Type	Points
KPI 1(a)	KPI1 (a) System Availability [excepting cloud]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98.50%	Pass		
KPI 1(b)	KPI1 (b) System Availability cloud services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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	29s	27s	18s	29s	30s	43s	29s	29s	29s	32s	32s	43s	36s	<60s	Pass		
KPI 4 (b)	KPI 4(b) FTF resolve 80% resolved within 15 minutes of being made to the Service Desk	93.7%	92.9%	96.5%	86.1%	93.4%	91.97%	99.66%	93.60%	94.30%	90.4%	93.03%	90.63%	90.37%	80%	Pass		
KPI 5 (a)	Resolving Priority 1 incidents	0	0	0	0	0	0	0	0	0	0	1	0	0	<1	Pass		
KPI 5(b)	Resolving Priority 2 incidents	0	0	0	0	0	0	0	0	0	0	0	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	99.53%	99.66%	99.74%	99.81%	99.46%	99.26%	99.57%	99.34%	99.24%	99.81%	99.05%	97.48%	97.6%	99%	Fail	Minor	2
KPI 6 (b)	Closing Priority 2 Requests	99.5%	99.10%	99.29%	99.45%	99.27%	99.17%	99.16%	99.1%	99.21%	100%	98.77%	97.68%	96.99%	99%	Fail	Minor	2
KPI 10(a)	Availability of critical applications	99.51%	99.94%	99.95%	99.57%	99.95%	99.85%	100%	99.98%	99.81%	99.97%	99.73%	99.94%	100%	99.50%	Pass		
KPI 10(b)	Availability of noncritical applications	99.94%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.50%	Pass		
KPI 15	Maintain a Customer Satisfaction Score above 70%	87%	93%	91%	91%	92%	92%	93%	89%	93%	93%	92%	88%	88%	70%	Pass		
KPI 14	Communication of Incident status										1	1	0	0	0	Pass		