Information Technology
Memorandum

TO: City of Madison Heights
Information Technology Advisory Committee
Cheryl E. Rottmann, Deputy City Manager
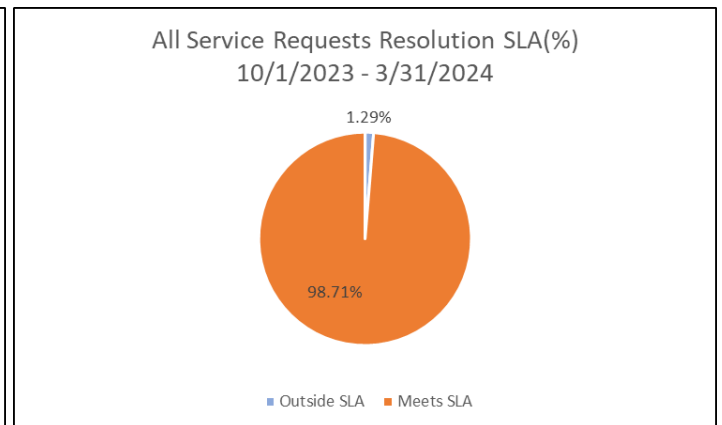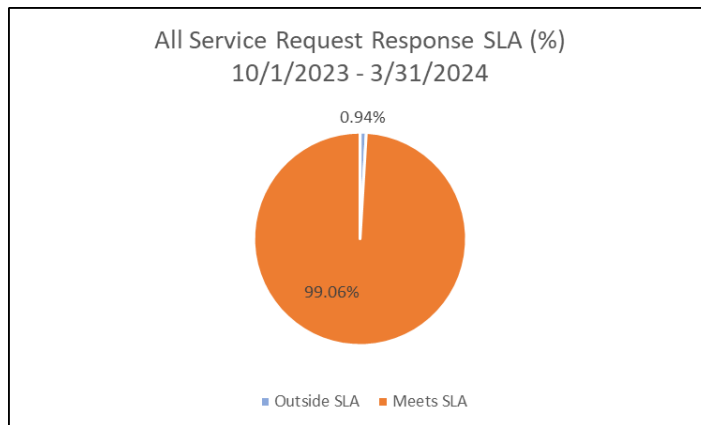
FROM: Ty Dolin, Skynet Innovations

DATE: April 16th 2024

SUBJECT: Service Level Adherence Report – October 1st, 2023 to March 31st 2024

Service Level Agreements:

Below is the breakdown of SLA adherence for all service requests from October 1st, 2023 to March 31st 2024
*due to details in descriptions, summaries for the service requests failing to meet response SLA's are available to members upon request.

All Service Request Response SLA (%)
10/1/2023 - 3/31/2024
0.94%
99.06%
■ Outside SLA ■ Meets SLA

All Service Requests Resolution SLA(%)
10/1/2023 - 3/31/2024
1.29%
98.71%
■ Outside SLA ■ Meets SLA

All Serice Requests Response SLA (%)	# of Tickets
Outside SLA	8
Meets SLA	846

All Serice Requests Resolution SLA (%)	# of Tickets
Outside SLA	11
Meets SLA	843

Critical Priority

PRIORITY	DEFINITION	RESPONSE TIME		TARGET RESOLUTION TIME	
	Percentage of requests/incidents	90%	100%	95%	100%
One - Critical	A problem or issue impacting a significant group of users or any mission critical IT issue affecting a single customer with no acceptable workaround to the problem.	15 min	30 min	2 hours	4 Hours

There were no Critical priority requests during this period

High Priority

PRIORITY	DEFINITION	RESPONSE TIME		TARGET RESOLUTION TIME	
	Percentage of requests/incidents	90%	100%	95%	100%
Two - High	Non-critical but significant issue affecting a single user or an issue that is degrading the performance and reliability of supported IT services; however, the services are still operational, and a workaround is available.	30 min	1 hour	4 hours	8 hours

High Priority Response SLA (%)
10/1/2023 - 3/31/2024
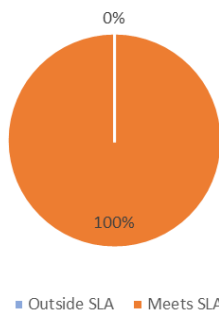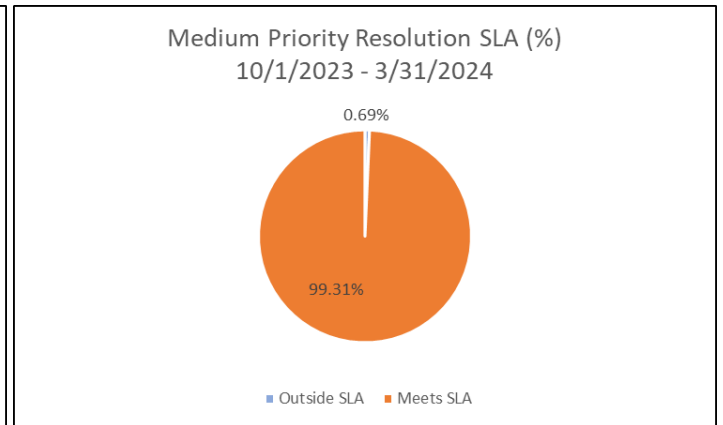

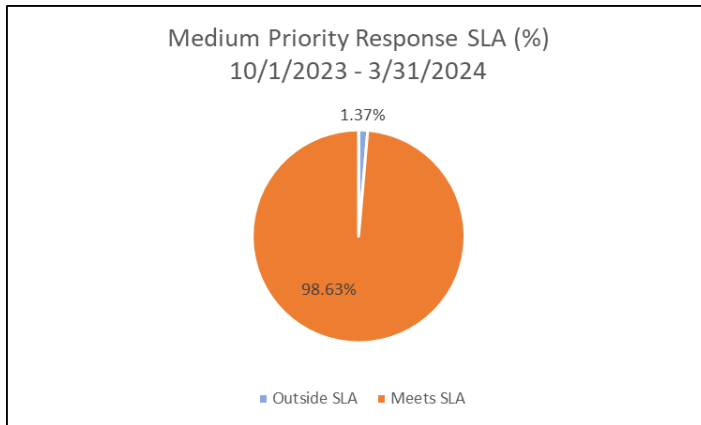High Priority Ressolution SLA (%)
10/1/2023 - 3/31/2024
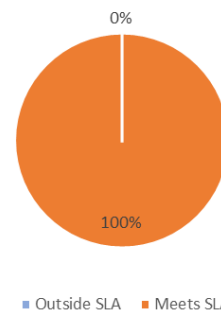
High Priority Response SLA (%)	# of Tickets
Outside SLA	0
Meets SLA	7

High Priority Resolution SLA (%)	# of Tickets
Outside SLA	0
Meets SLA	7

Medium Priority

| PRIORITY	DEFINITION		RESPONSE TIME		TARGET RESOLUTION TIME	
	Percentage of requests/incidents		90%	100%	95%	100%
Three - Medium	Priority for routine support requests that impact a single user or noncritical software or hardware error. Productivity may be impacted but not impaired. A workaround may or may not be available.		2 hours	4 hours	2 business days	4 Business days

Medium Priority Response SLA (%)
10/1/2023 - 3/31/2024

1.37%
98.63%

Outside SLA   Meets SLA

Medium Priority Resolution SLA (%)
10/1/2023 - 3/31/2024

0.69%
99.31%

Outside SLA   Meets SLA

Medium Priority Response SLA (%)	# of Tickets
Outside SLA	8
Meets SLA	574

Medium Priority Resolution SLA (%)	# of Tickets
Outside SLA	4
Meets SLA	578

Low Priority

PRIORITY	DEFINITION		RESPONSE TIME		TARGET RESOLUTION TIME	
	Percentage of requests/incidents		90%	100%	95%	100%
Four - Low	A minor service issue, general inquiry, or request to modify or add services.		8 hours	Next Business Day	5 business days	7 Business days

Low Priority Response SLA (%)
10/1/2023 - 3/31/2024

Low Priority Resolution SLA (%)
10/1/2023 - 3/31/2024
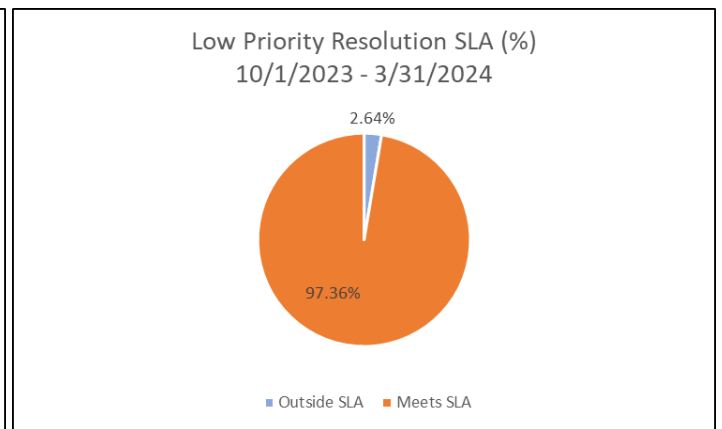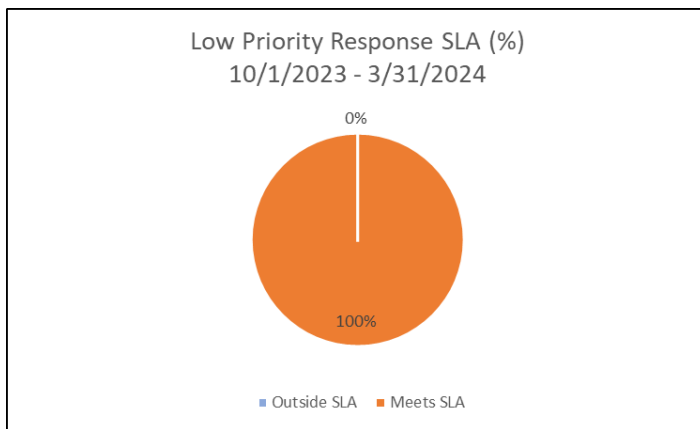
Low Priority Response SLA (%)	# of Tickets
Outside SLA	0
Meets SLA	265

Low Priority Resolution SLA (%)	# of Tickets
Outside SLA	7
Meets SLA	258