

Core Availability Rate Information Technology



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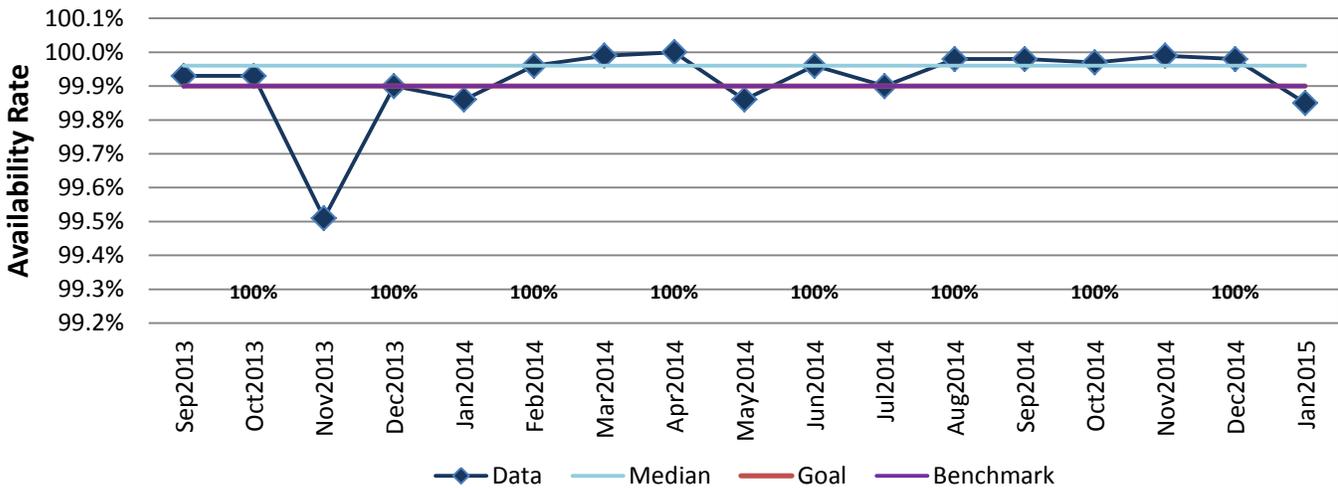
Process: Service Operation

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|---|--|--|
| Baseline: 99.9% Uptime Goal: Services managed by MTS should be available greater than 99.9% of the scheduled uptime. Benchmark: 99.9% | Data Source: SolarWinds Goal Source: Industry Standard Benchmark Source: Industry Standard | Plan-Do-Check-Act Step 7: Standardize, and replicate validated solutions Measurement Method: Measured through the SolarWinds system which measures when services are unavailable against their scheduled uptime. Why Measure: To ensure availability of services provided. Next Improvement Step: TBD |

How Are We Doing?

| Feb2014-Jan2015 12 Month Goal | Feb2014-Jan2015 12 Month Actual | | Jan2015 Goal | Jan2015 Actual | |
|----------------------------------|------------------------------------|--|-------------------|-------------------|--|
| 99.90% | 99.95% | | 99.90% | 99.85% | |
| Availability Rate | Availability Rate | | Availability Rate | Availability Rate | |

Core Availability Rate



Root cause analysis is not necessary because the Core Availability Rate is within .05% of goal likely due to an anomaly. If the rate remains lower than the goal, will provide root cause analysis at next reporting.