

Core Availability Rate Information Technology



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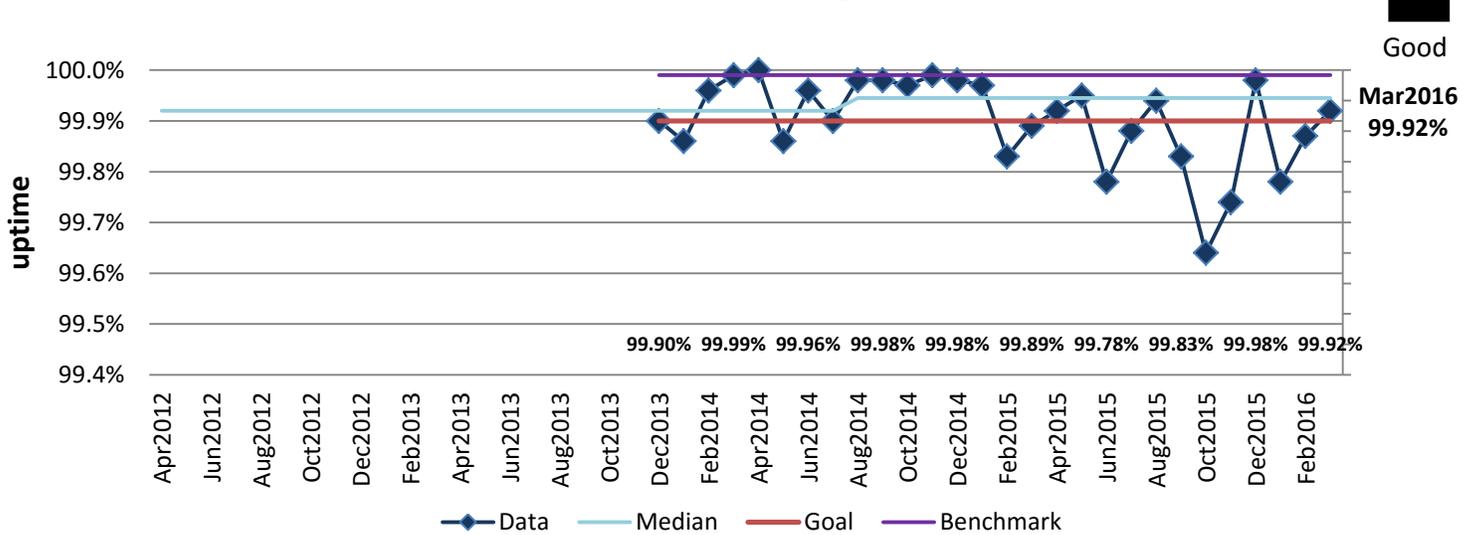
Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 99.9% Uptime Goal: Services managed by MTS should be available greater than 99.90% of the scheduled uptime. Benchmark: 99.99%	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: Continue monitoring

How Are We Doing?

Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
99.90%	99.85%		99.90%	99.92%	
uptime	uptime		uptime	uptime	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.