

Core Availability Information Technology



KPI Owner: Les Harral

Process: TBD

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: .1% Goal: Services managed by MTS are unavailable due to unscheduled outages no greater than .1% of a potential 100% uptime each day. Benchmark: .1%	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:

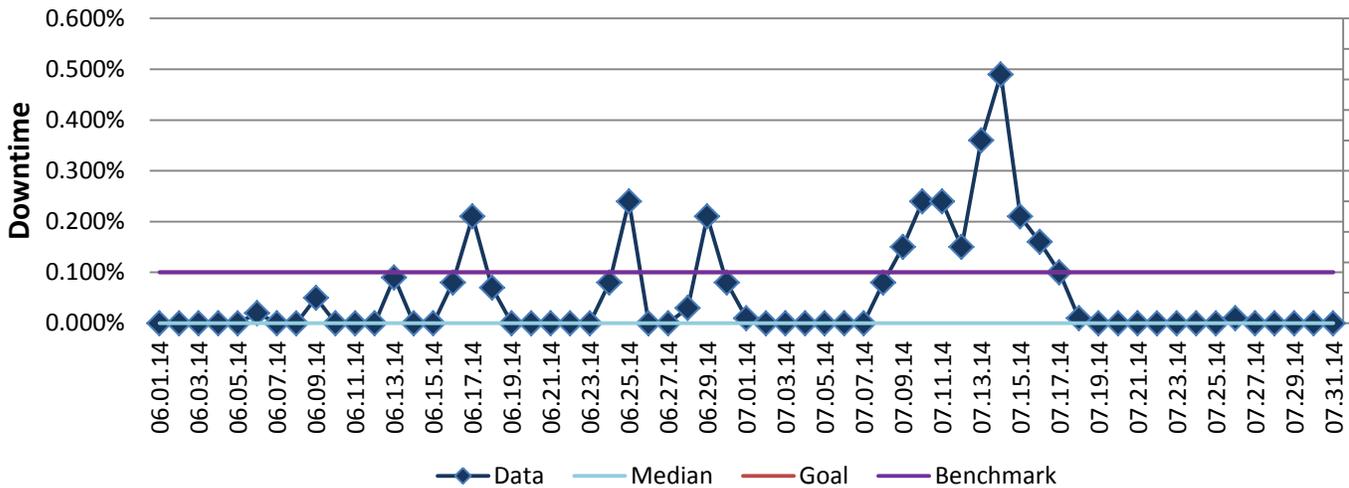
How Are We Doing?

07.01.14-07.31.14 1 Month Goal	07.01.14-07.31.14 1 Month Total		07.31.14 Goal	07.31.14 Actual	
0.1%	0.071%		0.1%	0.000%	
Downtime	Downtime		Downtime	Downtime	

Core Availability



Good



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