

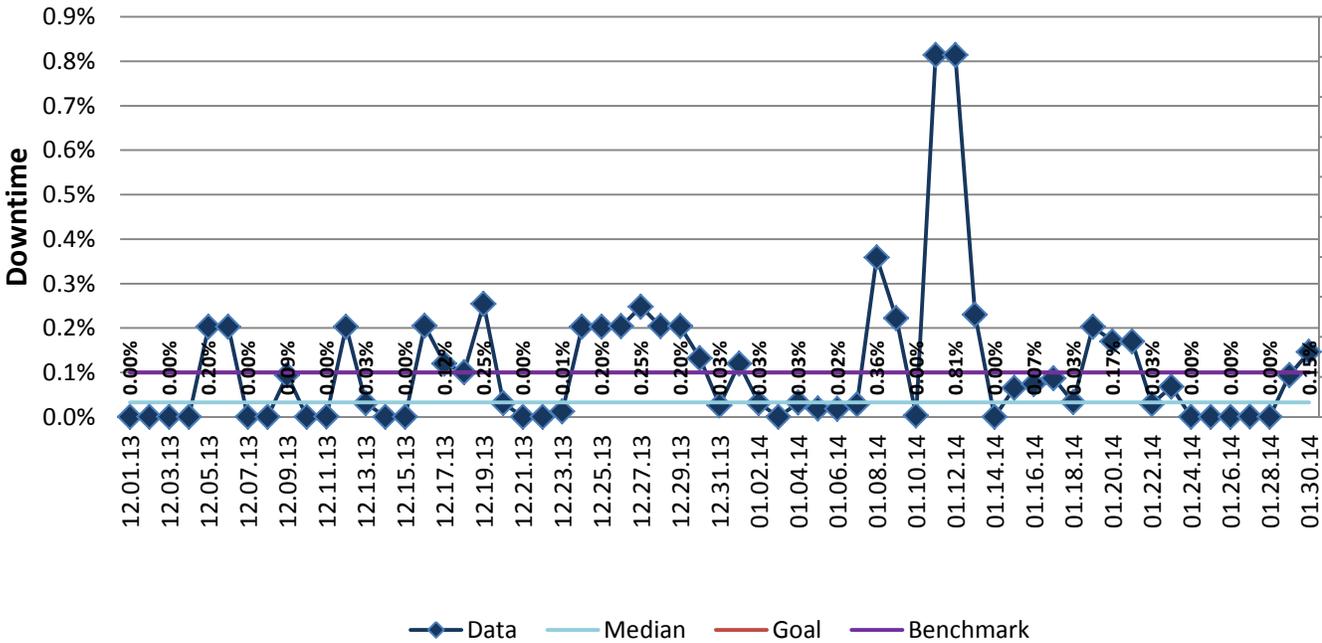
Service Availability Information Technology 3/18/2014

Measurement method		Why measure?		What is our goal?	
The percent of time Metro Technology Services supported services were unavailable to end users		To ensure availability of services provided.		Services managed by MTS are unavailable due to unscheduled outages no greater than 0.10% of a potential 100% uptime each day	
How are we doing?					
12.31.13-01.30.14 1 Month Goal	12.31.13-01.30.14 1 Month Total		01.30.14 Goal	01.30.14 Actual	
0.10%	0.12%		0.10%	0.15%	
Downtime	Downtime		Downtime	Downtime	
Performance Stoplight Key					
Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data					

Service Availability



Good



LOUISVILLE METRO
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