

Idaho Consolidated Services					Scale		
Measurement	11/10	01/11	02/11	04/11	Green	Yellow	Red
1. After Hours Service Desk Response Time	N/A	N/A	N/A	N/A	<25 min	25 - 30 min	>30 min
2. Service Availability	100.0%	100.0%	100.0%	100.0%	>99.95	99.95 - 99.8	<99.8
3. Customer Satisfaction	N/A	N/A	100.0%	100.0%	>95%	90 - 95%	<90%
4. Percent of Normal/Planned Changes	100.0%	100.0%	100.0%	75.0%	>90%	85 - 90%	<85%
5. Percent of Urgent Changes	0%	0%	0%	0%	<10%	10 - 15%	>15%
6. Percent of Emergency Changes	0%	0%	0%	25%	<1%	1 - 3%	>3%

The low percentage of Normal/Planned Changes and the high percentage of Emergency Changes are due to there being only 4 total changes in April; 3 Normal and 1 Emergency.

- Three of the changes were related to Telephone Services:
 1. Normal – Voicemail software upgrade
 2. Normal – Permanently virtualize Telephone Services Billing Server
 3. Emergency – Failing Drive on Telephone Services Billing Web Server
- One change was not related to ICS:
 1. Normal – Use GFI Languard to enforce patching