

- SLA on ICT procurement (test machine)

with OnTimeDelivery = 10NWD prior Day 1 of event

ID	KPI-ICT	
Description	Responsiveness of ICT resources allocation for testing	
Method of measure		
PI and data used	PI-ICT-NbService PI-ICT-NbOnTimeDelivery	
Calculation formula	KPI-ICT = $PI-ICT-NbOnTimeDelivery * 100 / PI-ICT-NbService$	
Period of measurement	Monthly	
Unit of measure	%	
Frequency of delivery	Monthly	
Performance classes values		
3-Good: >= 99,9%	2-Acceptable: >=80%	1-Unacceptable: <80%

- SLA on Service Desk Operations

with OnTimeFirstResponse = 1NWD

ID	KPI-DESK		
Description	Responsiveness to service requests		
Method of measure			
PI and data used	PI-DESK-NbServiceRequest PI-DESK-NbOnTimeFirstResponse		
Calculation formula	KPI-DESK = $PI-DESK-NbOnTimeFirstResponse * 100 / PI-DESK-NbServiceRequest$		
Period of measurement	Monthly		
Unit of measure	%		
Frequency of delivery	Monthly		
Performance classes values			
4-Good: >= 99,9%	3-Acceptable: >=70%	2-Average: >=50%	1-Unacceptable: <50%

- SLA on User Satisfaction

ID	PI-UserSatisfactionIndex		
Description	Users satisfaction index		
Method of measure			
PI and data used	Extract from service management desk		
Calculation formula	PI-UserSatisfactionIndex = Sum of overall satisfaction marks provided by the users on the considered period / Number of support services assessed by the users * 10.		
Period of measurement	Monthly		
Unit of measure	%		
Frequency of delivery	Monthly		
Performance classes values			
4-Good: >= 90%	3-Acceptable: >=80%	2-Average: >=60%	1-Unacceptable: <60%