

NetOps and Infrastructure Solutions Sample Performance Metrics

Purpose:

The purpose of these Performance Metrics are to provide a sample description of the work, the expected threshold the contractor should achieve, and how performance will be monitored or measured by the Contracting Officer's Representative (COR) staff. Each metric should be selected to provide insight into critical performance areas or high risk functions. Proposed Organizations should take the time to identify up front the areas of most importance or of highest risk and then put in place metrics to properly monitor and measure the contractor's performance. Also, each metrics and the related thresholds must be written in such a manner that they drive a positive outcome if the contractor performs as expected.

Performance Requirements		Performance Threshold	Monitoring Method
LAN, WAN INFRASTRUCTURE			
1.	Server availability	Maintain availability called for in the contract	Reporting should be event-driven, with proactive notification by Data Center
2.	Server Performance	Maintain server performance between accepted baseline thresholds	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
3.	Server Return to Service	Restored within 4 hours	QAE monthly review of contractor metrics
4.	Network availability	At least 99.9% availability during the reporting period	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
5.	Network Utilization	>40% utilization averaged over a 2 hour period (Percentage utilization will be determined by each individual contract)	Automated extraction from enterprise-class performance monitoring toolset with focus on daily average utilization (with min/max range identified)
6.	Backbone or Infrastructure Return to Service	Internet/Intranet connectivity restored within 2 hours Remote access and Citrix restored within 2 hrs	QAE monthly review of contractor metrics
7.	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
8.	Quantitative: Customer	Average synthetic transaction performance variance is less than 30%	Run sample transactions to set a throughput base line then measure variance

Performance Requirements		Performance Threshold	Monitoring Method
9.	Customer Satisfaction	<85% satisfied, with system availability and responsiveness	Random Surveys, Troubleshoot surveys, Email Ticket closeout
10.	Mean Time Between Failure	Meet or exceed suggested timelines based on manufacturer guidelines	QAE monthly review of contractor metrics
11.	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
12.	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
NETWORK INFRASTRUCTURE SUPPORT			
13.	Server availability	Maintain availability called for in the contract	Reporting should be event-driven, with proactive notification by Data Center
14.	Server Performance	Maintain server performance between accepted baseline thresholds	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
15.	Server Return to Service	Restored within 4 hours	QAE monthly review of contractor metrics
16.	Backbone or Infrastructure Return to Service	Network infrastructure, including, but not limited to, servers, routers, switches, bridges, cabling, modems, and hubs restored within 2 hrs	QAE monthly review of contractor metrics
17.	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
18.	Quantitative: Customer	Average synthetic transaction performance variance is less than 30%	Run sample transactions to set a throughput base line then measure variance
19.	Customer Satisfaction	<85% satisfied, with system availability and responsiveness	Random Surveys, Troubleshoot surveys, Email Ticket closeout
20.	Mean Time Between Failure	Meet or exceed suggested timelines based on manufacturer guidelines	QAE monthly review of contractor metrics
21.	Availability of Mission Critical Servers	Maintain critical system availability by conducting synthetic transactions -- system connectivity will be >99%	Synthetic transactions utilized to constantly monitor network and system availability to detect potential problems before network failure

Performance Requirements		Performance Threshold	Monitoring Method
NET INTEGRATION			
22.	System availability	Ensure at least 99% system availability for firewalls and Virtual Private Network (VPN) systems.	QAE monthly review of contractor metrics
23.	System performance	Maintain performance between accepted baseline thresholds	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
24.	Backbone or Infrastructure Return to Service	Infrastructure devices, including, but not limited to, routers, switches, bridges, and hubs restored within 2 hrs	QAE monthly review of contractor metrics
25.	System Return to Service	Restored within 4 hours 95% of the time	QAE monthly review of contractor metrics
26.	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
27.	Mean Time Between Failure	Meet or exceed suggested timelines based manufacturer guidelines	QAE monthly review of contractor metrics
NET ENCRYPTION			
28.	SIPRNet availability	Ensure at least 99.9% system availability for firewalls and Virtual Private Network (VPN) systems.	QAE monthly review of contractor metrics
29.	SIPRNet Server Performance	Maintain server performance between accepted baseline thresholds	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
30.	Server Return to Service	Restored within 4 hours	QAE monthly review of contractor metrics
31.	Network availability	Ensure 99.9% availability for firewalls and VPN systems	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
32.	Backbone or Infrastructure Return to Service	Point to point, VPN, and bulk encryption connectivity restored within 2 hours	QAE monthly review of contractor metrics
33.	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
34.	Mean Time Between Failure	Meet or exceed suggested timelines based manufacturer guidelines	QAE monthly review of contractor metrics

Performance Requirements		Performance Threshold	Monitoring Method
35.	Network perimeter defense	Implement firewall ruleset changes within 2 hours of receipt of change requirement. Ensure at least 99% system availability for firewalls and Virtual Private Network (VPN) systems. Schedule and coordinate maintenance outages 10 days in advance. Track and report monthly number of attempted/successful unclassified/classified network penetrations. IDS metrics % Security configurations maintained current Virus/malware scan results	QAE monthly review of contractor metrics
36.	Right encryption loaded at appropriate time	0 failures on monthly re-keys	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
37.	Encryption device throughput	99% of data successfully delivered to all devices over a communications channel or network	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
NET ARCHITECTURE/CONFIGURATION MANAGEMENT			
38.	Configuration Management database updates and accuracy	Configuration Management database updated with new systems or software with 2 duty days.	QAE random checks
39.	Configuration Management database updates and accuracy	Configuration management database includes all systems and software and a 98% accuracy rate is maintained at all times	QAE random checks
40.	IT systems inventory updates and accuracy	IT system inventories include all systems and software and a 98% accuracy rate is maintained at all times	QAE random checks
41.	Accuracy of the network architecture drawings	>95% of all changes to architecture drawings updated within one week	Random Sampling, 100% Inspection, or Periodic Inspections
42.	Change Request rate	Change Requests are increasing on a month-to-month basis	QAE monthly review of contractor metrics
COMPUTER SYSTEMS CONTROL (TECH CONTROL)			
43.	LAN availability	Ensure at least 99% system availability for firewalls and Virtual Private Network (VPN) systems.	QAE monthly review of contractor metrics
44.	Core and Crisis C2 systems maintenance Included: (Networks and circuits)	Maintain minimum systems availability rates as follows: Nuclear (strategic) -0.999999: Early Warning and Emergency Action Systems - 0.999999: Secure Communications - 0.9999.	QAE monthly review of contractor metrics
45.	Establish, track, revalidate, and discontinue circuit actions to ensure the circuits requirements are in place for support systems	RFS developed and submitted to DISA IAW DISAC 310-130-1 for new and recurring circuits, equipment, and services within 7 days for normal requests and within 3 hours of notification for emergency requests from customers at all times.	QAE monthly review of contractor metrics

Performance Requirements		Performance Threshold	Monitoring Method
46.	Core system NMCC Technical Control	Circuits and associated equipment meet the operational performance parameters and service availability uptime rates in DISAC 300-175-9 100% of the time for those circuits and associated equipment identified in Appendix 8.	QAE monthly review of contractor metrics
INFORMATION ASSURANCE (IA) PROGRAMS			
47.	C&A Compliance	Maintain C&A compliance on the HAFNet and the USAF-S enterprise systems.	QAE monthly review of contractor metrics
48.	Supported Organization C&A Compliance	Identify, advise and assist supported organizations to reach C&A compliance. Identify and report non-compliant organizations to their respective DAA	QAE monthly review of contractor metrics
49.	Use Enterprise Information Technology Data Repository (EITDR) to conduct virtual evaluations of a program's Security, Interoperability, Supportability, Sustainability and Usability (SISSU) information.	Input required for SISSU Checklist/process entered into the EITDR system 100% of the time.	QAE monthly review of contractor metrics
NETWORK INFRASTRUCTURE SECURITY			
50.	Perform TCNOs/TCTOs and NOTAMS as directed	Overall network services must be available 99.6% in a 24-hour day, 7 days a week (excluding scheduled outages).	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
51.	IA incident reporting/response action	Provide initial response to incidents within 15 minutes of identification during normal duty hours and; 90 minutes for non-duty hours, weekends, and holidays.	QAE monthly review of contractor metrics
52.	Manage and operate the network infrastructure	Anti-intrusion rate is 100%. No instances of access by unauthorized users on the network and NCC servers.	QAE quarterly report review after successful completion of the regular testing process
53.	Establish and maintain security measures to monitor network and NCC servers for unauthorized users	Provide report in Government format to the TO by the 3rd workday of each month 100% of the time.	QAE random checks and review of security incident information
54.	IA incident reporting/response action	Provide initial response to incidents within 15 minutes of identification during normal duty hours and; 90 minutes for non-duty hours, weekends, and holidays.	QAE monthly review of contractor metrics
55.	Network perimeter defense	Implement firewall rule set changes within 2 hours of receipt of change requirement. Ensure at least 99% system availability for firewalls and Virtual Private Network (VPN) systems. Schedule and coordinate maintenance outages 10 days in advance. Track and report monthly number of attempted/successful unclassified/classified network penetrations. IDS metrics % Security configurations maintained current	QAE monthly review of contractor metrics

Performance Requirements		Performance Threshold	Monitoring Method
56.	IA INFOCON action	Implement INFOCON related actions within 2 hours of notification of a change in the INFOCON level.	QAE monthly review of contractor metrics
SECURITY MANAGEMENT SERVICES			
57.	# of INFOCONs implemented within required time	Implement (Information Condition) INFOCON related actions within 2 hours of notification of a change in the INFOCON level	QAE random checks and review of security incident information
58.	# of INFOCON actions completed as required	Complete (Information Condition) INFOCON related actions within 2 hours of notification	QAE random checks and review of security incident information
59.	# of security incidents	Reduce the number of incidents from the initial baseline	QAE random checks and review of security incident information
60.	Response time to security incident	Notify commander within 15 minutes of the security incident	QAE monthly review of contractor metrics
61.	Server Anti-Virus Updates and Critical Security Patches	99% Deployed within 1 business day	QAE monthly review of contractor metrics
62.	# of unauthorized changes to security configurations	No unauthorized changes are acceptable	QAE random checks and review of security incident information
63.	Security Patches implemented when required	Between 95 percent and 98 percent of all security patches to be completed within required timeline	QAE monthly review of contractor metrics
SYSTEM ADMINISTRATOR			
64.	Server availability	Maintain availability called for in the contract	Reporting should be event-driven, with proactive notification by Data Center
65.	Server Performance	Maintain server performance between accepted baseline thresholds	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
66.	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
67.	Quantitative: Customer	Average synthetic transaction performance variance is less than 30%	Run sample transactions to set a throughput base line then measure variance

Performance Requirements		Performance Threshold	Monitoring Method
68.	Customer Satisfaction	<85% satisfied, with system and application availability and responsiveness	Random Surveys, ticket surveys Email Trouble-closeout
69.	Mean Time Between Failure	Meet or exceed suggested timelines based on manufacturer guidelines	QAE monthly review of contractor metrics
70.	Application Availability: Varies by application and operational requirements	Maintain weekly operational availability 99.6% or higher.	Constantly monitor operational requirements and application availability to detect potential problems before failure
71.	Consolidated server operations: Perform system administrative and maintenance function for the consolidated application servers.	Maintain weekly operational availability 99.6% or higher.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
HELP DESK			
72.	Customer assistance performance	Contractor propose industry best practices for speed to answer rate, true call abandonment rate, level 1 resolution rate, and trouble call resolution rate, etc...	QAE monthly review of contractor metrics and customer feedback
73.	Customer Satisfaction	Contractor propose industry best practices for customer satisfaction surveys	QAE random review of customer surveys
74.	Number of Customers with Multiple Trouble Tickets	Total number of Platinum customers with 2 tickets/week or 5/month.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
75.	Number of Customers with Multiple Trouble Tickets	Total number of Gold customers with 3 tickets/week or 6/month.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
76.	Number of Customers with Multiple Trouble Tickets	Total number of Silver customers with 4 tickets/week or 9/month.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
77.	Total Number Tickets per system	Number of tickets decreases from the established baseline	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
78.	Client Performance	Maintain client performance below accepted thresholds	QAE monthly review of contractor metrics

Performance Requirements		Performance Threshold	Monitoring Method
79.	Trouble Call Support - Service Delivery	Response to "voice" request: < 1 minute Initiating action on the 1st call: 99% of the time	QAE monthly review of contractor metrics and customer feedback
80.	Trouble Call Support - Platinum	90% RTS in 4 hours	QAE monthly review of contractor metrics and customer feedback
81.	Trouble Call Support - Platinum	10 Min Response	QAE monthly review of contractor metrics and customer feedback
82.	Trouble Call Support – Gold	80% RTS in 8 hours	QAE monthly review of contractor metrics and customer feedback
83.	Trouble Call Support – Gold	4 Hour Response	QAE monthly review of contractor metrics and customer feedback
84.	Customer Satisfaction End user	<85% or returned surveys satisfied with service (Level 4 or higher)	Random Surveys, Trouble-ticket closeout surveys
85.	Number of calls escalated within requirements established by Standard Operating Procedures	99% within 20 minutes	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
86.	Add/moves/changes	95% completed ≤ 3 business days (Tech dispatch required)	QAE monthly review of contractor metrics
87.	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
88.	Admin Changes (Access user ID, password reset)	98% completed ≤ 1 business days (Changes done electronically)	QAE monthly review of contractor metrics
89.	Average speed to answer calls	80% answered <30 sec	QAE monthly review of call handling activity reports
90.	Help desk Agent Utilization Rate	Rate should remain between 65% - 75% (Talk time + after call work time)	Totals and averages are usually reported monthly; both numerically (tabular data) and graphically
91.	Abandoned Call Rate:	<5% of calls abandoned	QAE monthly review of contractor metrics
92.	Results of customer services queries Customer Satisfaction:	Based on 90% of surveys returned have satisfied rating (>= 4) HDI 4.0 % of surveys returned	Random Sampling, 100% Inspection, Periodic Inspection

Performance Requirements		Performance Threshold	Monitoring Method
93.	First Call Resolution	65 % of problems resolved during initial call	Automated extraction from enterprise-class service desk toolset with focus on monthly average trending
94.	Trouble Call Support – Silver	90% RTS in 2 duty day	QAE monthly review of contractor metrics and customer feedback
95.	Trouble Call Support – Silver	1 day response	QAE monthly review of contractor metrics and customer feedback
NETWORK OPS CENTER (NOC) / NETWORK CONTROL CENTER (NCC)			
96.	Server availability	Maintain availability called for in the contract	Reporting should be event-driven, with proactive notification by Data Center
97.	Server Performance	Maintain server performance between accepted baseline thresholds	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
98.	Server Return to Service	Restored within 4 hours	QAE monthly review of contractor metrics
99.	Network availability	At least 99.9% availability during the reporting period	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
100.	Network Utilization	>40% utilization averaged over a 2 hour period (Percentage utilization will be determined by each individual contract)	Automated extraction from enterprise-class performance monitoring toolset with focus on daily average utilization (with min/max range identified)
101.	Backbone or Infrastructure Return to Service	Internet/Intranet connectivity restored within 2 hours Remote access and Citrix restored within 2 hours	QAE monthly review of contractor metrics
102.	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
103.	Quantitative: Customer	Average synthetic transaction performance variance is less than 30%	Run sample transactions to set a throughput base line then measure variance
104.	Customer Satisfaction	<85% satisfied, with system availability and responsiveness	Random Surveys, Email surveys, Trouble-ticket closeout

Performance Requirements		Performance Threshold	Monitoring Method
105	Mean Time Between Failure	Meet or exceed suggested timelines based on manufacturer guidelines	QAE monthly review of contractor metrics
106	Trouble Call Support - Platinum	10 Min Response	QAE monthly review of contractor metrics and customer feedback
107	Trouble Call Support - Platinum	90% RTS in 4 hours	QAE monthly review of contractor metrics and customer feedback
108	Trouble Call Support – Gold	80% RTS in 8 hours	QAE monthly review of contractor metrics and customer feedback
109	Trouble Call Support – Gold	4 Hour Response	QAE monthly review of contractor metrics and customer feedback
110	Trouble Call Support – Silver	90% RTS in 2 duty day	QAE monthly review of contractor metrics and customer feedback
111	Trouble Call Support – Silver	1 day response	QAE monthly review of contractor metrics and customer feedback
112	# of escalated events	95% closed within 20 minutes	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
113	# of events resolved without escalation	95% within 10 minutes	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
114	# of events handled on time per Standard Operating Procedures	99% within 20 minutes	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
115	# of trouble tickets opened	Number of trouble tickets opened from initial baseline	QAE monthly review of contractor metrics
116	Manage and operate the network infrastructure.	Anti-intrusion rate is 100%. No instances of access by unauthorized users on the network and NCC servers.	QAE quarterly report review after successful completion of the regular testing process
117	Submit scheduled network and system outages to the Event Manager. No downtime shall be scheduled during normal hours (0600-1800).	Provide notification to Event Manager at least ten (10) workdays in advance of scheduled outages 100% of the time.	QAE monthly review of contractor metrics

Performance Requirements		Performance Threshold	Monitoring Method
118	Establish and maintain security measures to monitor network and NCC servers for unauthorized users.	Provide report in Government format to the TO by the 3rd workday of each month 100% of the time.	QAE random checks and review of security incident information
AIR FORCE NETWORK OPERATIONS CENTER (AFNOC)			
119	Submit scheduled network and system outages to the Event Manager. No downtime shall be scheduled during normal hours (0600-1800).	Provide notification to Event Manager at least ten (10) workdays in advance of scheduled outages 100% of the time.	QAE monthly review of contractor metrics
120	Timely and appropriate notification of disruption of network services or emergency/unscheduled outages.	Provide notification to Event Managers and affected customers of outages and disruptions 100% of the time within 15 minutes of event with updated status every 15 minutes (oral notification is acceptable).	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
121	Configuration Management database updates and accuracy	Configuration Management database updated with new systems or software with 2 duty days.	QAE random checks
122	Configuration Management database updates and accuracy	Configuration management database includes all systems and software and a 98% accuracy rate is maintained at all times	QAE random checks
123	Network infrastructure security	Track and complete TCNO implementation within 30 days of receipt or by the indicated TCNO closeout date, whichever is sooner, unless an AFCERT TCNO extension is coordinated through AFPCA and approved in advance.	QAE monthly review of contractor metrics
124	IA incident reporting/response action	Provide initial response to incidents within 15 minutes of identification during normal duty hours and; 90 minutes for non-duty hours, weekends, and holidays.	QAE monthly review of contractor metrics
125	Network perimeter defense	Implement firewall rule set changes within 2 hours of receipt of change requirement. Ensure at least 99% system availability for firewalls and Virtual Private Network (VPN) systems. Schedule and coordinate maintenance outages 10 days in advance. Track and report monthly number of attempted/successful unclassified/classified network penetrations. IDS metrics % Security configurations maintained current	QAE monthly review of contractor metrics
126	Network availability	At least 99.9% availability during the reporting period	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
127	Enterprise wide IT services	Internet/Extranet connectivity restored within 1day. Remote access and Citrix restored within 2 hrs. Server restored within 4 hours. Web services restored within 1 day	QAE monthly review of contractor metrics
INTERGRATED NETWORK OPERATIONS & SECURITY CENTER (I-NOSC)			

Performance Requirements		Performance Threshold	Monitoring Method
128	Submit scheduled network and system outages to the Event Manager. No downtime shall be scheduled during normal hours (0600-1800).	Provide notification to Event Manager at least ten (10) workdays in advance of scheduled outages 100% of the time.	QAE monthly review of contractor metrics
129	Configuration Management database updates and accuracy	Configuration Management database updated with new systems or software with 2 duty days.	QAE random checks
130	Configuration Management database updates and accuracy	Configuration management database includes all systems and software and a 98% accuracy rate is maintained at all times	QAE random checks
131	Network infrastructure security	Track and complete TCNO implementation within 30 days of receipt or by the indicated TCNO closeout date, whichever is sooner, unless an AFCERT TCNO extension is coordinated through AFPCA and approved in advance.	QAE monthly review of contractor metrics
132	IA incident reporting/response action	Provide initial response to incidents within 15 minutes of identification during normal duty hours and; 90 minutes for non-duty hours, weekends, and holidays.	QAE monthly review of contractor metrics
133	Network perimeter defense	Implement firewall rule set changes within 2 hours of receipt of change requirement. Ensure at least 99% system availability for firewalls and Virtual Private Network (VPN) systems. Schedule and coordinate maintenance outages 10 days in advance. Track and report monthly number of attempted/successful unclassified/classified network penetrations. IDS metrics % Security configurations maintained current	QAE monthly review of contractor metrics
134	Enterprise wide IT services	Internet/Extranet connectivity restored within 1day. Remote access and Citrix restored within 2 hrs. Server restored within 4 hours. Web services restored within 1 day	QAE monthly review of contractor metrics
135	Configuration Problem	Within one business day from time of notification by Service Recipient 90% of the time. (NOTE: May vary depending upon "campus" or "remote" unit location)	Any configuration problem determined to be a "hardware break/fix" requirement will be considered "closed" and a new call for the hardware break/fix will be opened
136	Security Requests	Ensure 95% of the time within four business hours of request	WAN/ LAN/ Server Infrastructure Availability SLA's should be combined into <i>one SLA</i> - Server Availability. Time frame excludes standard down time for required maintenance.

Performance Requirements		Performance Threshold	Monitoring Method
137	Availability - Applications	Ensure 99.00% of the time	SLA is defined as the availability of the application to the customer.
ENTERPRISE SUPPORT UNIT (ESU) & ENTERPRISE SERVICE DESK (ESD)			
138	Customer assistance performance	Contractor propose industry best practices for speed to answer rate, true call abandonment rate, level 1 resolution rate, and trouble call resolution rate, etc...	QAE monthly review of contractor metrics and customer feedback
139	Customer Satisfaction	Contractor propose industry best practices for customer satisfaction surveys	QAE random review of customer surveys
140	Number of Customers with Multiple Trouble Tickets	Total number of Platinum customers with 2 tickets/week or 5/month.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
141	Number of Customers with Multiple Trouble Tickets	Total number of Gold customers with 3 tickets/week or 6/month.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
142	Number of Customers with Multiple Trouble Tickets	Total number of Silver customers with 4 tickets/week or 9/month.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
143	Total Number Tickets per system	Number of tickets decreases from the established baseline	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
144	Client Performance	Maintain client performance below accepted thresholds	QAE monthly review of contractor metrics
145	Trouble Call Support - Service Delivery	Response to "voice" request: < 1 minute Initiating action on the 1st call: 99% of the time	QAE monthly review of contractor metrics and customer feedback
146	Trouble Call Support - Platinum	90% RTS in 4 hours	QAE monthly review of contractor metrics and customer feedback
147	Trouble Call Support - Platinum	10 Min Response	QAE monthly review of contractor metrics and customer feedback
148	Trouble Call Support – Gold	80% RTS in 8 hours	QAE monthly review of contractor metrics and customer feedback

Performance Requirements		Performance Threshold	Monitoring Method
149	Trouble Call Support – Gold	4 Hour Response	QAE monthly review of contractor metrics and customer feedback
150	Customer Satisfaction End user	<85% or returned surveys satisfied with service (Level 4 or higher)	Random Surveys, Trouble-ticket closeout surveys
151	Number of calls escalated within requirements established by Standard Operating Procedures	99% within 20 minutes	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
152	Add/moves/changes	95% completed ≤ 3 business days (Tech dispatch required)	QAE monthly review of contractor metrics
153	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
154	Admin Changes (Access user ID, password reset)	98% completed ≤ 1 business days (Changes done electronically)	QAE monthly review of contractor metrics
155	Average speed to answer calls	80% answered <30 sec	QAE monthly review of call handling activity reports
156	Help desk Agent Utilization Rate	Rate should remain between 65% - 75% (Talk time + after call work time)	Totals and averages are usually reported monthly; both numerically (tabular data) and graphically
157	Abandoned Call Rate:	<5% of calls abandoned	QAE monthly review of contractor metrics
158	Results of customer services queries Customer Satisfaction:	Based on 90% of surveys returned have satisfied rating (>= 4) HDI 4.0 % of surveys returned	Random Sampling, 100% Inspection, Periodic Inspection
159	First Call Resolution	65 % of problems resolved during initial call	Automated extraction from enterprise-class service desk toolset with focus on monthly average trending
160	Trouble Call Support – Silver	90% RTS in 2 duty day	QAE monthly review of contractor metrics and customer feedback
161	Trouble Call Support – Silver	1 day response	QAE monthly review of contractor metrics and customer feedback

ENTERPRISE SERVICES

Performance Requirements		Performance Threshold	Monitoring Method
162	Configuration Management database updates and accuracy	Configuration Management database updated with new systems or software with 2 duty days.	QAE random checks
163	Configuration Management database updates and accuracy	Configuration management database includes all systems and software and a 98% accuracy rate is maintained at all times	QAE random checks
164	Network infrastructure security	Track and complete TCNO implementation within 30 days of receipt or by the indicated TCNO closeout date, whichever is sooner, unless an AFCERT TCNO extension is coordinated through AFPCA and approved in advance.	QAE monthly review of contractor metrics
165	IA incident reporting/response action	Provide initial response to incidents within 15 minutes of identification during normal duty hours and; 90 minutes for non-duty hours, weekends, and holidays.	QAE monthly review of contractor metrics
166	Network perimeter defense	Implement firewall rule set changes within 2 hours of receipt of change requirement. Ensure at least 99% system availability for firewalls and Virtual Private Network (VPN) systems. Schedule and coordinate maintenance outages 10 days in advance. Track and report monthly number of attempted/successful unclassified/classified network penetrations. IDS metrics % Security configurations maintained current	QAE monthly review of contractor metrics
ENTERPRISE STORAGE			
167	Storage Management	Backup are done per Standard Operating Procedures	QAE random check of data
168	Storage Management	Successful test of backup via restore are completed as required 99% Statistically sampled backups are successfully restored	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
169	Storage Management	Capacity remains within parameters at least 90% of the time	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
170	Storage Management	Availability of storage devices	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
171	Enterprise Storage Utilization	1. < 20% free space left on a logical storage partition (the logical partition can still be increased) 2. > 90% free space for a logical partition that has been there for over 3 months (so there is logical space that could be better allocated) 3. < 35 % on a physical storage partition	QAE monthly review of contractor metrics
172	Disaster Recovery	Nightly backups to be completed 99 % of the time Tests of the disaster recovery be completed on schedule 99 % of the time	QAE monthly review of report after successful completion of the regular testing process

Performance Requirements		Performance Threshold	Monitoring Method
173	Spare Disks	No spares (or RAID sets are running "one disk down")	Automated extraction from enterprise-class performance monitoring toolset with focus on alarming when condition presents itself
174	Maintain disaster recovery plans for the recovery of the "message store" for any AMHS servers. Review and update procedures annually	Notify the Government of the date and time of the procedures test ten (10) workdays prior 100% of the time.	QAE quarterly report review after successful completion of the regular testing process
175	"Hot" Disks	Hot Disk utilization is double the average utilization rate	Automated extraction from enterprise-class performance monitoring toolset with focus on weekly average trending
176	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
177	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
DATABASE MANAGER (DBM)/FUNCTIONAL SYSTEM ADMIN (FSA)			
178	Backbone or Infrastructure Return to Service	Workstations, peripherals, communications devices, and operating system/application software are restored within 2 hours	QAE monthly review of contractor metrics
179	Configuration Management database updates and accuracy	Configuration Management database updated with new systems or software with 2 duty days.	QAE random checks
180	Configuration Management database updates and accuracy	Configuration management database includes all systems and software and a 98% accuracy rate is maintained at all times	QAE random checks
181	Database Administration: Individual patches and requisite patches per database	Based on Elapsed; Same Business Day as signoff by customer completed within Availability SLRs	Measure weekly and report monthly
182	Database Administration: Service packs and updates to "dot" releases	Based on Elapsed; Same Business Day as signoff by customer completed within Availability SLRs	Measure weekly and report monthly
183	Database Administration: Version or major release updates	Based on elapsed time; Within 5 Business Days of signoff by customer. Required downtime is outside of the normal Availability SLRs	Measure weekly and report monthly

Performance Requirements		Performance Threshold	Monitoring Method
184	Database Administration: Instance Creation and Refresh	Based on elapse time; Create = 2 Business Days Refresh = 1 Business Day	Measure weekly and report monthly
185	Database Administration: Create End-User ID, Grants, Revokes, Create table space, other data definition requests	Based on elapse time: 2 hours (1-5 requests daily) 4 hours (6-10 requests daily) 2 Business Days >10 daily Based on a per-database request	Measure weekly and report monthly
186	Database Administration: Schema changes and stored procedures	Based on elapse time: 1 Business Day Based on a per-database request	Measure weekly and report monthly
187	Database Administration: Performance tuning and maintenance	Based on elapse time: Proactive monitoring and preemptive intervention to maintain required performance levels Two hours to respond to ad hoc requests	Measure weekly and report monthly
CIRCUIT MANAGEMENT			
188	Establish, track, revalidate, and discontinue circuit actions to ensure the circuits requirements are in place for support systems	Customers notified no later than 6 months prior to CSA expiration date to renew or cancel 100 % of the time	QAE random check of circuit action data
189	Establish, track, revalidate, and discontinue circuit actions to ensure the circuits requirements are in place for support systems	100% of all circuits validated with customer every 2 years to ensure discontinuation of circuits when no longer needed.	QAE random check of circuit action data
TELECOMMUNICATIONS MANAGER			
190	Establish, track, revalidate, and discontinue circuit actions to ensure the circuits requirements are in place for support systems	Customers notified no later than 6 months prior to CSA expiration date to renew or cancel 100 % of the time	QAE random check of circuit action data
191	Establish, track, revalidate, and discontinue circuit actions to ensure the circuits requirements are in place for support systems	100% of all circuits validated with customer every 2 years to ensure discontinuation of circuits when no longer needed.	QAE random check of circuit action data
TELEPHONE SWITCH OPERATIONS AND MAINTENANCE (O&M)			
192	Voice network availability	At least 99.9% available	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
193	Voice Network Performance	Maintain network performance between accepted baseline thresholds	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection

Performance Requirements		Performance Threshold	Monitoring Method
194	Voice network Return to Service	Restored within 4 hours	QAE monthly review of contractor metrics
195	Voice Network Utilization	Utilization should not exceed manufacturers suggested thresholds	Automated extraction from enterprise-class performance monitoring toolset with focus on daily average utilization (with min/max range identified)
196	Backbone or Infrastructure Return to Service	Telephone switching systems, to include hardware, software, firmware installations on the switch, and backup batteries restored within 2 hours	QAE monthly review of contractor metrics
197	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
198	Quantitative: Customer	Average synthetic transaction performance variance is less than 30%	Run sample transactions to set a throughput base line then measure variance
199	Customer Satisfaction	<85% satisfied, with system availability and responsiveness	Random Surveys, Email Surveys, Ticket Troubleshoot surveys
200	Mean Time Between Failure	Meet or exceed suggested timelines based manufacturer guidelines	QAE monthly review of contractor metrics
201	Dial tone availability	VIP and emergency call customers experience zero failures	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
202	Dial tone availability	Routine customers access available 99.99%	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
203	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
204	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics

DEFENSE RED SWITCH NETWORK (DRSN) SUPPORT

Performance Requirements		Performance Threshold	Monitoring Method
203	DRSN Voice network availability	System Availability - 0.9999.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
204	DRSN Voice Network Performance	Maintain network performance between accepted baseline thresholds	QAE monthly review of contractor metrics
205	Core and Crisis C2 systems maintenance Included: (Networks and circuits)	Maintain minimum systems availability rates as follows: Nuclear (strategic) -0.999999: Early Warning and Emergency Action Systems - 0.99999: Secure Communications - 0.9999.	QAE monthly review of contractor metrics
206	DRSN Return to Service	Restored within 4 hours 95% of the time JCS--within 15 minutes of notification at all times. Time to close within 2 hour 90% of the time per month HAF General Officers and equivalent-- within 1 hour of notification at all times. Time to close within 4 hours of notification 80% of the time per month All other HAF customers--within one duty day of notification 90% of the time per month. Time to close within 2 duty days of notification 90% of the time per month	QAE monthly review of contractor metrics
207	DRSN Network Utilization	Utilization should not exceed manufacturers suggested thresholds	Automated extraction from enterprise-class performance monitoring toolset with focus on daily average utilization (with min/max range identified)
208	Backbone or Infrastructure Return to Service	Telephone switching systems, to include hardware, software, firmware installations on the DSRN, and DSRN cryptographic device configuration restored within 2 hours	QAE monthly review of contractor metrics
209	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
210	Customer Satisfaction	<98% satisfied, with system availability and responsiveness	Random Email Surveys, Trouble-ticket closeout surveys
211	Mean Time Between Failure	Meet or exceed suggested timelines based manufacturer guidelines	QAE monthly review of contractor metrics
212	Call completion rates by precedence	80% of completed calls <30 sec	QAE monthly review of call handling activity reports
213	Successful conference calls	Successfully complete 90% of all conference calls on time as scheduled	QAE monthly review of contractor metrics
214	Dial tone availability	VIP and emergency call customers experience zero failures	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment

Performance Requirements		Performance Threshold	Monitoring Method
215	Dial tone availability	Routine customers access available 99.99%	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
216	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
217	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
VOICE NETWORKS (TELEPHONE)			
218	Server availability	Maintain availability called for in the contract	Reporting should be event-driven, with proactive notification by Data Center
219	Server Performance	Maintain server performance between accepted baseline thresholds	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
220	Server Return to Service	Restored within 4 hours	QAE monthly review of contractor metrics
221	Network availability	At least 99.9% availability during the reporting period	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
223	Network Utilization	>40% utilization averaged over a 2 hour period (Percentage utilization will be determined by each individual contract)	Automated extraction from enterprise-class performance monitoring toolset with focus on daily average utilization (with min/max range identified)
224	Backbone or Infrastructure Return to Service	Internet/Intranet connectivity restored within 2 hours Remote access and Citrix restored within 2 hours	QAE monthly review of contractor metrics
225	Incident/problem resolution	The number of identified problems (as defined by ITIL definitions) should continue to decrease or not exceed a certain monthly threshold	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
226	Quantitative: Customer	Average synthetic transaction performance variance is less than 30%	Run sample transactions to set a throughput base line then measure variance

Performance Requirements		Performance Threshold	Monitoring Method
227	Customer Satisfaction	<85% satisfied, with system availability and responsiveness	Random Surveys, ticket closeout surveys, Email Troubleshoot surveys
228	Mean Time Between Failure	Meet or exceed suggested timelines based on manufacturer guidelines	QAE monthly review of contractor metrics
229	Mean time to restore - Voice Severity 1	The average time it takes of the SP to restore voice service for a major user impact <4 hours, 95% of the time	Measure Weekly, Report Monthly
230	Mean time to restore - Voice Severity 2	The average time it takes of the SP to restore voice service for a work group or multiple users <24 hours, 95% of the time	Measure Weekly, Report Monthly
231	Mean time to restore - Voice Severity 3	The average time it takes of the SP to restore voice service for a single user <48 hours, 95% of the time	Measure Weekly, Report Monthly
232	Voice Service Responsiveness: Technology Solution Design	The ability of Provider to respond to, process, and fulfill client-requested changes and reconfiguration of various types of voice services. Based on Elapse time	Measure Weekly, Report Monthly
233	Voice Service Responsiveness: Install Access Line	The ability of Provider to respond to, process, and fulfill client-requested changes and reconfiguration of various types of voice services. Based on Elapse time	Measure Weekly, Report Monthly
234	Voice Service Responsiveness: System Hardware Capacity Changes	The ability of Provider to respond to, process, and fulfill client-requested changes and reconfiguration of various types of voice services. Based on Elapse time	Measure Weekly, Report Monthly
235	Voice Service Responsiveness: User Account Changes	The ability of Provider to respond to, process, and fulfill client-requested changes and reconfiguration of various types of voice services. Based on Elapse time	Measure Weekly, Report Monthly
236	Voice Service Responsiveness: IMACs (non desk top hardware)	The ability of Provider to respond to, process, and fulfill client-requested changes and reconfiguration of various types of voice services. Based on Elapse time	Measure Weekly, Report Monthly
237	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
238	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
VOICE, DATA, AND VIDEO DEVICES			
239	Server availability	Maintain availability called for in the contract	Reporting should be event-driven, with proactive notification by Data Center

Performance Requirements		Performance Threshold	Monitoring Method
240	Staff system Secure/non-secure support	The quality of end products meets the current National Television Standards Committee (NTSC) RS-170A 95% of the time.	QAE random check of data
VIDEO TELECONFERENCE (VTC)			
241	Staff system secure/non-secure VTC support	Secure/non-secure VTCs are available and operational with real time video and intelligible audio 95% of the time.	QAE random check of VTC data
242	Staff system conference room support	ODCR, DDO, CSR, and CBR Conference rooms are ready and control, video, and audio systems are operational 95% of the time. All other conference rooms are ready and control, video, and audio systems are operational 90% of the time.	QAE monthly review of contractor metrics and customer feedback
SECURE TELEPHONE SERVICES			
243	AD/DoD General Officers and equivalent for STUs, STEs, OMNI boxes	Respond and provide assistance to customers' STU/STE/OMNI box requests within the following timelines: General Officer and equivalent--within 15 minutes of notification at all times. Time to close within 2 hour 90% of the time per month	QAE monthly review of contractor metrics
244	AD/DoD General Officers and equivalent for STUs, STEs, OMNI boxes	Respond and provide assistance to customers' STU/STE/OMNI box requests within the following timelines: General Officers and equivalent-- within 1 hour of notification at all times. Time to close within 4 hours of notification 80% of the time per month	QAE monthly review of contractor metrics
245	AD/DoD General Officers and equivalent for STUs, STEs, OMNI boxes	Respond and provide assistance to customers' STU/STE/OMNI box requests within the following timelines: All other AF/DoD customers--within one duty day of notification 90% of the time per month. Time to close within 2 duty days of notification 90% of the time per month	QAE monthly review of contractor metrics
246	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
TELEPHONE OPERATIONS CENTER			
247	Call completion rates by precedence	80% of completed calls <30 sec	QAE monthly review of call handling activity reports
248	Successful conference calls	Successfully complete 90% of all conference calls on time as scheduled.	QAE monthly review of contractor metrics
249	Time to answer switchboard calls	All calls to be answered within 30 seconds	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment

Performance Requirements		Performance Threshold	Monitoring Method
250	Time in call queue	Call time in queue should be < 1 minute.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
OPERATIONS AND TELEPHONE CUSTOMER SUPPORT			
251	Add/moves/changes	95% completed ≤ 3 business days (Tech dispatch required)	QAE monthly review of contractor metrics
253	Customer Satisfaction	<85% satisfied, with system availability and responsiveness	Random Email Surveys, Trouble-ticket closeout surveys
CONFIGURATION MANAGEMENT			
254	Configuration Management database updates and accuracy	Configuration Management database updated with new systems or software with 2 duty days.	QAE random checks
255	Change Requests Rate	Configuration management database includes all systems and software and a 98% accuracy rate is maintained at all times	QAE monthly review of contractor metrics
256	Image Management	99% of time Service Provider will create, test, and document a new image < 10 days from receipt of request from Service Recipient	Images must be submitted by Service Recipient on the proper form with all fields accurately completed
257	Configuration	95% of the time Service Provider will configure a system < 2 working days from receipt of purchase order	New configurations will be tested by Service Provider for at least two weeks after configuration has been certified. Service Recipient and Service Provider will "field test" < 15% of configurations for one month after certification
258	Configuration Problem	Within one business day from time of notification by Service Recipient 90% of the time. (NOTE: May vary depending upon "campus" or "remote" unit location)	Any configuration problem determined to be a "hardware break/fix" requirement will be considered "closed" and a new call for the hardware break/fix will be opened
FAULT MANAGEMENT			

Performance Requirements		Performance Threshold	Monitoring Method
259 .	# of events handled on time per Standard Operating Procedures	99% within 20 minutes	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment
260 .	Problem Management Resolution	ITIL-based Problem Management events are increasing in number or duration to close (or to determine root cause)	Automated extraction from enterprise-class performance monitoring toolset with focus on monthly average trending
261 .	Problem Management Patterns of Business Activity	ITIL-based User Profiles or Patterns of Business Activity Change	Quarterly assessments of User Profiles and Patterns of Business Activity
SOFTWARE LICENSE MANAGEMENT (SLM)			
262 .	Configuration Management database updates and accuracy	Configuration Management database updated with new systems or software with 2 duty days.	QAE random checks
263 .	Configuration Management database updates and accuracy	Configuration management database includes all systems and software and a 98% accuracy rate is maintained at all times	QAE random checks
264 .	Software Management	Between 95 percent and 98 percent of scheduled upgrades and/or maintenance are executed according to schedule For non- mission critical applications, between 80 percent and 90 percent of requests for unscheduled software maintenance are responded to within 48 hours For critical mission applications, 95 percent and 100 percent of requests are responded to within 2 hours	Event-driven and call-handling activity reports
265 .	IT systems inventory updates and accuracy	IT system inventories include all systems and software and a 98% accuracy rate is maintained at all times	QAE random checks
266 .	Inventory Management (Hardware and Software)	Inventory database 95% accurate w/10 day correction period on average for audits throughout the period	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
267 .	Asset Management: Hardware and/or Software Inventory Accuracy	Ensure that asset information is timely and accurate to include the tracking, reporting, and disposal, as required, of resources and general-purpose computer assets, vendor coordination and administering licenses for System Software and maintenance agreements of the assets. Ensure 95.00 % of the time	Service Provider provided system has capability to track and report out of compliance activities
PERSONAL WIRELESS COMMUNICATIONS SYSTEMS (PWCS) O&M			
268 .	Device Inventory Accuracy	IT systems device inventories updated with new systems or software with 2 duty days. Maintain inventory of all systems at 98% accuracy	QAE monthly review of contractor metrics

Performance Requirements		Performance Threshold	Monitoring Method
SATELLITE COMMUNICATIONS (SATCOM) O&M			
269	System Return to Service	Restored within 4 hours 95% of the time	QAE monthly review of contractor metrics
270	System Availability	System Availability – 99.9%	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
271	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
272	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
RADAR SYSTEMS O&M			
273	System Return to Service	Restored within 4 hours 95% of the time	QAE monthly review of contractor metrics
274	System Availability	System Availability – 99.9%	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
275	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
276	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
GROUND RADIO, MICROWAVE, AND TELEMETRY SYSTEMS O&M			
277	System Return to Service	Restored within 4 hours 95% of the time	QAE monthly review of contractor metrics
278	System Availability	System Availability – 99.9%	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
279	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics

Performance Requirements		Performance Threshold	Monitoring Method
280	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
METEOROLOGICAL AND NAVIGATION (METNAV) SYSTEMS O&M			
281	System Return to Service	Restored within 4 hours 95% of the time	QAE monthly review of contractor metrics
282	System Availability	System Availability – 99.9%	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
283	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
284	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
AIR TRAFFIC CONTROL AND LANDING SYSTEMS (ATCAL) O&M			
285	System Return to Service	Restored within 4 hours 95% of the time	QAE monthly review of contractor metrics
286	System Availability	System Availability -99.9%	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
VISUAL IMAGERY AND INTRUSION DETECTION SYSTEMS			
287	System Return to Service	Restored within 4 hours 95% of the time	QAE monthly review of contractor metrics
288	System Availability	System Availability – 99.9%	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
289	Staff system Secure/non-secure support	Secure/non-secure support available 90% of the time.	QAE random check of data
290	Staff system Secure/non-secure support	The quality of end products meets the current National Television Standards Committee (NTSC) RS-170A 95% of the time.	QAE random check of data

Performance Requirements		Performance Threshold	Monitoring Method
291	Core sound systems support	Emergency announcement and crises management intercom sound systems must be operational 95% of the time	QAE monthly review of contractor metrics
292	Core sound systems support	Constant approved audio source must be present in the NMCC hallways 95% of the time	QAE random checks of audio source
293	Core sound systems support	Audio quality for sound systems must be intelligible 95% of the time	QAE random checks of sound system
294	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
295	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
CABLE INSTALLATION & MAINTENANCE SERVICES			
296	Inter-Building Cable, Intra-Building Cable Support, and Cable Plant: Perform quality Government approved system modifications.	No more than one deviation per month from applicable unit or EIA/TIA performance standards for the applicable medium modified.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
297	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
298	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
CABLE OPERATIONS & MAINTENANCE SERVICES O&M			
299	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
300	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
CABLE DISPOSAL			

Performance Requirements		Performance Threshold	Monitoring Method
301	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
TECHNOLOGY INSERTION			
302	Project design	Always coordinate with Civil Engineers during the initial project design	QAE monthly review of contractor metrics
303	Minimize energy consumption	Meet the energy reduction goal of 3% annually through FY 2015 or a 30% reduction by the end of FY 2015 relative to the agency's 2003 energy use baseline	QAE monthly review of contractor metrics
304	Technology Refresh	Average Price/port drops by 25 % or average port density increases by 25%	Yearly survey of network device vendors
305	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
306	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
COMMAND AND CONTROL (C2) CONTINGENCY SUPPORT MOBILIZATION AND DEPLOYMENT, CONTINGENCY OPERATIONS AND EXERCISES			
307	Core and Crisis C2 systems maintenance	Upon notification of maintenance request or identification of system failure to AF/DoD C2 systems, respond and begin corrective action within 5 minutes 100% of the time.	QAE monthly review of contractor metrics and customer feedback
308	Core and Crisis C2 systems maintenance Included: (Networks and circuits)	Maintain minimum systems availability rates as follows: Nuclear (strategic) -0.999999: Early Warning and Emergency Action Systems - 0.99999: Secure Communications - 0.9999.	QAE monthly review of contractor metrics
COLABORATION TOOLS			
309	Configuration	95% of the time Service Provider will configure a system < 2 working days from receipt of purchase order	New configurations will be tested by Service Provider for at least two weeks after configuration has been certified. Service Recipient and Service Provider will "field test" < 15% of configurations for one month after certification

Performance Requirements		Performance Threshold	Monitoring Method
310	Integration	95% of the time Service Provider will integrate a system < 1 working days from completion of configuration	New configuration(s) /integration(s) will be tested by Service Provider for at least two weeks after configuration/integration has been certified. Service Recipient and Service Provider will "field test" < 15% of configuration(s)/integration(s) for one month after certification
311	Shipping	95% of the time Service Provider will ship a system < 1 working days from completion of integration	Any shipping method from the "normal/defined" method may be at an additional charge. At no time will shipping be charged above the actual "cost of shipping"
AUTOMATED DATA PROCESSING EQUIPMENT (ADPE) CUSTODIAN			
312	IT systems inventory updates and accuracy	IT system inventories include all systems and software and a 98% accuracy rate is maintained at all times	QAE random checks
313	Use of energy efficient equipment	95% of new electronic equipment must meet agency environmental requirements as described by Energy Star, FEMP, or EPEAT guidelines	QAE monthly review of contractor metrics
314	Equipment disposal	Always follow environmental guidelines when disposing of hardware or electrical equipment	QAE monthly review of contractor metrics
PERFORMANCE MANAGEMENT SERVICES			
315	Proactive Network Monitoring	Identify 75% of major system or network outages with network management tools	Reporting should be event-driven, with proactive notification by Data Center
316	Implementation/reporting of NOSC directed metrics	MONTHLY REPORTS	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
317	Incident/Problem Management Escalation : Timely and appropriate notification of disruption of network services or emergency/unscheduled outages	Notify commander within 30 min of an outage on any operational system	Reporting should be event-driven, with proactive notification by Data Center

Performance Requirements		Performance Threshold	Monitoring Method
318	Implementation/reporting of NOSC directed metrics	MONTHLY REPORTS	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
319	Up channel reporting (accuracy, completeness, timeliness)	Notify appropriate personnel 15 minutes of the occurrence and open Trouble Ticket with preliminary assessments MONTHLY REPORTS	QAE monthly review of contractor metrics
320	Identification of network anomalies or degradation	MONTHLY REPORTS	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
321	Circuit thresholds	MONTHLY REPORTS	QAE monthly review of contractor metrics
322	Submit scheduled network and system outages to the Event Manager. No downtime shall be scheduled during normal hours (0600-1800)	Provide notification to Event Manager at least ten (10) workdays in advance of scheduled outages 100% of the time.	QAE monthly review of contractor metrics
MANPOWER / RESOURCE ADVISOR / BILLING / CONTRACT / LOGISTICS			
323	CSRD - 3215 Funding	Cost estimates does not exceed 15% of proposed funds	QAE monthly review of contractor metrics
324	Provide Quarterly financial and operation performance reports by deadlines	Provide reports by deadline 100% of the time.	QAE quarterly review of financial and performance reports
325	Suspense Dates	At least 90% of suspense dates for production of analysis reports, white papers, and presentations must be met.	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
ATC FUNCTIONAL SYSTEM ADMINISTRATOR			
326	System Availability	System Availability -99.9%	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection
SERVICE DELIVERY SUMMARY			
327	Small Business Goals	xx% Small business goals	QAE monthly review of contractor metrics
CONTRACTOR ACCESS			

Performance Requirements		Performance Threshold	Monitoring Method
328	Employees security clearances, control access badges, control limited access areas, maintain security of government facilities, classified data and material	Available 24/7/365 to respond within two hours to security incidents 100% of the time	QAE random checks and review of security incident information
TASK ORDER MANAGEMENT			
329	Document network administration, management and security processes and procedures and provide them to the Task Order manager.	Provide processes and procedures to Task Order Manager with 2 weeks after completion.	QAE monthly review of contractor metrics
330	Cost savings for the Incentive Fee Pool	Identify cost savings	QAE monthly review of contractor metrics
331	Overall Program Wide Customer Satisfaction	94% of all customer surveys returned at a satisfactory service	Automated Reports, Random Sampling, 100% Inspection, Periodic Inspection, Customer Comment

