Ohio | Department of Job and Family Services

OIS Service Level Agreement
FY 2012-2013
Version 6.0

SLA.08 IT Performance Measures

ODJFS provides many services to its County Agency customers. Through the SLA Program ODJFS OIS measures performance to meet our commitments. ODJFS OIS selects key performance measures, determines success criteria for the measures, measures actual performance, and analyzes the results. These measurements are made a available to help OIS improve productivity and service while ensuring organizational and individual accountability.

Performance measurements will allow ODJFS OIS to set an initial performance baseline and then track performance over time. In addition, ODJFS OIS will be able to document progress and highlight any problem areas for corrective action. Through the reports generated by ODJFS OIS, County Agencies will be able to compare overall monthly performances against targeted goals.

8.1.01 Key Performance Measures				
Description	L1	L2	L3	LN
Select relevant performance measures (availability, response times)	S	S	S	S

ODJFS OIS uses many performance measures that describe the IT environment, including:

- OIS Ticket Resolution
- OIS Production System Availability
- *Mainframe* availability

8.1.02 Performance Measure Criteria				
Description	L1	L2	L3	LN
Set success criteria for selected performance measures	S	S	S	S

ODJFS OIS defines the success criteria for all ODJFS OIS services. For example, What is the acceptable level of performance for the ODJFS network? ODJFS OIS defines acceptable performance as a percentage for network availability or a number of seconds for *response time*. ODJFS OIS defines the thresholds at which it is not meeting or exceeding expected

performance. ODJFS OIS provides the measurement methodology and the performance criteria in its reports.

8.1.03 Measure Actuals				
Description	L1	L2	L3	LN
Measure actual performance	S	S	S	S

Through the use of automated tools, ODJFS OIS measures actual performance. For example, the voice response unit in the OIS Service Desk measures the time (in seconds) taken to answer calls, the overall number of calls, and the number of abandoned calls. *Response time* for *mainframe* applications is measured by the transaction monitor on the *mainframe*.

8.1.05 SLA Reporting				
Description	L1	L2	L3	LN
Report actual performance versus performance standard	S	S	S	S

For key performance measurement reporting, actual performance will be compared to the ODJFS OIS-defined performance standards. ODJFS OIS publishes reports electronically that document performance over time to highlight any trends. Monthly Key Performance Indicators are available on the ODJFS innerweb at http://innerweb/omis/KPI/index.shtml.

8.1.06 Cooperatively Resolve Problems				
Description	L1	L2	L3	LN
Cooperatively resolve problems	B	B	B	B

If the performance measurement reports identify any problems, ODJFS OIS and the County Agency will work cooperatively to resolve the problems.