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NEC Exhibit 13 Attachment A - Description of Service Reports

TRANSPORT



ATTACHMENT 13-A to Exhibit 13 (Service Reports)

DESCRIPTION OF SERVICE REPORTS

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1.0 INTRODUCTION

This Attachment 13-A contains a summary description of the format, content, and frequency of key reports required by Transport. This Attachment may not include all reports currently provided by Transport and its Third Parties or otherwise required by the Agreement. However, the Supplier is required to provide any and all such reports regardless of their inclusion in this Attachment.

2.0 CROSS-FUNCTIONAL SERVICES TOWER REPORTS

Report Name	Description	Frequency	Recipient	Media	Reference
Incident Management Report	<ol style="list-style-type: none">1. Total Incident response times against Service Levels for all priorities (1 -3)2. Total Incident restoration times against service level for all priorities (1 -3)3. Aged Incidents :- all priorities not in a status of restored greater than 30, 60 and 90 days4. Total number of P1/2 Incidents (all priorities) v P1/2 Incidents closed as Repeat5. Total number of Incident for all priorities v total number of rejected assignments6. Total number of Re-assignments that were rejected by the receiving party ÷ total number of re-assignments for all priorities	Monthly	Transport Service Owners	Web Based (no paper)	Incident performance
Problem Management Report	<ol style="list-style-type: none">1. Total number of Problems (all priorities) with approved PCA implementation dates v actual implementation date2. Total number of Problem (all priorities) with assignment and RCA approval dates	Monthly	Transport Service Owners	Web-Based	Problem Performance
Change	<ol style="list-style-type: none">1. Total changes attempted v closure status (successful or Failed)	Monthly	Transport Service	Web-Based no	Change

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Report Name	Description	Frequency	Recipient	Media	Reference
Management	2. Total number of changes Implemented v implementation status (all categories) of emergency 3. Total changes attempted v total changes attempted with a type of emergency all categories 4. Rejected or unauthorised changes observed during the period		Owners	paper	performance
Release Management	1. Total Releases attempted vs. closure status (successful or Failed) 2. Total number of Releases v number of Release communications received 3. Release rollbacks observed during the period	Monthly	Transport Service Owners	Web	Release Performance
Configuration Management	Summary of updates made to the CMDB during the period	Monthly	Transport Process Owners	Web	SACM accuracy
Capacity Management	1. Summary of all Service components that have active and up to date Capacity Plans 2. Correlation of Major Incidents and Capacity planning issues 3. Summary of Capacity tuning activities performed during the period	Monthly	Transport Process Owners	Web	
Availability Management	1. Summary of all Service components that have active and up to date Availability Plans 2. Trending report of Availability issues / statistics	Monthly	Transport Process Owners	Web	
Event Monitoring	1. Summary of major event alerts during the period 2. Summary of service components that have synthetic monitoring agents deployed	Monthly	Transport Process Owners	Web	

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Report Name	Description	Frequency	Recipient	Media	Reference
Request Fulfillment Report	The total number of Service Work Requests approved and due for fulfillment vs. number of Service Work Requests fulfilled for all grades	Monthly	Transport Delivery Owners	Web	RF performance
Security and Malware Incidents	Logical security violations observed. Document the nature of such incidents and the plan and status of such incidents.	1. Weekly 2. Daily during major outbreaks	Applicable Transport Service Managers	Web Based	
Project Status Report	Report on the status of all open projects greater than 40.0 hours (or one month elapsed time), including actuals vs. planned for schedule, cost, risk, and change of scope. Report the status of each project to the requestor on a periodic basis as agree with the requester.	Weekly	Applicable Transport Service Managers	Web Based	
Issues Management	Status of major pending issues, Incidents, status of improvement action plans. Report changes to the Environment that have cost impact or utilization implications	Monthly	All Transport Service Managers, Transport Contract Manager	MS Word File	
Service Level Report	Comparison of actual results vs. Service Level requirements.	Monthly	Transport Customer Service	Web	SLAM report
IT Service Continuity Management	As applicable, total ITSMs plans (as a Configuration Item) vs. ITSM plans that have been updated (CI change)	Monthly	Transport Process Owner	Web	ITSM governance
IT Service	Number of Business Continuity Plans completed, number of disaster	Monthly	Transport Process	Web	

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Report Name	Description	Frequency	Recipient	Media	Reference
Continuity Management	recovery drills, average time for application restoration		Owner		

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4.0 END-USER COMPUTING SERVICES TOWER REPORTS

Report Name	Description	Frequency	Recipient	Media	Reference
Software Management	Percent of end-user desktops running at current software release levels, number of non-standard desktop configurations in use.	Monthly	SDM	File	EUC Software Management
IMAC Report	Report on scheduled IMACs, IMACs performed, IMAC-related Incidents.	Monthly	SDM	File	EUC IMAC Report
Equipment Management	Average Hardware replacement, percent of equipment not found during inventory, percent of reclaimed Hardware able to be redeployed.	Monthly	SDM	File	EUC Equipment Management Report
Software Licenses	License renewals, number of licenses renewed prior to expiration, percent of reclaimed software licenses able to be redeployed.	Monthly	SDM	File	EUC Software License Report
Roadblocks	Report on any potential issues with hardware supply within the next 6 months	Monthly	SDM	File	EUC Roadblocks Report
Equipment listing	Asset list by location and cost centre for internal billing purposes	Monthly	SDM	File	EUC Equipment Listing Report

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4.1 Mail Services Reports

Report Name	Description	Frequency	Recipient	Media	Reference
Email Volumes	Number of inbound Number of outbound Volume GB In/Out Top 100+ Senders Top 100+ receivers	Monthly	SDM	File	Email Volumes Report
Capacity	Top 100+ storage	Monthly	SDM	File	Email Capacity Report
Spam	Number of spam filtered	Monthly	SDM	File	Spam Report
Antivirus	Virus Detection	Monthly	SDM	File	Mail AV Report
Archive	Storage used/available	Monthly	SDM	File	Archive Report
Quota	Quota trends	Monthly	SDM	File	Quota Report

4.2 Messaging Service Reports

Report Name	Description	Frequency	Recipient	Media	Reference
User Registration Report	The User Registration Report provides an overview of user logon activity, most notably information about the number of users who logged on during a specified time period.	Monthly	SDM	File	Messaging User Registration Report

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Report Name	Description	Frequency	Recipient	Media	Reference
Peer-to-peer Activity Summary Report	The Peer-to-Peer Activity Summary Report provides an overall view of your peer-to-peer communication sessions.	Monthly	SDM	File	Messaging Peer-to-Peer Activity Summary Report
Conference Summary Report	The Conference Summary Report provides an overall view of your online conferencing sessions.	Monthly	SDM	File	Messaging Conference Summary Report
User Activity Report	The User Activity Report provides a detailed list of the peer-to-peer and conferencing sessions carried out by your users in a given time period.	Monthly	SDM	File	Messaging User Activity Report
Top Failures Report	The Top Failures Report provides a look at the most-commonly reported failures and their trends over time.	Monthly	SDM	File	Messaging Top Failures Report

4.3 Collaboration Service Reports

Report Name	Description	Frequency	Recipient	Media	Reference
Platform Performance Report	Track platform performance by reporting on Collaboration Services sites, users, storage, and activity.	Monthly	SDM	File	Collaboration Platform Performance Report

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Report Name	Description	Frequency	Recipient	Media	Reference
Usage Report	Analyse Collaboration service usage and behavior, via audit data and logs.	Monthly	SDM	File	Collaboration Usage Report

4.4 Mobile Device Management Services Reports

Report Name	Description	Frequency	Recipient	Media	Reference
Asset Inventory Report	Asset user inventory, application inventory, device configuration and device lifecycle history.	Monthly	SDM	File	Mobile Device Management Asset Inventory Report
Asset Security and Compliance Report	Verified IT policy inventory and verified activation/deactivation/wiped reports.	Monthly	SDM	File	Mobile Device Management Asset Security and Compliance Report
Utilisation Report	High-use, low-use and no-use user reports.	Monthly	SDM	File	Mobile Device Management Utilisation Report

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4.5 Virtual Desktop Services Reports

Report Name	Description	Frequency	Recipient	Media	Reference
Peak Usage Times	Identify peak usage times of the virtual desktop infrastructure	Monthly	SDM	File	Virtual Desktop Services Peak Usage Times Report
Top User Report	Report on top users of the Virtual Desktop Services.	Monthly	SDM	File	Virtual Desktop Services Top Users Report
Top Resource-Consuming Applications Report	Identify top resource-consuming applications.	Monthly	SDM	File	Virtual Desktop Services Top Resource-Consuming Applications
Login Times and Duration Report	Track login times and duration per user.	Monthly	SDM	File	Virtual Desktop Services Login Times and Duration Report
Access Time	Time to access Virtual Desktop Services from logon.	Monthly	SDM	File	Virtual Desktop Services Access Time.
Virtual Desktop Service Performance	End-to-end performance of the Virtual Desktop Service across every layer of every tier.	Monthly	SDM	File	Virtual Desktop Services Performance

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4.6 EUC Infrastructure Servers and Server appliances Reports

Report Name	Description	Frequency	Recipient	Media	Reference
Server / Appliance / Device Performance	<p>System performance and availability statistics, based on agreed thresholds;</p> <ul style="list-style-type: none">– CPU usage statistics % (Extended and After hours);<ul style="list-style-type: none"><input type="checkbox"/> By user<input type="checkbox"/> By system<input type="checkbox"/> By Wait on I/O<input type="checkbox"/> Idle– Memory usage statistics % (Extended and After hours);<ul style="list-style-type: none"><input type="checkbox"/> Free memory<input type="checkbox"/> Used memory– SAN, NAS and local disk capacity statistics and trends;<ul style="list-style-type: none"><input type="checkbox"/> Capacity used (Gb and %)<input type="checkbox"/> Capacity available (Gb and %)– Backup completion statistics and trends;– Down-time statistics and trends;– Database statistics and trends<ul style="list-style-type: none"><input type="checkbox"/> Capacity used by database (Gb and %)<input type="checkbox"/> Capacity available database (Gb and %)<input type="checkbox"/> Software Media Library, dictionary and database cache hit ratio trends by business critical database	Real Time and Historical	Operational Line Management	Portal	

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Report Name	Description	Frequency	Recipient	Media	Reference
	<input type="checkbox"/> Database extents (and other criteria) – License compliance – Patch and version compliance				
List of EUC Infrastructure Servers and Server appliances	Asset list by location, type of device, usage for all devices covered under the Resource Unit for “EUC Infrastructure Servers and Server appliances” including variations from previous month.	Monthly	SDM	File	
	Request for Information - Audit - Technical analyses - Compliance Management reporting, etc	Ad hoc	Authorised Requestor	As per request	

5.0 SERVICE DESK SERVICES TOWER REPORTS

Report Name	Description	Frequency	Recipient	Media	Reference
Service Desk Telephony Report	Total number of calls offered, Total number of calls answered, Average Speed of Answer, Total of calls answered < 30 seconds	Monthly	All Transport Service Managers	Web-Based PDF File	
Service Desk Calls Abandoned Report	Total number of calls abandoned (that are abandoned after selecting the voice response unit menu item to speak to a Service Desk agent), total number of calls abandoned < 15	Monthly	All Transport Service Managers	Web-Based PDF File	

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Report Name	Description	Frequency	Recipient	Media	Reference
	seconds (that are abandoned after selecting the voice response unit menu item to speak to a Service Desk agent)				
Service Desk IVR Report	Total number of calls offered by IVR option, Total number of calls answered by IVR option, Total number of calls abandoned by IVR option, Average speed of answer by IVR option, Answer speed buckets by hour, by day of the week interval for each IVR option, Calls offered and answered by hour, by day interval for each IVR option, Average Talk Time for each IVR option	Monthly	All Transport Service Managers	Web-Based PDF File	
Service Desk IVR Performance Report	Total amount of planned down time vs. actual down time	Monthly	All Transport Service Managers	Web-Based PDF File	
Service Desk Email Report	Total Emails received, total Emails responded to <1.5 hours	Monthly	All Transport Service Managers	Web-Based PDF File	
Service Desk Facsimile Report	Total facsimiles received	Monthly	All Transport Service Managers	Web-Based PDF File	
Service Desk Incident Report	Captures total number of Incidents logged by the Service Desk within the reporting month.	Monthly	All Transport Service Managers	Web-Based PDF File	
Service Desk Incident Resolved Report	Captures total number of Incidents resolved by the Service Desk upon first contact within the reporting month.	Monthly	All Transport Service Managers	Web-Based PDF File	
Service Work Requests logged by the Service Desk	Captures total number of Service Work Requests logged by the Service Desk within the reporting month.	Monthly	All Transport Service Managers	Web-Based PDF File	

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Report Name	Description	Frequency	Recipient	Media	Reference
Total Service Work Requests resolved at first contact by the Service Desk	Captures total number of Service Work Requests Resolved by the Service Desk upon first contact within the reporting month.	Monthly	All Transport Service Managers	Web-Based PDF File	
Knowledge Management utilisation rate	Captures Tickets raised with specific Knowledge articles linked by the service desk during diagnosis and triage.	Monthly	All Transport Service Managers	Web-Based PDF File	
Customer Satisfaction Survey Results	Summaries and findings of customer satisfaction surveys	Monthly	All Transport Service Managers, Transport Contract Manager	Web Based	

6.0 FINANCIAL REPORTS

Report Name	Description	Frequency	Recipient	Media	Reference
Resource Consumption Summary & Detail	Summary and detail level information on resources consumed by a particular unit and/or Authorised User and the associated charges due	Monthly	Finance Manager	Excel Spreadsheet	
Billing Detail Information	Detailed billing information on-line for Transport access in a database that lends itself to searching and ad hoc reporting	Monthly	Finance Manager	Excel Spreadsheet	
P x Q Reports	Rolling thirteen (13) month “P x Q” billing reports where each report lists the “P” or discrete pricing element (price and description) and the associated “Q” or quantity	Monthly	Finance Manager	Excel Spreadsheet	

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Report Name	Description	Frequency	Recipient	Media	Reference
	procured by the Customer				
Electronic Access to Lists of Charges	For all charges that are billable on a Resource Baseline basis, and all invoices handled on a Pass-Through basis	Monthly	Finance Manager	Excel Spreadsheet	
Budget and Forecasting Report	Quarterly budget and forecasting report for a calendar year and remainder of the Term	Quarterly	Finance Manager	Excel Spreadsheet	
Transport Cluster Spend Summary	Summary reporting on a quarterly basis on Transport Cluster spend (invoice based)	Quarterly	Finance Manager	Excel Spreadsheet	
Quarterly Spend Summary	Quarterly spend summary	Quarterly	Finance Manager	Excel Spreadsheet	
Annual Trend Analysis	Annual trend analysis of Customer spend by subaccount and business unit	Annual	Finance Manager	Excel Spreadsheet	
Actual Resource Unit Volumes	Identifies the number of Resource Units actually utilised by Transport	Monthly	Finance Manager	Excel Spreadsheet	

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