Service Delivery Standards

Service Delivery Standards Expectation Levels are delineated below for services to be performed by the contractor. The expectation levels represent the time from receipt of customer request until work completion**.**

Table 5-1 Service Delivery Standards

Service Delivery Standards (** All metrics are in working days unless noted specifically in Hours or Minutes or Seconds)				
PWS	**Service Area**	**Service**	**Expectation for Services (Infrastructure Available)** <= **	**Expectation for Services (Infrastructure Not Available)** <= **
3.0	All Services	Answer Help Desk Call	< 15 Seconds	
3.1.1	Computer	Provide server space for new application	5	20
3.1.1	Computer	Perform software upgrade	5	20
3.1.1	Computer	Add account with specified permissions	4 Hours	
3.1.2	Computer	Move New Applications to Production	3	20
3.1.2	Computer	Move New Development to Production	2	
3.1.2	Computer	Priority Data Changes	1	
3.1.2	Computer	Data Changes	3	
3.1.2	Computer	Priority Minor Software Changes	CCB	
3.1.2	Computer	Priority Medium Software Changes	CCB	
3.1.2	Computer	Priority Major Software Changes	CCB	
3.1.2	Computer	Minor Software Changes	CCB	
3.1.2	Computer	Medium Software Changes	CCB	
3.1.2	Computer	Major Software Changes	CCB	
3.1.2	**Computer**	**New Applications Development**	**CCB**	
3.2.1	Cable Plant	Install Copper pair	2	15
3.3.1	Transmission	Install Transmission Drop/Circuit	5	15
3.4.1	Networks	Install Network Drop Less than 20		10
3.4.1	Networks	Install Network Drop More than 20		15

CCB denotes work must be completed by the CCB negotiated due date**.**