

CSC Findings of PTI Performance Report for the Month of December 2016

Date: 16 January 2017

Overall Finding

The CSC completed review of the December 2016 PTI Performance Report and finds that PTI's performance for the month was:

Satisfactory - PTI met the service level agreement for 99.4%* of defined metrics. Missed service level agreements were satisfactorily explained and the CSC has determined that these exceptions were no cause for concern. No persistent problems were identified and no further action is needed.

Missed service level agreements that were satisfactorily explained and are not an indication of a persistent issue:

- a) Technical check (first)
- b) Technical check (re-test)

Please refer to the Exceptions and Narrative for Reporting Period section of the December 2016 PTI performance report for more detailed explanations of these missed SLAs.

The CSC requested inclusion of a narrative for the technical check (first) SLA in future PTI performance reports that provides average execution time per ticket for individual technical checks that are processed sequentially.

Metrics That the CSC is Tracking Closely

There are minor issues that the CSC discussed with PTI regarding the details of the exceptions. There are no indications of a persistent issue.

Service Level Agreement(s) that the CSC is considering or recommending be adjusted

Metric	Current SLA	Actual Performance	Proposed Adjusted SLA	Explanation
Technical Check – Retest and Supplemental	1-5 minutes	5-8 minutes	10 minutes	No impact on customer and better reflection of historical trend

Report of Escalations

To-date, PTI has notified the CSC of 0 escalations.

Appendix of PTI performance report for the month of December 2016 is attached.

* The Method for arriving at the overall of SLAs met is to sum the total number of requests that met the SLA in a category divided by the total number of requests for that category. The sum of the percentages of all the categories is then divided by the number of categories.