



Infrastructure

Global Performance Report

July 2010

Table of Contents

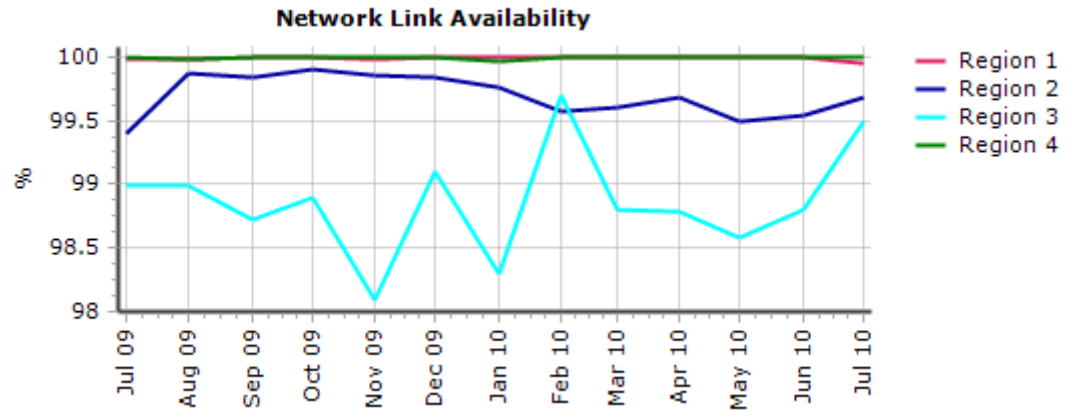
1. Networks Voice and Video	3
2. Patch Compliance	4
Current Desktop Patch Compliance	5
Current Server Patch Compliance	6
3. Hosting Services	7
4. Messaging	8
5. Service Call Performance	9
6. Toolset Health	10

1. Networks Voice and Video

Percentage availability of network links

Region	Jul	Jun	May
Region 1	99.95 ✓	100 ✓	100 ✓
Region 2	99.68 ✓	99.54 ✓	99.5 ✓
Region 3	99.5 ✓	98.8 ✗	98.59 ✗
Region 4	100 ✓	100 ✓	100 ✓

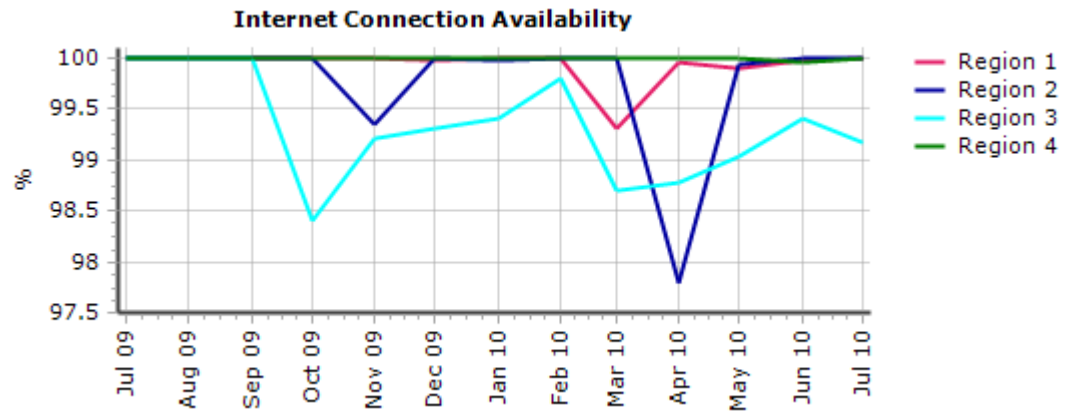
99.5% of the network links (excluding Internet links) are available for their target uptime specified in the Network Availability table



Percentage availability of internet connection

Region	Jul	Jun	May
Region 1	100 ✓	99.98 ✓	99.89 ✓
Region 2	100 ✓	100 ✓	99.94 ✓
Region 3	99.16 ✗	99.41 ✗	99.03 ✗
Region 4	100 ✓	99.96 ✓	100 ✓

99.5% of the Internet Links are available for their target uptime specified in the Network Availability table

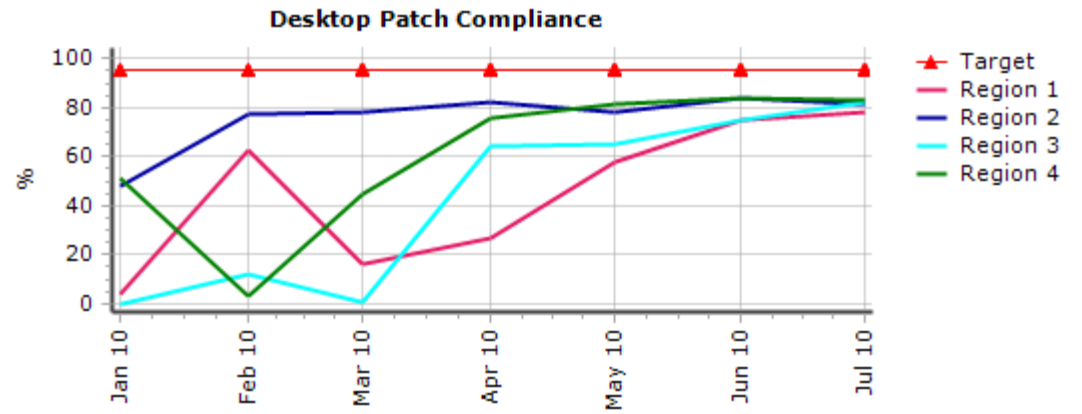


2. Patch Compliance

At least 95% of desktop devices comply with security standards and patching requirements

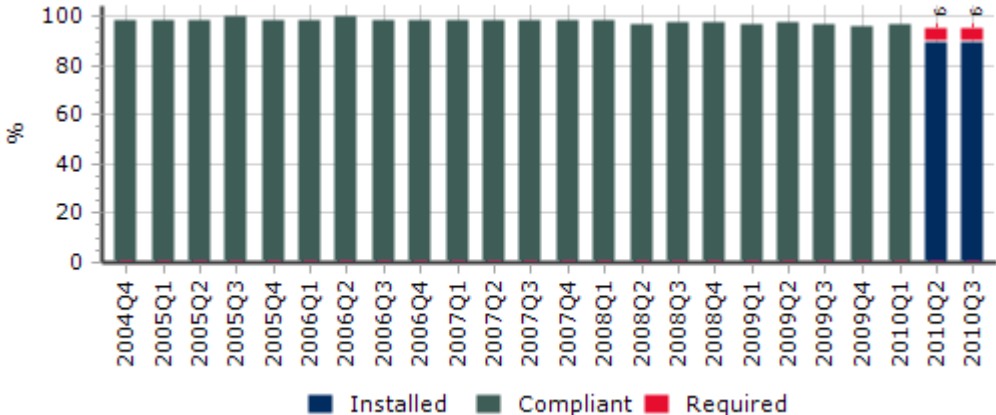
Region	Jul	Jun	May
Region 1	78 ✘	75 ✘	58 ✘
Region 2	81 ✘	84 ✘	78 ✘
Region 3	82 ✘	75 ✘	65 ✘
Region 4	83 ✘	84 ✘	81 ✘

At least 95% of desktop devices comply with security standards and patching requirements

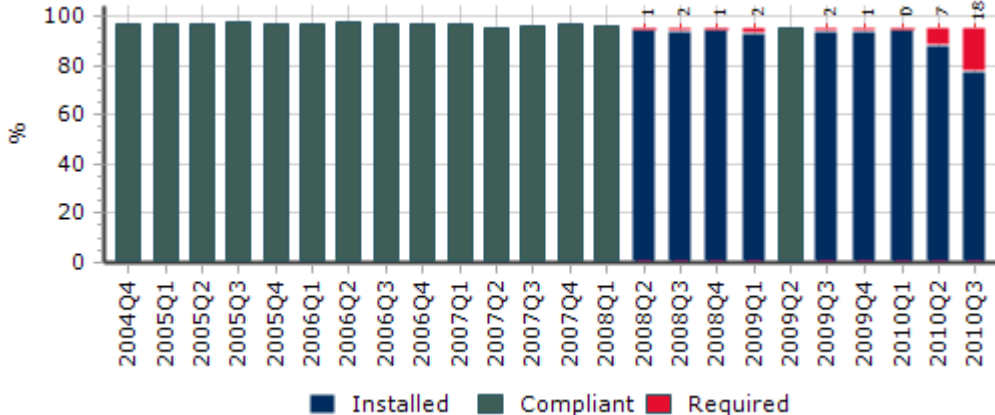


Current Desktop Patch Compliance

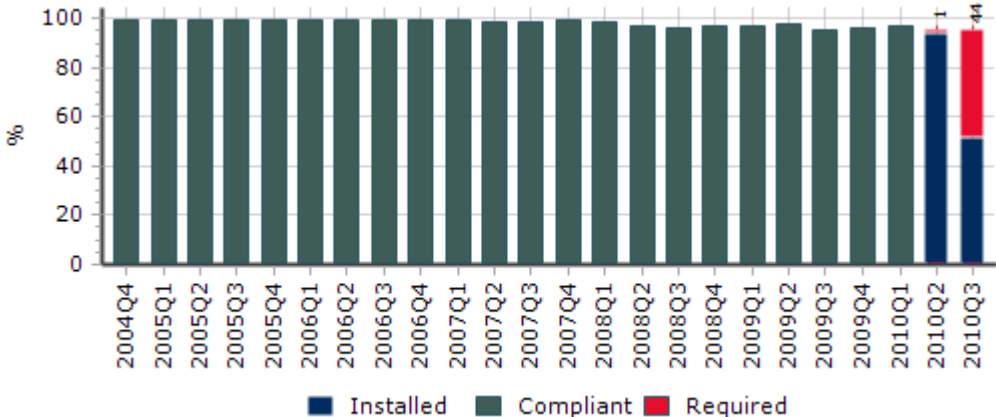
Region 1



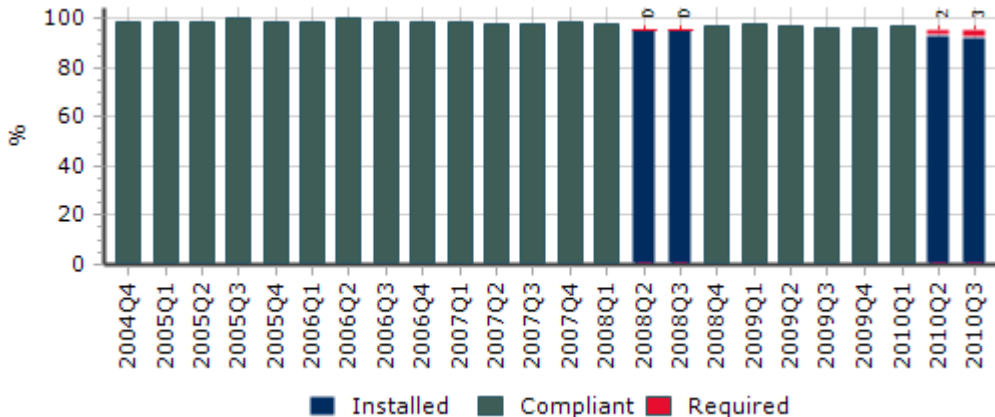
Region 2



Region 3

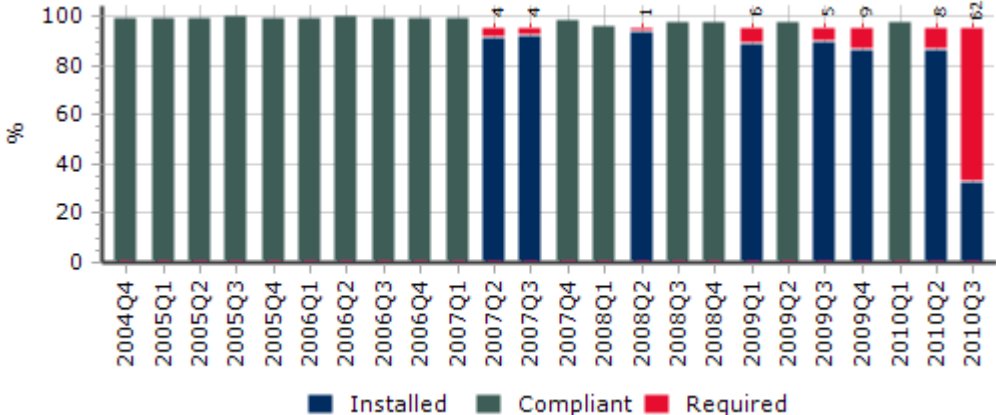


Region 4

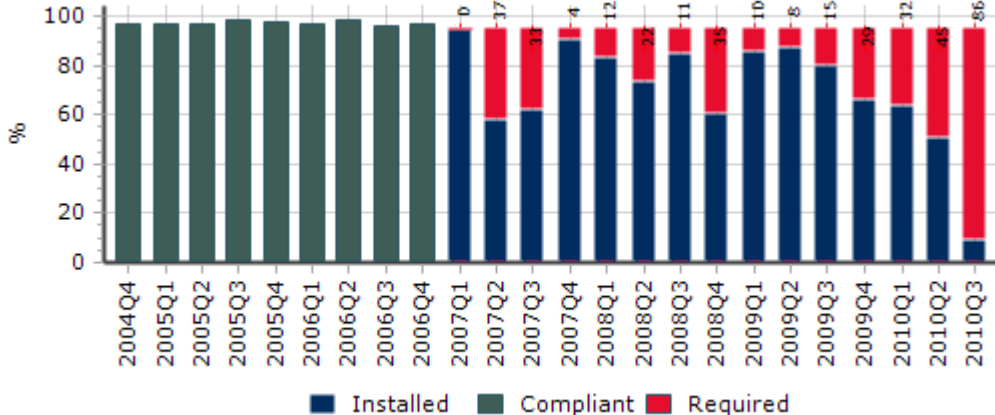


Current Server Patch Compliance

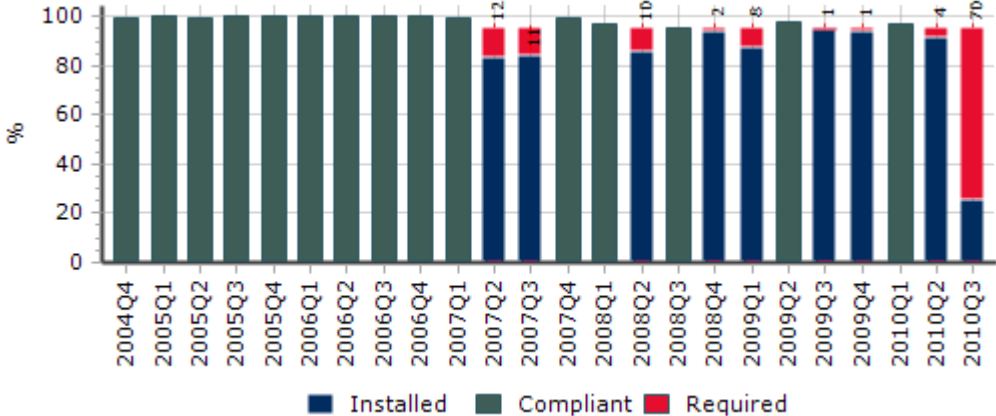
Region 1



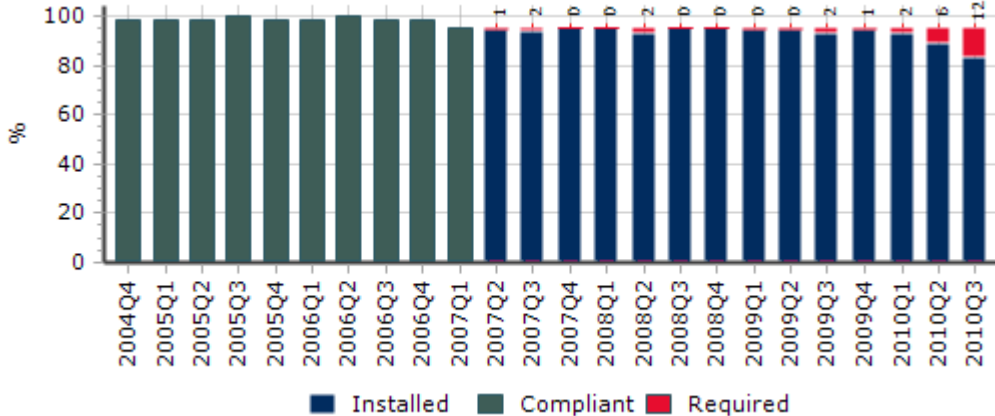
Region 2



Region 3



Region 4

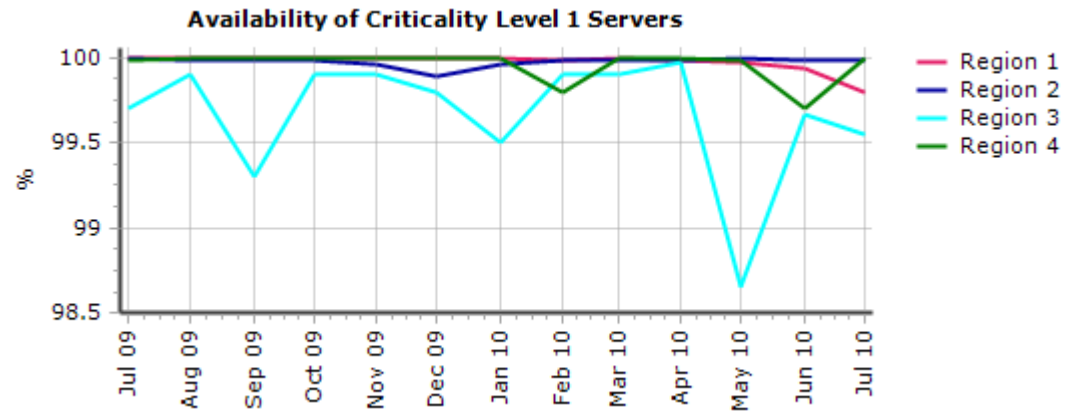


3. Hosting Services

Percentage availability of criticality level 1 servers

Region	Jul	Jun	May
Region 1	99.79 ✓	99.94 ✓	99.97 ✓
Region 2	99.99 ✓	99.99 ✓	100 ✓
Region 3	99.55 ✓	99.67 ✓	98.65 ✗
Region 4	100 ✓	99.7 ✓	99.99 ✓

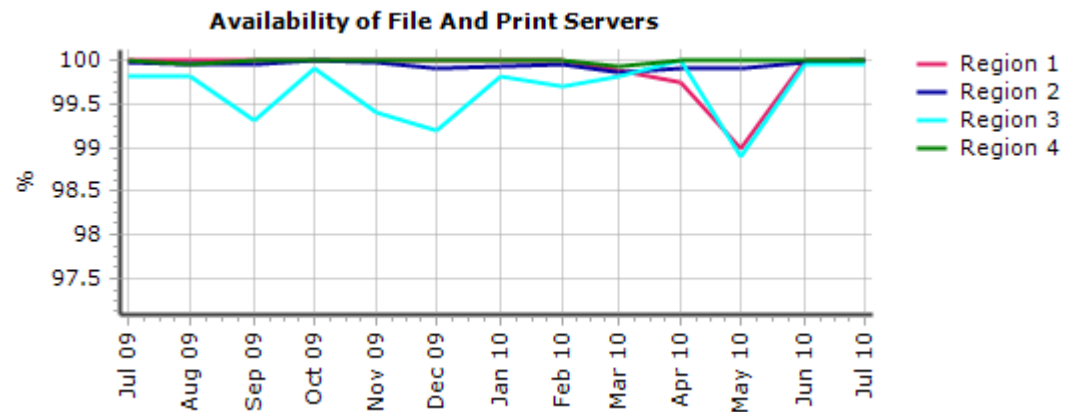
99.2% availability of Criticality level 1 servers during Agreed Service Time



Percentage availability of file and print servers

Region	Jul	Jun	May
Region 1	99.98 ✓	100 ✓	99 ✗
Region 2	99.99 ✓	99.97 ✓	99.89 ✓
Region 3	99.95 ✓	99.95 ✓	98.9 ✗
Region 4	99.99 ✓	99.99 ✓	99.99 ✓

99.2% availability of File and Print servers

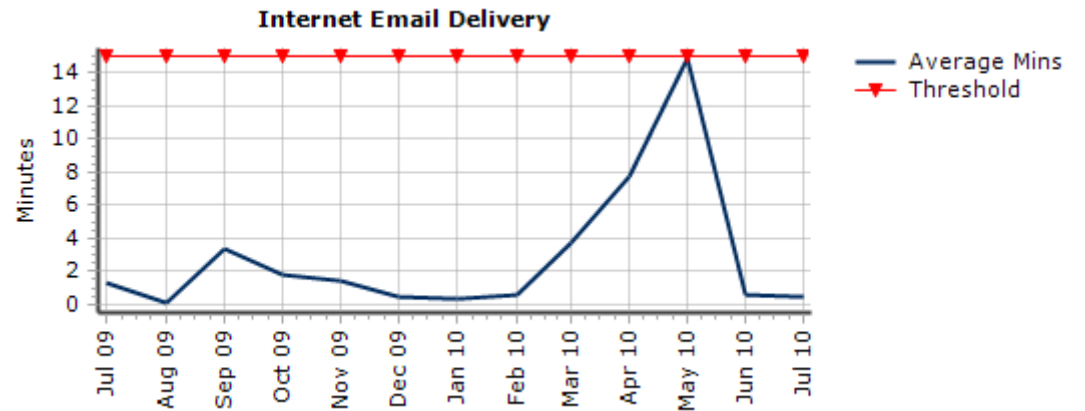


4. Messaging

Average email delivery time between a user and an external gateway

Region	Jul	Jun	May
Global	0.51 ✓	0.62 ✓	14.82 ✓

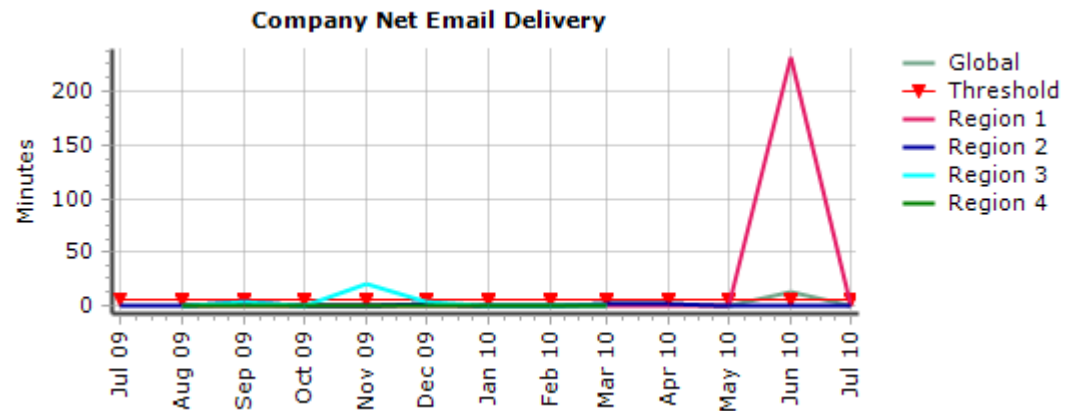
Emails to be delivered within of target <15 minute average through external gateway for external mail recipients/ senders



Average email delivery time between users connected to Company Net.

Region	Jul	Jun	May
Global	0.46 ✓	13.54 ✗	0.82 ✓
Region 1	0.1 ✓	231.94 ✗	0.08 ✓
Region 2	0.48 ✓	0.45 ✓	0.86 ✓
Region 4	0.03 ✓		

Emails to be delivered within of target < 5 minute average between users connected on CompanyNet

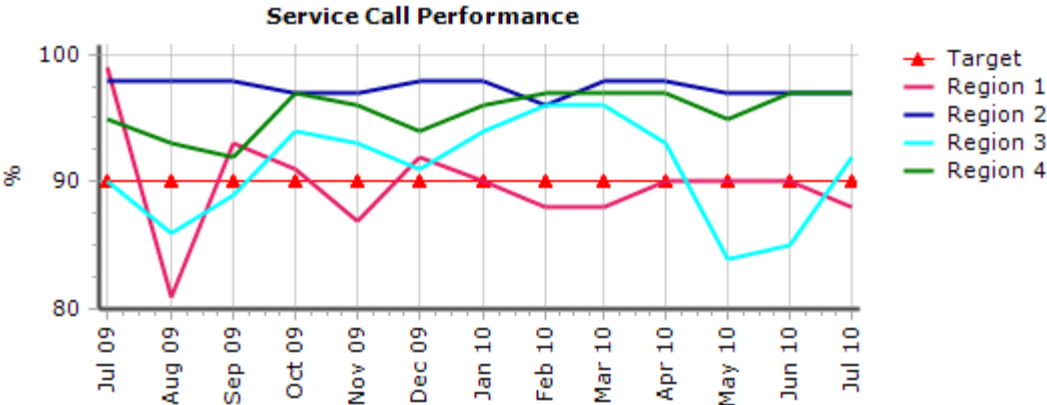


5. Service Call Performance

IS&T Service Call Performance

Region	Jul	Jun	May
Region 1	88 ✘	90 ✔	90 ✔
Region 2	97 ✔	97 ✔	97 ✔
Region 3	92 ✔	85 ✘	84 ✘
Region 4	97 ✔	97 ✔	95 ✔

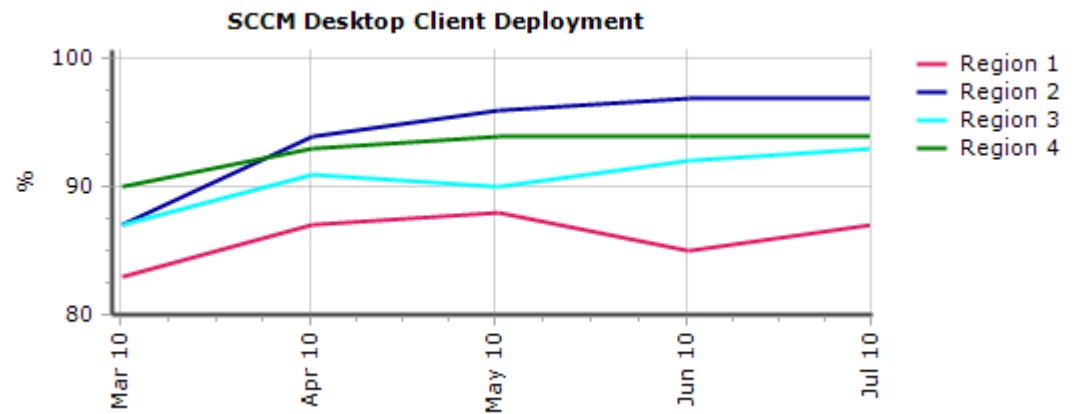
90% of tickets completed within target time



6. Toolset Health

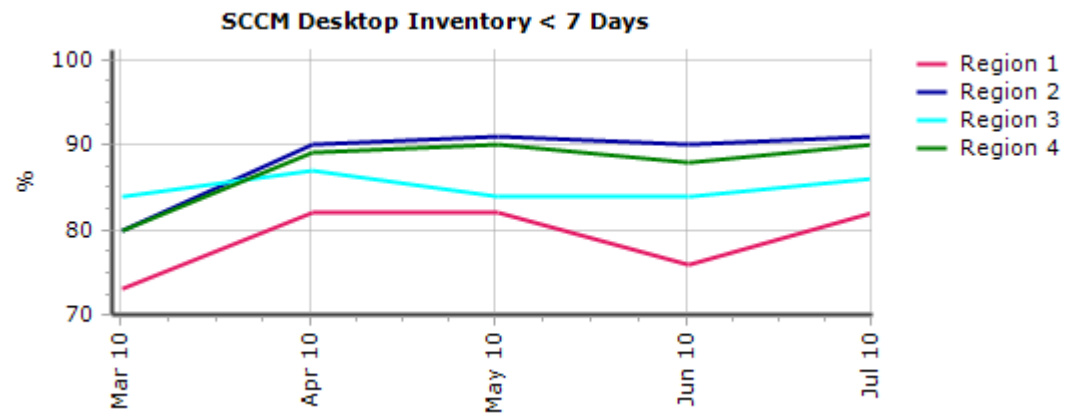
The percentage of desk tops which have the SCCM client installed

Region	Jul	Jun	May
Region 1	87	85	88
Region 2	97	97	96
Region 3	93	92	90
Region 4	94	94	94



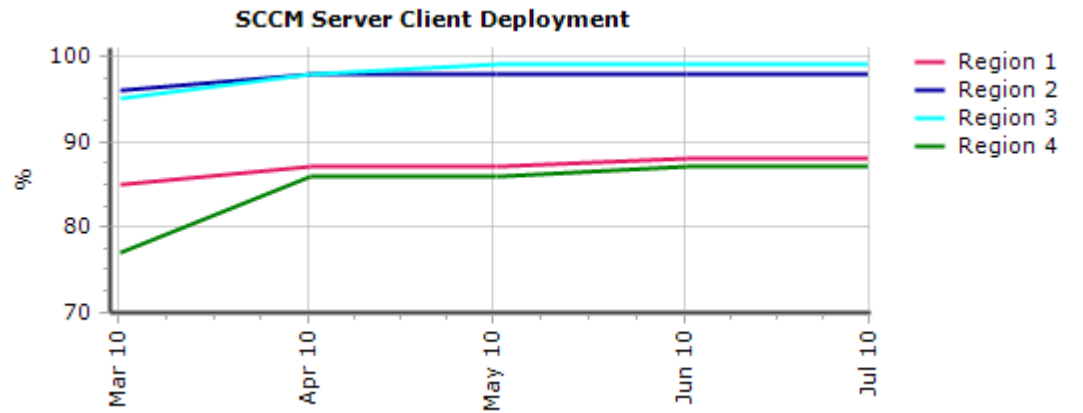
The percentage of desk tops with SCCM Inventory completed within the last 7 days

Region	Jul	Jun	May
Region 1	82	76	82
Region 2	91	90	91
Region 3	86	84	84
Region 4	90	88	90



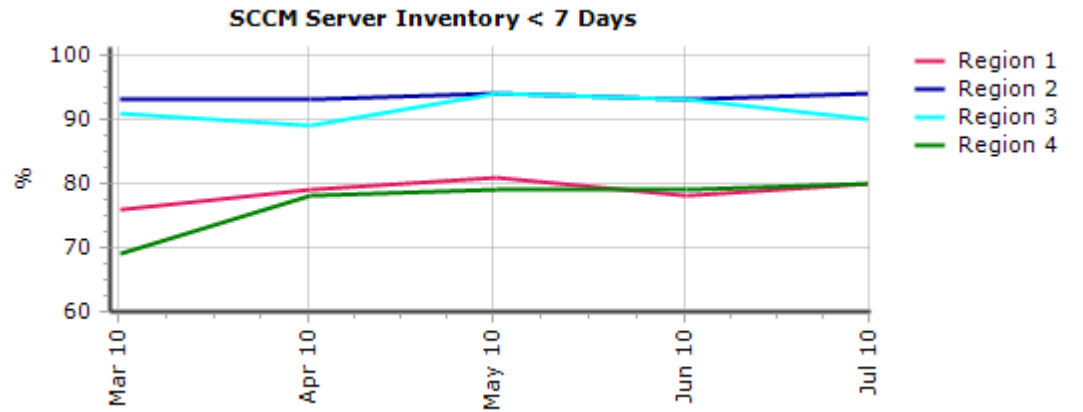
The percentage of servers which have the SCCM client installed

Region	Jul	Jun	May
Region 1	88	88	87
Region 2	98	98	98
Region 3	99	99	99
Region 4	87	87	86



The percentage of servers with SCCM Inventory completed within the last 7 days

Region	Jul	Jun	May
Region 1	80	78	81
Region 2	94	93	94
Region 3	90	93	94
Region 4	80	79	79



The percentage of servers which have the SCOM client installed

Region	Jul	Jun	May
Region 1	73	72	72
Region 2	98	99	98
Region 3	99	97	99
Region 4	61	62	62

