

Registered Incidents timespan from September 1 2005 to December 1 2005  
SLA

SLA	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
Bronze	85	6.23%	6	7.06%	79	92.94%
Diamond	58	4.25%	1	1.72%	57	98.28%
Gold	105	7.69%	5	4.76%	100	95.24%
LEA	197	14.43%	4	2.03%	193	97.97%
Platinum	217	15.90%	27	12.44%	190	87.56%
Platinum Plus	341	24.98%	23	6.74%	318	93.26%
Platinum Plus +	49	3.59%	7	14.29%	42	85.71%
Silver	300	21.98%	24	8.00%	276	92.00%
Unsupported	10	0.73%	0	0.00%	10	100.00%
Unknown	3	0.22%	0	0.00%	3	100.00%
General total	1365	100.00%	97	7.11%	1268	92.89%

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## Bronze

Registered Incidents timespan from September 1 2005 to December 1 2005						
SLA / Bronze - Duration						
Duration	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
High	4	4.71%	0	0.00%	4	100.00%
Low	6	7.06%	1	16.67%	5	83.33%
Low	6	7.06%	0	0.00%	6	100.00%
Medium	4	4.71%	0	0.00%	4	100.00%
Standard	65	76.47%	5	7.69%	60	92.31%
General total	85	100.00%	6	7.06%	79	92.94%

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## Diamond

Registered Incidents timespan from September 1 2005 to December 1 2005						
SLA / Diamond - Duration						
Duration	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
High	2	3.45%	0	0.00%	2	100.00%
Low	2	3.45%	0	0.00%	2	100.00%
Low	2	3.45%	0	0.00%	2	100.00%
Medium	3	5.17%	0	0.00%	3	100.00%
Standard	49	84.48%	1	2.04%	48	97.96%
General total	58	100.00%	1	1.72%	57	98.28%

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## Gold

Registered Incidents timespan from September 1 2005 to December 1 2005						
SLA / Gold - Duration						
Duration	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
High	1	0.95%	1	100.00%	0	0.00%
Low	15	14.29%	0	0.00%	15	100.00%
Low	8	7.62%	1	12.50%	7	87.50%
Medium	4	3.81%	0	0.00%	4	100.00%
Standard	76	72.38%	3	3.95%	73	96.05%
Unknown	1	0.95%	0	0.00%	1	100.00%
General total	105	100.00%	5	4.76%	100	95.24%

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## LEA

Registered Incidents timespan from September 1 2005 to December 1 2005						
SLA / LEA - Duration						
Duration	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
High	25	12.69%	0	0.00%	25	100.00%
Low	23	11.68%	1	4.35%	22	95.65%
Low	42	21.32%	0	0.00%	42	100.00%
Medium	16	8.12%	2	12.50%	14	87.50%
Standard	88	44.67%	0	0.00%	88	100.00%
Urgent	3	1.52%	1	33.33%	2	66.67%
General total	197	100.00%	4	2.03%	193	97.97%

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## Platinum

Registered Incidents timespan from September 1 2005 to December 1 2005						
SLA / Platinum - Duration						
Duration	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
High	1	0.46%	1	100.00%	0	0.00%
High	9	4.15%	1	11.11%	8	88.89%
Low	10	4.61%	3	30.00%	7	70.00%
Low	20	9.22%	3	15.00%	17	85.00%
Medium	18	8.29%	3	16.67%	15	83.33%
Standard	153	70.51%	13	8.50%	140	91.50%
Standard	2	0.92%	1	50.00%	1	50.00%
Urgent	1	0.46%	0	0.00%	1	100.00%
Unknown	3	1.38%	2	66.67%	1	33.33%
General total	217	100.00%	27	12.44%	190	87.56%

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## Platinum Plus

Registered Incidents timespan from September 1 2005 to December 1 2005						
SLA / Platinum Plus - Duration						
Duration	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
High	5	1.47%	1	20.00%	4	80.00%
Low	19	5.57%	1	5.26%	18	94.74%
Low	30	8.80%	0	0.00%	30	100.00%
Medium	19	5.57%	1	5.26%	18	94.74%
Standard	264	77.42%	20	7.58%	244	92.42%
Urgent	3	0.88%	0	0.00%	3	100.00%
Unknown	1	0.29%	0	0.00%	1	100.00%
General total	341	100.00%	23	6.74%	318	93.26%

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## Platinum Plus +

Registered Incidents timespan from September 1 2005 to December 1 2005 SLA / Platinum Plus + - Duration						
Duration	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
High	1	2.04%	1	100.00%	0	0.00%
Low	2	4.08%	1	50.00%	1	50.00%
Low	2	4.08%	0	0.00%	2	100.00%
Medium	2	4.08%	0	0.00%	2	100.00%
Standard	41	83.67%	5	12.20%	36	87.80%
Standard	1	2.04%	0	0.00%	1	100.00%
<b>General total</b>	<b>49</b>	<b>100.00%</b>	<b>7</b>	<b>14.29%</b>	<b>42</b>	<b>85.71%</b>

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## Silver

Registered Incidents timespan from September 1 2005 to December 1 2005						
SLA / Silver - Duration						
Duration	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
High	6	2.00%	1	16.67%	5	83.33%
Low	24	8.00%	2	8.33%	22	91.67%
Low	27	9.00%	1	3.70%	26	96.30%
Medium	22	7.33%	1	4.55%	21	95.45%
Standard	215	71.67%	17	7.91%	198	92.09%
Standard	1	0.33%	1	100.00%	0	0.00%
Urgent	2	0.67%	0	0.00%	2	100.00%
Unknown	3	1.00%	1	33.33%	2	66.67%
General total	300	100.00%	24	8.00%	276	92.00%

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## Unsupported

Registered Incidents timespan from September 1 2005 to December 1 2005 SLA / Unsupported - Duration						
Duration	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
Low	1	10.00%	0	0.00%	1	100.00%
Standard	9	90.00%	0	0.00%	9	100.00%
General total	10	100.00%	0	0.00%	10	100.00%

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## Unknown

Registered Incidents timespan from September 1 2005 to December 1 2005 SLA / Unknown - Duration						
Duration	Total					
	Number absolute	Number relative	Incidents not completed in time absolute	Incidents not completed in time relative	Incidents Completed in Time absolute	Incidents Completed in Time relative
Standard	3	100.00%	0	0.00%	3	100.00%
General total	3	100.00%	0	0.00%	3	100.00%