

DATA ITEM DESCRIPTION

Deliverable Number: CDRL-007

Title/Description: MONTHLY SLA PERFORMANCE METRIC REPORT

Frequency of Submission: Monthly **Number of Copies:** 1 –electronic
1- hard-copy

First Submission Due: 1ST working day of 2nd month of the contract.

Subsequent Submissions Due: 1ST working day of each succeeding month for the preceding calendar month of the contract.

Government Acceptance Required: Yes by COTR

Government Response Due: Ten (15) working days after receipt of report

Format/Content Requirements and Instructions:

This **SLA Performance Metric report** shall be prepared by the service provider to provide a comprehensive review and analysis of all SLA elements regarding performance and technical issues for each contract requirement (per the CLIN structure). The SLA report will be used by the _____ Program Management to: **1)** determine that SLA metrics are met, **2)** identify performance variance, **3)** identify and focus on potential problem areas (areas not meeting SLA minimum required metric standards), and **4)** provide valid, timely, and auditable performance status data to the _____ executive management.

Application/Interrelationship:

Data reported in the Monthly SLA Performance Metric Report shall pertain to all CLINs listed in the contract, and shall be reported first at the **Customer Service Area (CSA)** by CLIN and then tallied for all CSA groups per CLIN. If a problem area is indicated for CLIN or performance at the CSA level, then more detailed data will be provided at the required activity level for problem area until such time as metric performance is resolved.

ACRONYMS USED:

APL—Acceptable Performance Level
CSA—Customer Service Area
CLIN—Contract Line item Number
CO—Contracting Officer
COTR—Contracting Officer Technical Representative
SP—Service Provider
SLA—Service Level Agreement
QCP—Quality Control Plan
TOR—Technical Officer Representative
PMO-Program Mgmt Office

PREPARATION INSTRUCTIONS:

The **Monthly SLA Performance Metric Report** shall be submitted as described below:

SLA CLIN SUMMARY:

The Service Provider (SP) shall provide a monthly summary of actual contract accomplishments, problems, and issues regarding each CLIN covering each CSA. The SP's shall assess how well they met mandatory Service Level Agreement (SLA) minimums per the SLA and the Quality Control Plan (QCP). The SP shall provide this monthly SLA performance status for each CLIN, reflecting actual APL incurred and recorded in the REMEDY database for all CLINs. The SP shall provide variance analysis for each requirement with proposed resolution. The SP shall be expected to discuss detailed SLA performance in their monthly discussions with the COTR and Program Management office. Performance Metrics achieved shall be discussed in terms of the key performance indicators applied, APL achieved, and issues associated with work in each CSA by CLIN. SP performance metrics shall be verifiable in the REMEDY database, and provide for the following:

- SLA Monthly Metric Achieved against the required FAA minimum by CSA, by CLIN
- SLA Data shall be fully verifiable by the COTR and TORs
- SLA SP Point-of-Contact each CSA with phone number and email address.

PERFORMANCE METRIC FOLLOW UP: When the SP performance metrics impact the agency in a negative manner (APL does not meet required agency minimums), then more detailed lower level reporting shall be required by the Program Management Office (PMO) and COTR until such time as performance problems are resolved by the service provider

VARIANCE ANALYSIS REPORTING: Detailed analysis of performance variances from required SLA minimums shall be required whenever performance variances shows that the service provider has not met the required SLA minimums. Performance variance shall be expressed as a percentage of deviation from the required SLA required minimum (specific APL to be achieved) in the joint SLA document. APL minimums will only be subject to change only if approved by the PMO, and modified by the CO.

BASIC ANALYSIS SHALL INCLUDE:

- APL (%) required minimum
- APL actually achieved
- APL variance
- Reason(s) for the variance
- Impact on the CLIN and CSA
- Corrective action to be taken by the SP

FORMAT OF SLA PERFORMANCE REPORT

Vendors shall follow the sequence and formatting of the SLA proposed and accepted as part of the vendor's proposal. The reporting sequence for data shall follow the same sequence as the Service Level Agreement and CLIN structure in the contract.