

# Service Request Support

## Technology Services Great 8 Expectations

**Description:** The Technician adheres to the Service Level Agreement (SLA). The technician correctly documents all applicable information in order to successfully address the service requests in accordance with the SLA. The technician appropriately assigns service requests in accordance with the SLA.

### 1 Documentation Review

**Clearly Outstanding Performance:** 10/10 (100%) tickets pulled have complete documentation by technician.

**Exceeds Expectations Performance:** 9/10 (90%) tickets pulled have complete documentation by technician.

**Meets Expectations Performance:** 8/10 (80%) tickets pulled have complete documentation by technician.

**Needs Improvement Performance:** 7/10 (70%) tickets pulled have complete documentation by technician.

**Unsatisfactory Performance:** Less than 6/10 (60%) tickets pulled have complete documentation by technician.

### 2 SLA Assignment Awareness

**Clearly Outstanding Performance:** Assigns and or addresses service request within 4 hours of receipt.

**Exceeds Expectations Performance:** Assigns and or addresses service requests within one day of receipt.

**Meets Expectations Performance:** Assigns service requests in accordance with the SLA.

**Needs Improvement Performance:** Consistently assigns service requests within the last day of the SLA.

**Unsatisfactory Performance:** Consistently assigns service requests after SLA has expired.

### 3 SLA Adherence

**Clearly Outstanding Performance:** Greater than 95% of tickets are addressed within SLA.

**Exceeds Expectations Performance:** 93%-95% of tickets are addressed within SLA.

**Meets Expectations Performance:** 90%-92% of tickets are addressed within SLA.

**Needs Improvement Performance:** 80%-89% of tickets are addressed within SLA.

**Unsatisfactory Performance:** Less than 80% of tickets are addressed within SLA.