

COMMUNICATIONS & IT

0. PRD Title: Communications and Information Technology	Service: Communications and Information Technology Metric Name: Communications and Information Technology - Customer Satisfaction Survey
Define the Metric – define each element of quantities being measured	This is the customer service metric referenced in paragraph 4.3 of the Performance Management Plan
Sources of data used to calculate metric's value	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, list where it can be located. If not available, so state.	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, provide the data value by the metric.	N/A. See paragraph 4.3 of the PMP.
If Higher HQ standard, please enter and list source of standard.	N/A. See paragraph 4.3 of the PMP.
Additional Clarifications	N/A. See paragraph 4.3 of the PMP.

1. PRD Title: Communications and Information Technology	Service: Data Network Operations and Maintenance Metric Name: User Account Management - Timeliness
Define The Metric - define each element of quantities being measured	This metric measures the timeliness of the service provider's actions to maintain (create, update, disable, or remove) user and e-mail accounts after receipt of notification. The service provider will report the percentage of necessary suspend or terminate actions completed within 24 hours of notification. This metric shall be reported monthly.
Sources of data used to calculate metric's value	The service provider will develop a process for collecting the data and a format for reporting it. Data currently exists in Remedy.
If the data currently exists, list where it can be located. If not available, so state.	Data currently exists in Remedy.
If the data currently exists, provide the data value of the metric.	Required level is for the service provider to perform 100% of the necessary use account maintenance actions within 24 hours of notification.
If Higher HQ standard, please enter and list source of standard	AFI 33-223, AFSSI 5027 A Suspension/termination criterion is defined as "immediately;" the four hour criteria in this metric mirrors current procedure
Additional Clarifications	None

2. PRD Title: Communications and Information Technology	Service: Customer Support and Training Metric Name: Customer Training – Survey
Define The Metric - define each element of quantities being measured	This metric measures the service provider’s ability to satisfy the customers’ training requirements and evaluates the availability and effectiveness of the training provided. It will be computed by dividing the number of surveys with overall rating of 4.0 or greater by the total number of surveys, expressed as a percentage. This metric will be reported monthly. This is a point of service survey.
Sources of data used to calculate metric's value	Customer feedback. The service provider will develop a process for collecting the data and a format for reporting it.
If the data currently exists, list where it can be located. If not available, so state.	Not available
If the data currently exists, provide the data value of the metric.	
If Higher HQ standard, please enter and list source of standard	None
Additional Clarifications	Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory

3. PRD Title: Communications and Information Technology	Service: Infrastructure Management Metric Name: Project Close-Out and Transfer – Timeliness & Accuracy
Define The Metric – define each element of quantities being measured	This metric measures the service providers ability to close-out C&IT projects within 14 days. The metric will be reported monthly and will be computed by dividing the number of projects closed out within 14 calendar days by the total number of projects, expressed as a percentage.
Sources of data used to calculate metric's value	Project Status reports. The service provider will propose a method for collecting the necessary data and a format for reporting it.
If the data currently exists, list where it can be located. If not available, so state.	Project Status reports are currently located in the 81CS/SCP Flight Commanders office.
If the data currently exists, provide the data value of the metric. If not available, state the desired level of service.	The service provider will close-out a project (transfer ownership) of 95% of the systems implemented no later than 14 calendar days.
If Higher HQ standard, please enter and list source of standard	None
Additional Clarifications	All Keesler AFB C&IT projects are undertaken to satisfy a communications infrastructure requirement. Once a project is complete, actions must be taken to officially end that project so that resources (e.g., funds, materiel, and personnel) may be recouped, reallocated, or disposed. Ownership of the end-product is also transferred to the using organization.

4. PRD Title: Communications and Information Technology	Service: Software Support and Services Metric Name: Message Processing - Timeliness
Define The Metric - define each element of quantities being measured	This metric measures the ability of the service provider to notify customers of high-precedence messages and deliver all messages within the time limits dictated by applicable instructions from DoD and its component services. This metric shall be reported monthly.
Sources of data used to calculate metric's value	The service provider will propose a method for collecting the necessary data and a format for reporting it.
If the data currently exists, list where it can be located. If not available, so state.	Some data is available from the Base Telecommunications Center, 81 CS/SCB.
If the data currently exists, provide the data value of the metric.	Required level is to notify customer of FLASH and IMMEDIATE messages and deliver ALL messages 100% of the time within the time limits shown: FLASH: As fast as humanly possible; objective: within 10 min IMMEDIATE: within 2 hrs PRIORITY: within 8 hrs ROUTINE: within 16 hrs
If Higher HQ standard, please enter and list source of standard	ACP 121, US Supp 1, JANAP 128, Both documents dictate the notification and delivery time limits shown above.
Additional Clarifications	None

5. PRD Title: Communications and Information Technology	Service: Field Services Metric Name: C&IT Maintenance – Customer Feedback/Complaints
Define The Metric - define each element of quantities being measured	This metric measures the service provider's ability to maintain end-user equipment and network/telephone connections included within the scope of the contract. This metric will be computed by dividing the number of surveys with ratings of 4.0 or greater by the total number of surveys, expressed as a percentage. This metric will be reported monthly.
Sources of data used to calculate metric's value	Customer survey. The service provider will develop a process for collecting the data and a format for reporting it.
If the data currently exists, list where it can be located. If not available, so state.	Some data is available from 81 CS/SCB and 81 CS/SCP.
If the data currently exists, provide the data value of the metric.	Required level of service is to meet or exceed service expectations of 95% of customers. Level of service is based on an analysis of the current level of performance.
If Higher HQ standard, please enter and list source of standard	None
Additional Clarifications	Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory

6. PRD Title: Communications and Information Technology	Service: Data Network O&M Metric Name: Trouble call resolution – Percentage Resolved within 72 hours.
Define The Metric - define each element of quantities being measured	This metric measures the ability of the service provider to resolve 95% of network and computer troubles within 72 hours after the initial phone call from the customer. This metric shall be reported monthly.
Sources of data used to calculate metric's value	Network/computer service request tracking and reporting system (e.g., Remedy, Tivoli, etc.) employed by the service provider.
If the data currently exists, list where it can be located. If not available, so state.	NCC Trouble Reporting System.
If the data currently exists, provide the data value of the metric.	
If Higher HQ standard, please enter and list source of standard	None
Additional Clarifications	The service provider is not expected to provide data for response times prior to assumption of duty.

7. PRD Title: Communications and Information Technology	Service: Data Network O&M Metric Name: Critical Systems Availability
Define The Metric - define each element of quantities being measured	This metric measures the availability rate of systems critical to the accomplishment of Keesler AFB's mission. The availability rate shall be calculated using the formula below. The application source, be it a government program office or commercial vendor, is ultimately responsible for the performance of the application itself. However, the C&IT service provider shares responsibility for "end-to end" performance of these applications. The service provider will submit reports that document the performance of servers and the Keesler AFB MAN/LAN monthly.
Sources of data used to calculate metric's value	Network operations monitoring logs, network problem reports, help desk trouble call logs, and automated system agents that detect and record system downtimes. Service provider will propose a method for collecting the necessary data and a format for reporting it.
If the data currently exists, list where it can be located. If not available, so state.	Not available.
If the data currently exists, provide the data value of the metric.	The required level of service is 99.6% or greater availability of all core services.
If Higher HQ standard, please enter and list source of standard	None
Additional Clarifications	Availability rate: $R_a = \frac{S_t - S_d}{S_t} \times 100\%$ Where: R_a = availability rate (in percent) S_t = total system time during reporting period S_d = total system downtime during reporting period

8. PRD Title: Communications and Information Technology	Service: Perform Telecommunications Systems Operation and Maintenance Metric Name: Control of Land Mobile Radio (LMR) Equipment
Define The Metric - define each element of quantities being measured	This metric measures the service provider's overall management of LMR assets. Results will be reported per quarter.
Sources of data used to calculate metric's value	Land Mobile Radio Tracking and Reporting System (TRS), LMR account records files.
If the data currently exists, list where it can be located. If not available, so state.	This data currently exists in 81 CS/SCMF.
If the data currently exists, provide the data value of the metric.	Required level is to have the service provider maintain 100% accountability over all LMR equipment assigned to Keesler. This includes equipment accounts/custodians, training certification, and equipment recertification.
If Higher HQ standard, please enter and list source of standard	AFI 33-106
Additional Clarifications	None

9. PRD Title: Communications and Information Technology	Service: Perform Telecommunications Systems Operation and Maintenance Metric Name: Customer Survey of Land Mobile Radio (LMR) Services
Define The Metric - define each element of quantities being measured	This metric measures the service provider's ability to satisfy needs of the customer. This metric will be computed by dividing the number of surveys with ratings of 4.0 or greater by the total number of surveys, expressed as a percentage. This metric will be reported at least once per quarter.
Sources of data used to calculate metric's value	Service provider will develop program for collecting and reporting this data.
If the data currently exists, list where it can be located. If not available, so state.	This data currently exists in 81 CS/SCMF. Maintenance records are in LMR TRS database.
If the data currently exists, provide the data value of the metric.	Required level is to maintain a rating of 4.0 or higher on customer satisfaction surveys.
If Higher HQ standard, please enter and list source of standard	
Additional Clarifications	Customer survey forms should have a customer comment section and customer contact information. The scale will be 1-5 5 = Excellent 4 = Good 3 = Satisfactory 2 = Poor 1 = Unsatisfactory

10. PRD Title: Communications and Information Technology	Service: Communications and Information Technology Metric Name: Base Locator - Customer Satisfaction
Define the Metric – define each element of quantities being measured	This metric will measure how effectively, professionally, and accurately the Base Locator disseminates information to its customers.
Sources of data used to calculate metric's value	Customer complaint form, General purpose comment However, the Service provider may propose a method for collecting the necessary data and a format for reporting it.
If the data currently exists, list where it can be located. If not available, so state.	No data currently exists.
If the data currently exists, provide the data value by the metric.	Required level – No more than 3 valid customer complaints per quarter. Complaints are defined as a 1 or 2 on a scale of 1 to 5 or a valid complaint in the customer comment section.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer survey forms should have a customer comment section and customer contact information. 1 = Unsatisfactory 2 = Poor 3 = Satisfactory 4 = Good 5 = Excellent

11. PRD Title: Communications and Information Technology	Service: Communications and Information Technology Metric Name: Response & Correction of Alarms & Sirens
Define the Metric – define each element of quantities being measured	This metric will measure how quickly, effectively, and accurately the services provider responds to and corrects telephone switching alarms, fire alarms, base intrusion alarms, base alert sirens, and Meridian SL100 system alarms.
Sources of data used to calculate metric's value	
If the data currently exists, list where it can be located. If not available, so state.	
If the data currently exists, provide the data value by the metric.	Required Levels: Critical problems (15% of trunks down, total loss of base telecom, loss of two T-1 lines) will be corrected within 2 hours. Major problems (10% of trunks down, loss of one T-1 line) will be corrected within 8 hours Minor problems (5% of trunks down) will be corrected within 2 business days
If Higher HQ standard, please enter and list source of standard.	Keesler AFB Supplement to AFI 33-111
Additional Clarifications	None

12. PRD Title: Communications and Information Technology	Service: Communications and Information Technology Metric Name: Response & correction of telephone and wire troubles
Define the Metric – define each element of quantities being measured	This metric will measure how quickly, effectively, and accurately the services provider responds to, troubleshoots and corrects telephone and wire troubles.
Sources of data used to calculate metric's value	
If the data currently exists, list where it can be located. If not available, so state.	
If the data currently exists, provide the data value by the metric.	Required Levels: Priority (P1) troubles shall have maintenance in progress within one hour Routines (P3) shall have maintenance in progress within two business days
If Higher HQ standard, please enter and list source of standard.	Keesler AFB Supplement to AFI 33-111
Additional Clarifications	None