July '06
Net Service Availability

	99.29%	99.75%	100.00%	100.00%	100.00%

	Transaction Processing	Web Services	Wholesale Total	Frequency Control	Realtime Balancing Market
	Retail		**WholeSale**		**EMMS**

Retail
7/7   Siebel data base outage   1 hour
7/11 NAESB outage   2.5 hours
7/19 FTP server reboot   9 minutes
7/21 NAESB outage   1.25 hours
WEB
7/20 TML JRUN error   1.75 hours
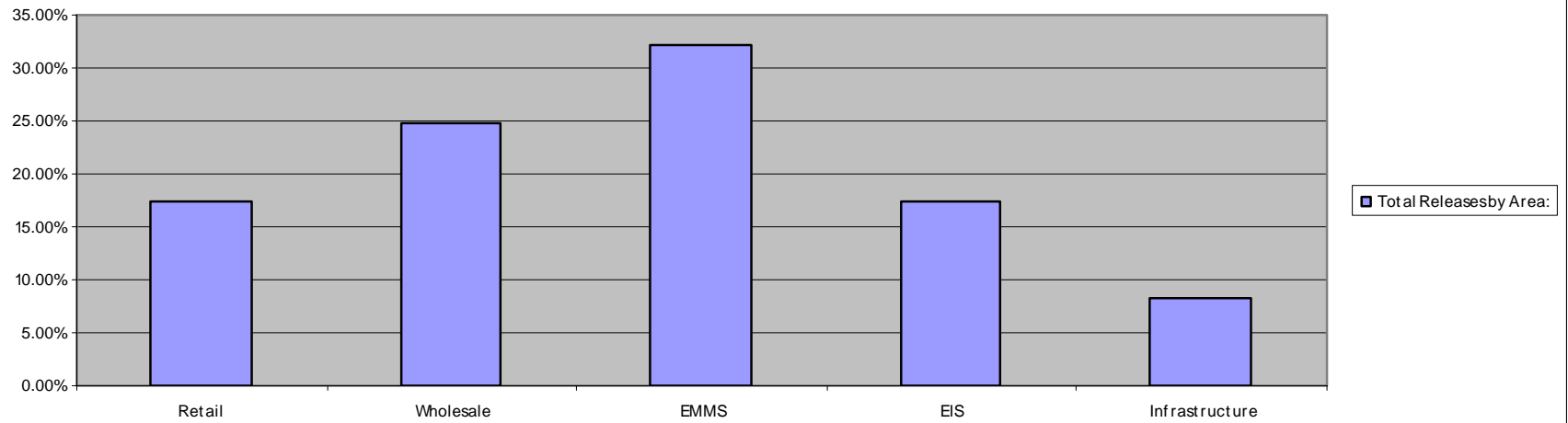
Year to Date '06
Net Service Availability

99.57%	99.91%	100.00%	99.94%	99.96%

100.00%
99.00%
98.00%
97.00%
96.00%
95.00%

Transaction Processing | Web Services | Wholesale Total | Frequency Control | Realtime Balancing Market

| Retail | WholeSale | EMMS |
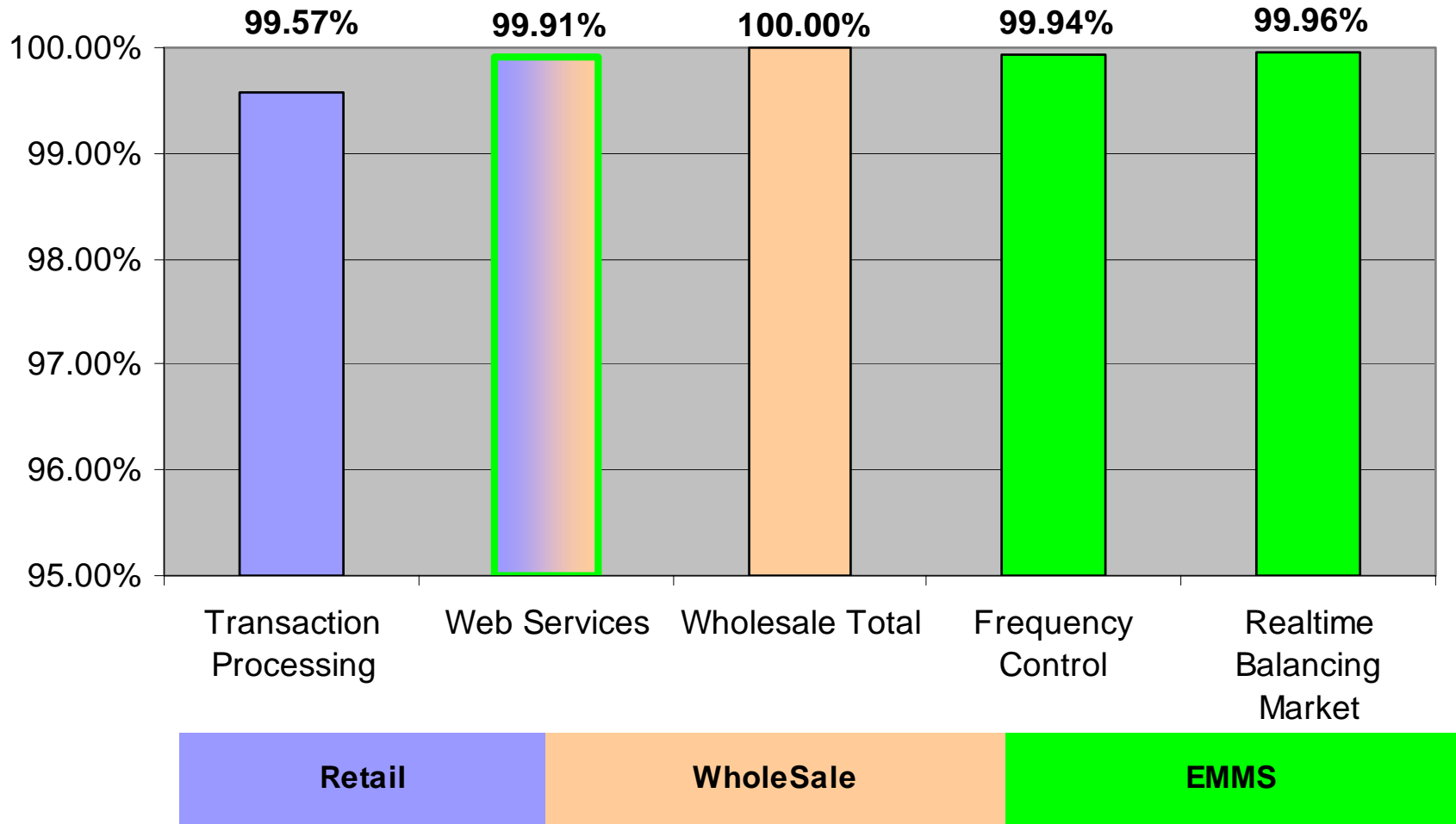
'06 Release Metrics

Total Releases:		**121**
Total Items:		**453**
SIRS:	*383*	
PROJECTS:	*25*	
MAINTENANCE:	*7*	
SPRs (EMMS):	*34*	
Total Issues (by item):		**34**
Total Releases w/Issues:		**23**
Total Rollbacks:		**20**

Releases with out issues:	**80.99%**
ITEMS Successful with out issues:	**92.49%**
Issues resolved with out rollback (by ITEM):	**41.18%**

Total Releases by Area:

	Retail	Wholesale	EMMS	EIS	Infrastructure

Total Releases by Area:

Total Items by Area:

	Retail	Wholesale	EMMS	EIS	Infrastructure

Total Items by Area:

Total Issues by Area (by ITEM):

60.00%	
50.00%	
40.00%	
30.00%	☐ Total Issues by Area (by ITEM):
20.00%	
10.00%	
0.00%	

Retail   Wholesale   EMMS   EIS   Infrastructure

Total Rollbacks by Area:

60.00%	
50.00%	
40.00%	
30.00%	☐ Total Rollbacks by Area:
20.00%	
10.00%	
0.00%	

Retail   Wholesale   EMMS   EIS   Infrastructure
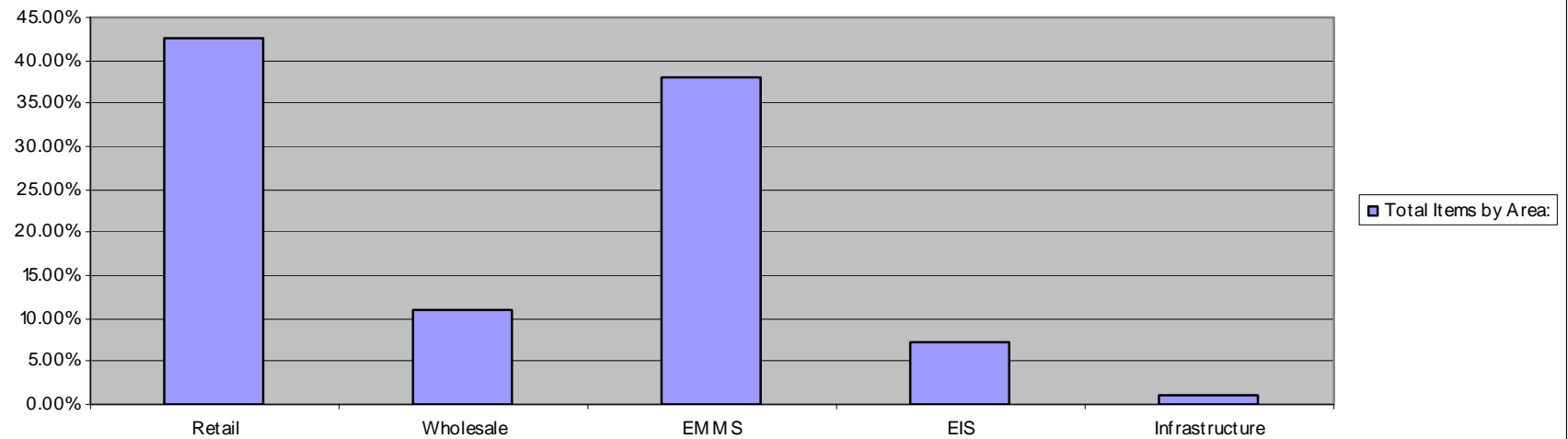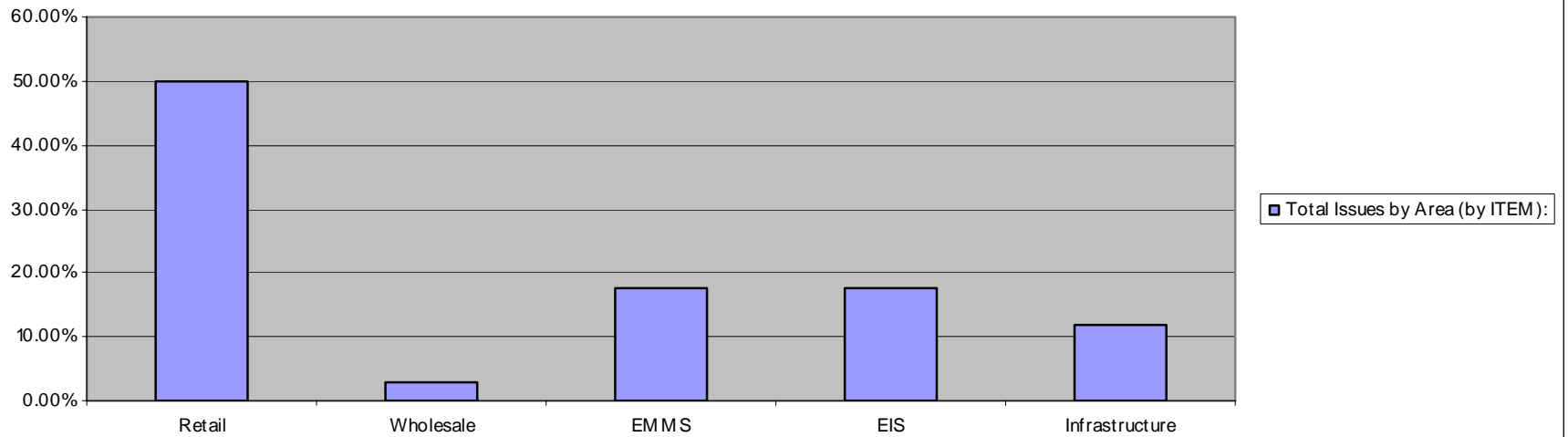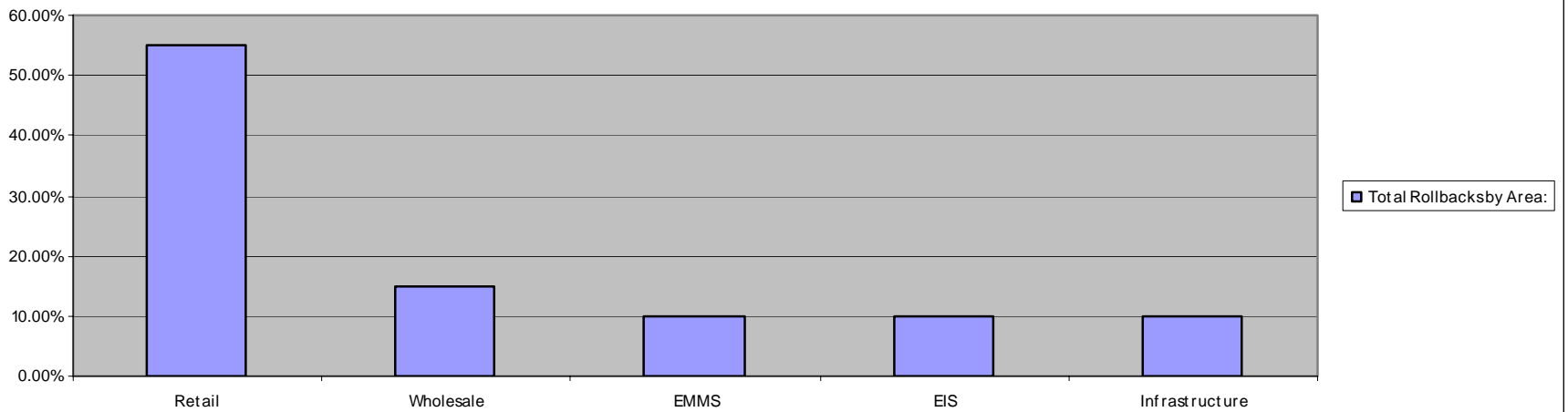
Console Operations Call Volume Report

Calls per Month

	Abandoned
	Terminated
	Answered

3500

3000

2500

2000

1500

1000

500

0

July   Aug   Sept   Oct   Nov   Dec   Jan   Feb   March   April   May   June   July
                                          '06   '06   '06   '06   '06   '06   '06
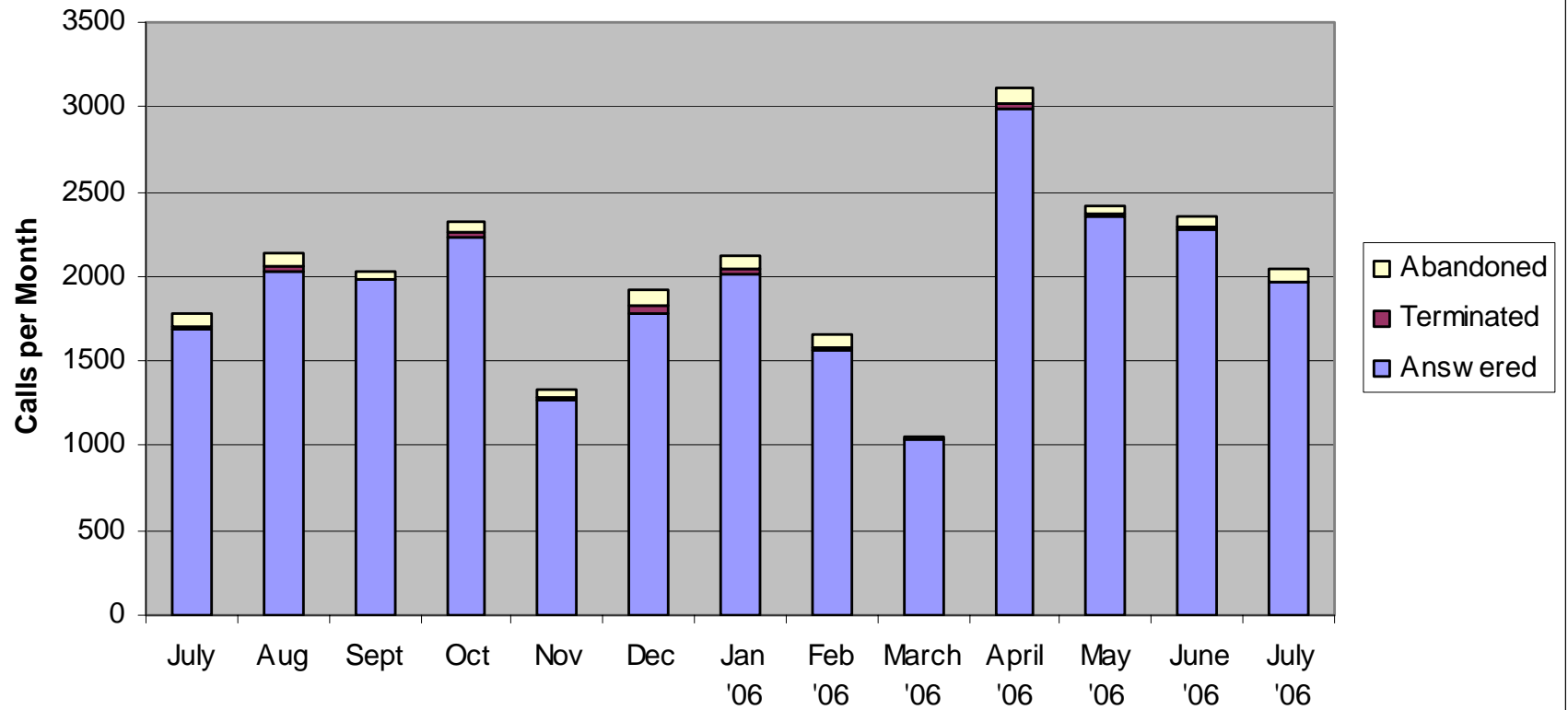
Console Operations Answered Call Percentage

95.43%   97.45%   95.51%   95.23%   97.17%   97.32%   95.99%

95.04%   95.79%   93.22%   95.09%   96.05%   96.19%

July	Aug	Sept	Oct	Nov	Dec	Jan '06	Feb '06	March '06	April '06	May '06	June '06	July '06

100.00%
80.00%
60.00%
40.00%
20.00%
0.00%
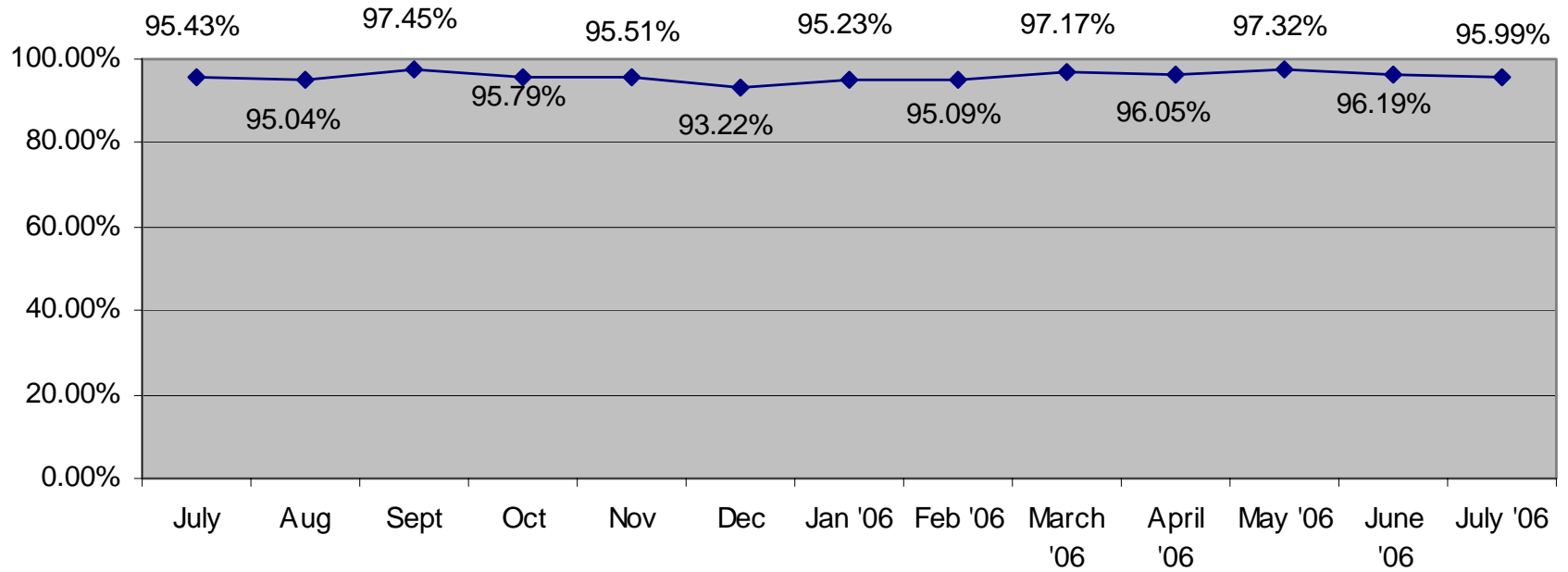
Service Desk Tickets Created and Closed
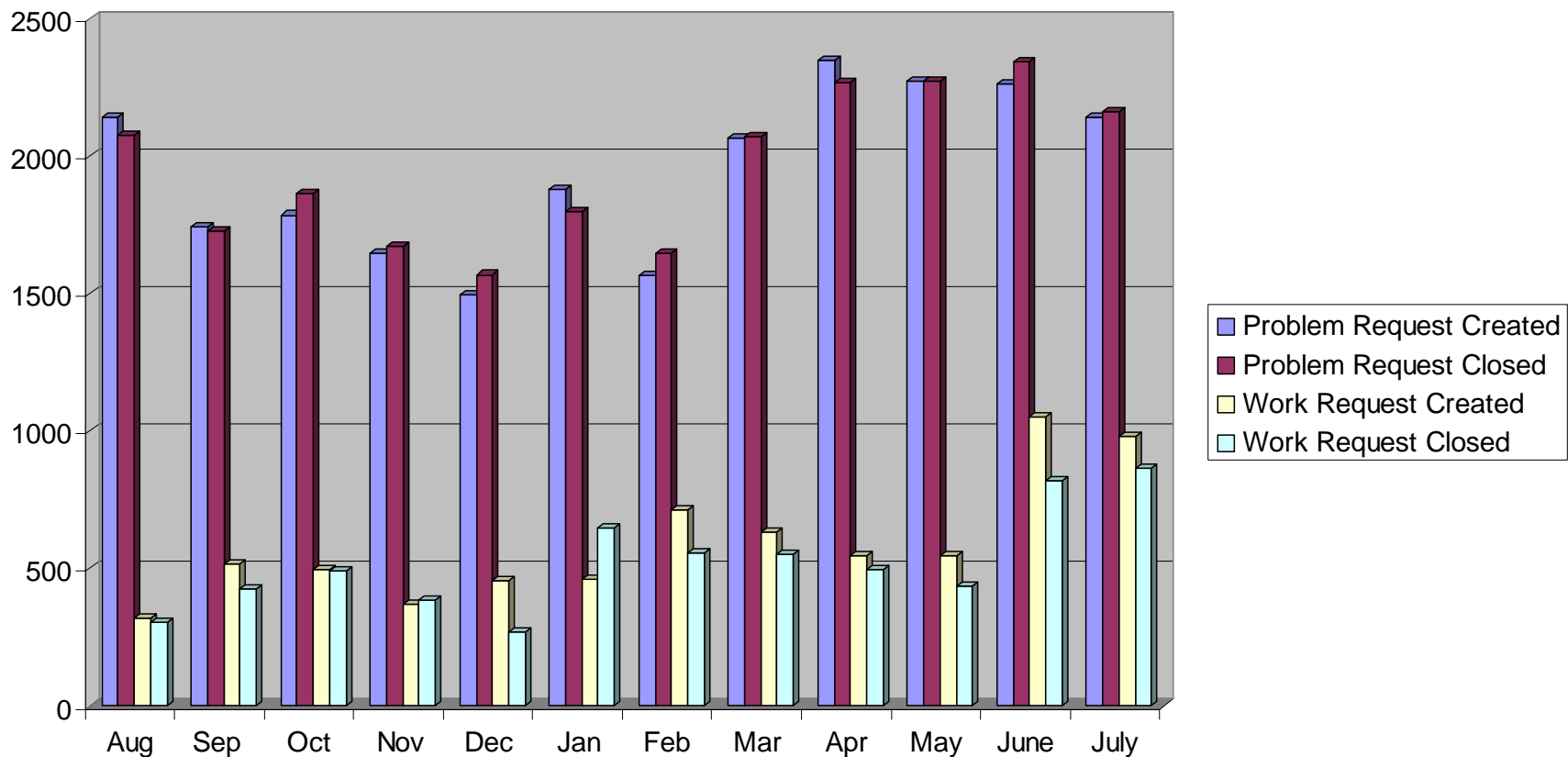
Service Desk Ticekts Created by Area for July

- Admin
- Batch
- Corporate Apps
- Desktop
- Digital Certificates
- EDW
- EMMS
- Facilities
- Info-Request
- Inter-Intranet
- Network
- Ops Network Model
- PMO
- Retail
- SE&A
- Security
- Telcom
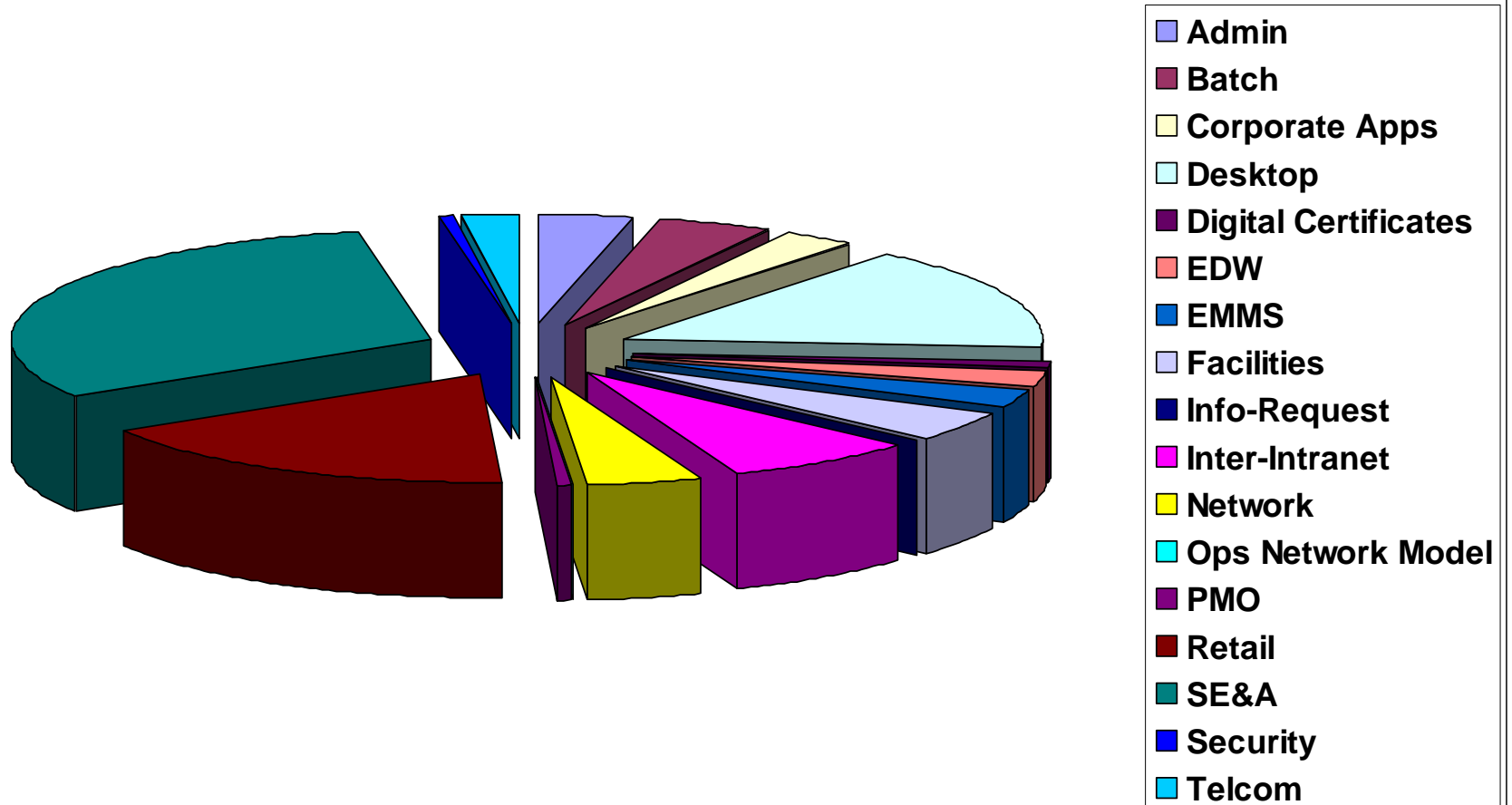
Monthly OCC's
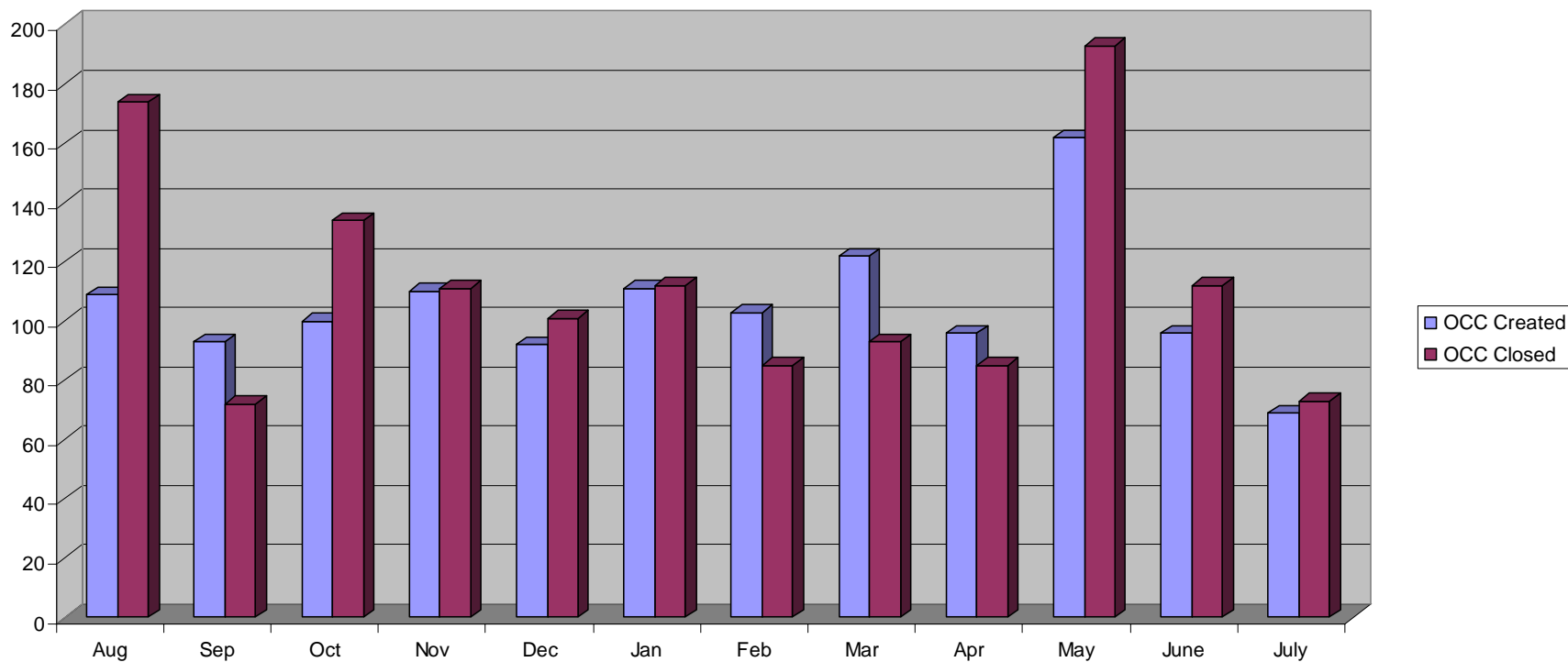
OCC's Created by Change Type