

Monthly service review

August 2026 / request portal / illustrative measurements

Performance against agreed targets

Measure	Actual	Target	Result
Availability	99.94 %	99.9 %	Met
First response	3.2 hours	4 hours	Met
Resolution within target	88 %	90 %	Below target

Attention required

Resolution within target missed the agreed threshold. Review the oldest waiting requests and assign an owner to each next action.

Follow-up actions

1. Separate customer waiting time from internal queue time.
2. Review the ten oldest requests with the service owner.
3. Recheck the measure after two weeks of targeted follow-up.

Measurement notes

Availability uses the agreed service window. First response is the median elapsed time. Resolution reports the share completed within the agreed target. Replace these definitions with the actual service contract.