



# Problem Resolution Report

CoSD Contract No. 568996

Service Levels 25 and 54 Performance Targets

Revision

Peraton/CoSD – 142



**Date:** August 20, 2024

**Title:** Service Levels 25 and 54 Performance Targets Revision

**PRR Number:** 142

### Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego (“County”) and Peraton Enterprise Solutions LLC (“Contractor” and hereinafter collectively referred to as “the Parties”) with the effective date November 15, 2016, agreement (“the Agreement”) is reached on the effective date shown below.

### Issue or Problem:

Currently, Service Level 25A – Speed-to-Answer Time has a performance target of 45 seconds and Service Level 54 – First Call Resolution – 2<sup>nd</sup> Generation has a performance target of 70%.

The performance target for Service Level (SL) 25A does not allow enough time for Service Desk personnel to address and resolve issues presented on the first call. Additionally, Service Desk personnel has consistently been resolving tickets at first call and performing higher than the 70% performance target of SL 54.

### Resolution:

1. The parties agree to increase SL 25A – Speed-to-Answer Time performance target from 45 to 60 seconds to allow more time for the Service Desk personnel to address issues and solve them within the first call, therefore improving overall customer satisfaction.
2. The parties also agree to increase SL 54 – First Call Resolution – 2<sup>nd</sup> Generation performance target from 70% to 73%, which improves overall customer service in resolving tickets at the first call.
3. Schedule 4.8, Service Levels, Section 5 Service Level Weighting Table, is amended for SL25A – Speed-to-Answer Time description only. There is no change to the Weighting for SL 25 A-E.

## 5. SERVICE LEVEL SUMMARIZATION AND WEIGHTING FACTORS

Service Level Weighting Table			
Service Level ID	Framework	Service Level	Weighting
25	Service Desk	Response Time	
		A – Speed to Answer Time in 60 seconds	3%



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4. Schedule 4.8, Service Levels, Sections 7.4 – Response Time and 7.8 First Call Resolution – 2<sup>nd</sup> Generation, are amended as per Attachment 1 to this PRR.
5. The new SL 25A and SL 54 Performance Targets set forth in this PRR 142 are effective September 1, 2024.

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The resolution of the issue or problem as described in this Problem Resolution Report shall govern the Parties’ actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged, and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**IN WITNESS WHEREOF**, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

**COUNTY OF SAN DIEGO**

JOHN M. PELLEGRINO, Director  
 Department of Purchasing and Contracting

By: *Allen Hunsberger*  
Allen Hunsberger (Aug 30, 2024 09:14 PDT)  
 Name: Allen Hunsberger  
 Title: Assistant Director, Purchasing and  
 Date: Aug 30, 2024

**PERATON ENTERPRISE SOLUTIONS LLC**

By: *Max Pinna*  
Max Pinna (Aug 30, 2024 03:23 PDT)  
 Name: Max Pinna  
 Title: Contracts Manager  
 Email: max.pinna@peraton.com  
 Date: Aug 30, 2024

By electronically signing this document, all parties accept the use of electronic signatures.

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAZZEvmqAmOeoSSf3O347QuHVjvwPEv8E

## 7.4 Response Time

<b>Service Level</b>	Response Time for: <ul style="list-style-type: none"> <li>• Speed-to-answer</li> <li>• Call abandonment rate</li> <li>• Email Response Time</li> <li>• Voice Mail Response Time</li> </ul>		
<b>Service Level ID</b>	25		
<b>Definition</b>	Response Time is the duration (measured in seconds) the End-User requires to connect with the Contractor's contact center representative. The Contractor will provide toll-free telephone lines in sufficient quantity to handle the call volume; ACD system(s) to record call date, time and duration information; and electronic interfaces to all systems for monitoring and reporting.		
<b>Service Measure</b>	<b>Performance Target</b>	<b>SL Performance (%)</b>	<b>SL Earnback</b>
<ul style="list-style-type: none"> <li>• A. Speed-to-answer Time</li> <li>• B. Speed-to-answer Time</li> <li>• Call abandonment rate</li> <li>• Online Response Time</li> <li>• Voice Mail Response Time</li> </ul>	<ul style="list-style-type: none"> <li>• ≤ 60 seconds</li> <li>• ≤ 90seconds</li> <li>• ≤5%</li> <li>• ≤1 hour</li> <li>• ≤30 minutes</li> </ul>	<ul style="list-style-type: none"> <li>• 90%</li> <li>• 99%</li> <li>• 100%</li> <li>• 95%</li> <li>• 95%</li> </ul>	<ul style="list-style-type: none"> <li>• 95%</li> <li>• 99.5%</li> <li>• Same formula, but performance target modified to 2.5%</li> <li>• 97.5%</li> <li>• 97.5%</li> </ul>
<b>Formula</b>	Number of instances within Performance Target divided by Total number of instances during Measurement Interval All Respond Time metrics must be met for this Respond Time Service Level. However, if Call Abandonment rate is 4% or less then B. Speed-to-answer Time is considered met for the current month.		
<b>Measurement Interval</b>	Monthly		
<b>Reporting Period</b>	Monthly		
<b>Measurement Tool/Source Data</b>	Contractor-provided		

## 7.8 First Call Resolution – 2nd Generation

<b>Service Level</b>	Resolution on first call		
<b>Service Level ID</b>	54		
<b>Definition</b>	<p>First call resolution applies when an end-user request or issue is resolved prior to the conclusion of the call or chat to include hot hand-offs to support tiers other than Service Desk.</p> <p>On implementation of end user enablement projects (e.g. self-service or self-help projects), the parties shall mutually agree this SL shall receive 0% weighting for a duration of 6 months (or as mutually agreed); after the six months, the parties shall either validate the current performance target or mutually agree on a revised performance target</p>		
<b>Service Measure</b>	<b>Performance Target</b>	<b>SL Performance (%)</b>	<b>SL Earnback</b>
Percent completed	Call resolved	73%	No earnback provision
<b>Formula</b>	Number of tickets closed and resolved on first call (continuous call) or chat/total number of calls and chats during Measurement Interval		
<b>Measurement Interval</b>	Daily		
<b>Reporting Period</b>	Monthly		
<b>Measurement Tool/Source Data</b>	Contractor provides a system with date and time stamp capabilities to track and report out-of-compliance activities. (Service Manager, chat, SSPR tool).		