

USDA RUS Satellite Grant Application

Attachment L - Service Metrics

Project Title: _____

Instructions:

Please fill out the following tables with your organization’s specific target metrics for customer service, and how you will manage network resources to ensure quality services. The Application Guide contains examples of detailed information you can provide to explain your customer care plans and quality assurance strategies. Keep in mind the following definitions:

- **Objectives:** This is a target service or capability you plan to provide.
- **Parameters:** These are limitations or boundaries on when/where the objectives apply. An example is the hours of operation for call centers.
- **Triggers:** This is a typical or specific point at which a corrective action is taken. A few examples are a service outage lasting longer than 6 hours, or a circuit that is consistently more than 80% utilized.
- **Systems and Tools:** Please describe what methods or tools are/will be used to automate, collect, analyze or report data (e.g., network management system, software, process, etc.)

Customer Service					
Examples: Providing Customer Call Center, Providing Online bill-pay.					
Type of Customer Service	Outsourced (Y/N)	Target Service Objectives	Parameters	Triggers	Systems and Tools

USDA RUS Satellite Grant Application
Attachment L - Service Metrics
 Page 2 of 3

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Order Fulfillment

Examples: Provisioning Process, Installation and Change of Service, Outage Response and Repair

Types of Orders	Outsourced (Y/N)	Target Objectives	Parameters	Thresholds	Systems and Tools

Capacity Planning

Examples: method of capturing and archiving utilization data, parameters for how to determine network congestion, oversubscription, latency and throughput. Methods of reporting.

Types of Capacity Plans	Outsourced (Y/N)	Target Objectives	Parameters	Thresholds	Systems and Tools

USDA RUS Satellite Grant Application

Attachment L - Service Metrics

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Network Management

Examples: How performance data is captured and stored for analysis, how often each device is polled or if reported to a higher order management system in real time, methods of reporting.

Types of Network Management	Outsourced (Y/N)	Target Objectives	Parameters	Thresholds	Systems and Tools