

# FY21 - Network Availability

## Network Availability

## Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
92.59	94.28	95.97	97.65	99.34	99.47	99.61	99.74	99.87	100.00

### Description

This performance indicator measures connectivity of the telecom infrastructure at the Retail and Delivery locations. This is a percentage measurement of availability for the 250 Retail and Delivery sites on the Chief Retail and Delivery Officer's (CRDOs) priority listing for the FY21 improvement efforts.

All retail sites have a priority of 1-5 noted. The business selected priority 1-3 as tier 1 and submitted to the network team. The network team identified the connection, availability and the utilization for each site and selected 250 sites with the worst availability and a dedicated circuit connection.

Network Availability is one portion (20%) of the HQ CIO Functional Effectiveness indicator.

### Measurement Period -

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

### Data Source and Calculation

<b>Source</b>	–	TSDashboard
<b>Indicator Value</b>	–	Availability calc = (total YTD availability %'s for connected sites / # sites connected YTD)
		The Network Availability is measured and calculated monthly for each CRDO site. Availability of all sites are averaged to provide the overall Network Availability percent.
<b>Business Rule</b>	–	In the event a site is shut down or no longer active, the site will be removed from the calculations for Network Availability Reporting. By definition, an inactive site is a site that does NOT require connectivity. The Network Availability measure could have sites moving in/out of reporting. We focused on a definition of 'requiring connectivity' to be eligible for inclusion of the measure. If a site is retired/moved, it will be removed from the current monthly reporting. It will not reappear in the subsequent months as it no longer requires connectivity. If a site is impacted by Nature, it will be removed from the months reporting when it is impacted, and will be added back into reporting the first full month the connectivity is restored.
<b>Decimal Precision</b>	–	Two Decimals

### Data Validation

The TSDashboard generates the availability of all the network sites via report. The system generated report is received via email from TSDashboard, with the monthly availability calculated for all sites and is placed on TEAMS under Network Modernization. To be added to the distribution, contact the administrator of the TSDashboard, Eric Beckman. Access to TSDashboard can be requested via eAccess.

### Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CIO	Nation	20.0%	6.0%