SERVICE RELIABILITY

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Participants	

- Definition
- Metrics
- **World Class Performance**
- **Best Practices**
- **Best-in-Class Recognition**

I. DEFINITION

Service Reliability is . . .

1. Accessibility - Service is available when desired (when the customer wants to use it).
2. Continuity - Customer has uninterrupted service over desired duration.
3. Performance - Meets the customers' expectations.

Other areas that we would like to consider working into the definition had we more time:

1. Value - Negotiate a contract with the customer that places a value for a certain level of service requirement.
2. Needs customer participation or input from a global perspective.
3. Billing operational issues need to be considered.

Service Reliability is not . . .

1. It is not network reliability
2. It is not necessarily what we (those in attendance) think it is. Instead of listening to ourselves, we need listen to the customer.

II. METRICS

Service Reliability can best be measured by . . .

In the time allotted we could not form a consensus on service metrics. Concepts discussed in this initial round that we need to develop, include:

1. The metrics of accessibility and continuity are common to all transactions. However, not all transactions share a common set of metrics. Or different measures for different services. For instance, Internet type transactions need measurements for getting on line, download time, URL accuracy, quality of MPEG and so on.
2. The ratio of successful transactions over total transactions would be a good measurement for accessibility and continuity.
3. Some subjective testing from the customers' perspective, using customer surveys and complaints.
4. Internal network measures, such as: outages, duration, blocked calls, incomplete calls and features not available.
5. Employing external customer measures. Interviewing customers to find out their experience, asking questions like "Did you have any outages?"
6. The ratio of success to attempts would be a good measure for accessibility, where time period, number of customers and successes are factored in. And where successful attempts are completed within a specified period of time.
7. For continuity the following ratio is suggested: the transactions successfully completed divided by the transactions successfully initiated.
8. For performance the following types of metrics should be considered: total delay time during transaction, delay during setup, delay after setup, and distortion.

II. PARTICIPANTS

The working group participants consisted of the following industry professionals.

Name	Affiliation
Dietl, Thomas	Deutsche Telekom
Dorr, Gunther	Deutsche Telekom
Hamilton, Clinton	Bellcore
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Harshe, Girish	Lucent Technologies
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Huang, Steel	Lucent Technologies
Ingraham, Terry	Sprint
Jones, Allan	Consultant
Macwan, Anil	Lucent Technologies
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Marlow, Norman	Motorola
McCain, Archie	Bell South
Melgara, Marcello	CSELT
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