ESS Next Operational Baseline Attachment

1. Purpose

This attachment provides operational baseline data.

The data was extracted from the operational ticketing infrastructure (Jira and Jira Service Management) supporting the ESS environment.

2. Unified and Government-Owned Enterprise Tooling

2.1 Active User Community

Approximately 1,100 unique active users contributed tickets across the SDLCNext (production) and JTE (testing) Jira instances over the trailing twelve-month measurement window. This figure validates the active-user estimate disclosed in CSA Section 4.

2.2 Categorization Completeness

Categorization field population across the two instances over the trailing twelve-month measurement window is summarized below. The Component categorization rate on the SDLCNext instance reflects uneven adoption of structured categorization in the current operational environment.

Categorization Field	SDLCNext (Production)	JTE (Test)
Component populated	3.4%	28.3%
Label populated	32.1%	38.8%
Priority populated	47.0%	100.0%

3. Uninterrupted Operations and Responsive User Support

Service Level Agreement (SLA) attainment data is sourced from Jira Service Management SLA cycle objects attached to each ticket of in-scope service-management issuetype. SLA cycles record the contractual goal duration, elapsed time, and met-or-breached disposition. Attainment percentages below reflect completed cycles over the trailing twelve-month measurement window.

3.1 Time-to-Resolution (TTR) SLA Attainment

TTR SLA attainment indicates the percentage of completed SLA cycles in which the resolution was achieved within the contractual goal duration. Sample sizes are sufficient across all listed queue and issuetype combinations to support baseline interpretation.

Queue / Issuetype	Cycles	Met	Breached	Attainment	Avg Goal	Avg Elapsed
TISD / Service Request	1,270	1,260	10	99.2%	14.7h	2.2h

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Queue / Issuetype	Cycles	Met	Breached	Attainment	Avg Goal	Avg Elapsed
DMCUS / Account Provisioning	884	751	133	85.0%	380.5h	180.6h
DMCUS / Service Request	682	525	157	77.0%	161.5h	118.6h
TISD / SR with Approvals	513	509	4	99.2%	8.8h	1.0h
MSD / Service Request	416	415	1	99.8%	8.1h	0.5h
TISD / SR Onboarding	313	312	1	99.7%	15.7h	2.0h
DMCUS / Incident	263	237	26	90.1%	161.0h	57.5h
TISD / Incident	22	21	1	95.5%	29.8h	8.2h

3.2 Time-to-First-Response (TTFR) SLA Attainment

TTFR SLA attainment indicates the percentage of completed SLA cycles in which the first response was provided within the contractual goal duration.

Queue / Issuetype	Cycles	Attainment	Avg Goal	Avg Elapsed
TISD / Service Request	1,628	99.8%	453 min	30 min
MSD / Service Request	674	99.4%	466 min	42 min
TISD / SR with Approvals	526	100.0%	460 min	36 min
TISD / SR Onboarding	327	99.7%	455 min	42 min
DMCUS / Service Request	312	94.9%	382 min	87 min
DMCUS / Incident	250	80.4%	392 min	266 min
TISD / Change Request	94	100.0%	476 min	24 min
TISD / Configuration Change	53	100.0%	414 min	64 min
DMCUS / Account Provisioning	22	100.0%	442 min	17 min
TISD / Incident	22	95.5%	480 min	122 min

3.3 Mean Time to Resolution (Contextual)

Mean Time to Resolution (MTTR) data is provided for context where ticket priority is consistently populated. Priority population is uneven across instances (100 percent on the JTE instance; 47 percent on the SDLCNext instance), which constrains priority-keyed disaggregation.

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Queue / Issuetype	Priority	Resolved	Mean MTTR	P50	P90
TISD / Service Request	Medium	1,595	8.5d	0.9d	22.8d
TISD / SDLC Service Request	Medium	636	1.7d	0.0d	2.9d
TISD / Change Request	Medium	80	27.4d	16.4d	63.8d
TISD / Service Request	High	24	10.0d	2.9d	28.9d
TISD / SDLC Incident	Medium	17	1.9d	0.3d	3.1d
TISD / Incident	Medium	14	8.0d	4.0d	10.5d
TISD / Incident	High	6	19.0d	1.7d	55.2d
DMCUS / All	n/a	1,829	20.2d	7.8d	51.1d

3.4 Notes on Baseline Data

a. The DMCUS Account Provisioning average goal duration of 380.5 hours (approximately 16 days) reflects the current SLA target, not the elapsed time.

b. Customer satisfaction (CSAT) data is not currently collected in a form suitable for baseline disclosure.

c. First-contact resolution rate is not currently produced as a structured metric.

d. System uptime and availability percentages are not produced from the ticketing infrastructure described in this attachment; availability metrics are sourced from operational monitoring tools that fall outside the scope of this attachment.

4. Validated Software and Capability Delivery

Validated software and capability delivery baselines are disclosed in CSA Section 3.4.3 (Current Test Measurements) and the separate defect counts and prime mission vendor escape rates attachment to the solicitation. No additional disclosure is provided in this attachment.

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