

### SLA External FAQ

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### 1. What are SLAs?

SLA stands for Service Level Agreement. SLA is the concept that service providers give their customers a contract for a guaranteed level of wide area network traffic delivery. An SLA can be a simple contract or a complex measured performance contract. Typically the service provider measures the service levels and informs the customer in the event they are not met. Most service providers give refunds if the contracted service levels are not met.

### 2. What are NavisXtend SLA Reports?

The NavisXtend™ SLA Reports allow service providers to share Frame Relay SLA information with their customers on a 24-hour basis, via Web access. These reports allow service providers to show their customer the quality of the service they are receiving. The NavisXtend SLA reports give IS Managers information about the quality and consistency of the service. The NavisXtend SLA Reports are formatted as at-a-glance understanding of the network information.

### 3. What types of reports does the NavisXtend SLA Report set deliver?

The NavisXtend SLA Report set consists of three reports, a summary report and two drill-down reports.

- The SLA Summary Report shows the state of the network versus the SLA contract. This report graphically and quickly shows any problem areas.
- The SLA Exception Report details any problem Permanent Virtual Circuits (PVCs) in a tabular form, with more detail on the type of errors, to help drill down and discover the problems affecting the network
- The Detailed PVC Report provides precise PVC information with a high level of granularity for further drill down.

### 4. What do the NavisXtend SLA reports measure?

The NavisXtend SLA reports measures SLA information for Frame Relay networks. Both network throughput and network delay statistics are measured and calculated into meaningful service level information and displayed to the customer.

### 5. What are the key features of the NavisXtend SLA Report set?

The NavisXtend SLA Report set offers the following key features:

- Web-based access to the SLA information – End users can access the SLA reports with standard browsers, run from their desktop. Service providers do not have to deliver and control proprietary client software, greatly easing deployment.
- Reports formatted to be easy to digest, focusing the viewer on the critical deviations in the service levels.
- Drill down reports that provide additional information to uncover problem areas
- Works with the NavisXtend Report Generator, which delivers secure access to the reports, and allows the service providers to assign and control report viewing and scheduling privileges.

### 6. Which Ascend products does the NavisXtend SLA Report set support?

The NavisXtend SLA Report set is a member of the NavisXtend family of products. The SLA Report set works in conjunction with the NavisXtend Report Generator to deliver information on the Frame Relay services of a B-STDx network.



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