* GIS -  Global Information Services Goal
  + Successful completion of the separation tasks required to support the creation of the New Companies by December 31, 2011 or per the ‘to be defined’ plans which ever date is sooner.
* EIS - Americas Service Delivery Organization Goals
  + Completion of Transition Tasks supporting the Transition Plans for all Towers by June 30, 2011.
* EIS – Americas Service Desk Level 2
  + Individual Contributor Goals (Measured for each individual)
  + Incident Resolution (service restoration infrastructure event, infrastructure restoration)
* Critical - 4 hours (clock hours) - 95% of incidents
* High – 48 hours (clock hours)- 95% of incidents
* Medium - 5 days (business days)- 80% of incidents
* Low - 10 days (business days) - 80 % of incidents
  + Team Goals (Average across the team)
    - The average of the individual contributor goals.
  + Incident Acceptance (service restoration infrastructure event, infrastructure restoration & service request)
    - Critical -15 minutes - 100% of incidents
    - High – 4 hours (clock hours)- 100% of incidents
    - Medium – 8 hours (business hours)- 100% of incidents
    - Low – 24 hours (business hours) - 100 % of incidents
  + Team Goals (Average across the team)
    - The average of the individual contributor goals.
  + Measurement against criteria in Monthly Incident Closure Evaluation Form (part of Incident Management Process; measured once Incident Management process is implemented)
  + Individual Contributor Goals (Measured for each individual on the SD2 WNY team )
    - Status Out of Compliance Tickets – Team Leader for WNY will notify individuals when they need to provide status of Out of Compliance Tickets. It is the expectation that every request will be met within the timeframe requested 100% of the time.