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(71) Applicant: COMPUTER ASSOCIATES THINK, INC. [—/US]; One Computer Associates Plaza, Islandia, NY 11749 (US).

(72) Inventors: HER, Horng-Wei; 9 Von Hagen Avenue, St. James, NY 11780 (US). MA, Junne; 2 Northside Circle, Smithtown, NY 11787 (US). LAM, Chiu Man; 53 Briarwood Lane, Plainview, NY 11803 (US). DWYER, David; 35B La Bonne Vie Drive, E., Patchogue, NY 11772 (US). CHEN, Kaihu; 16 Wisteria Lane, Lake Grove, NY 11755 (US).

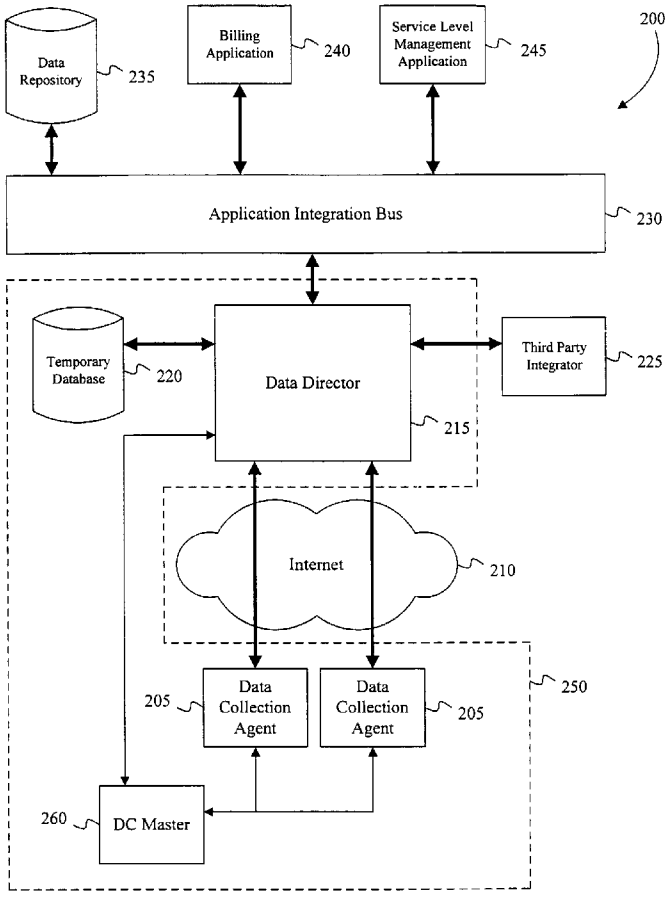
(74) Agent: LECH, Robert, R.; Calfee, Halter & Griswold LLP, 1650 Fifth Third Center, 21 East State Street, Columbus, OH 43215-4243 (US).

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(54) Title: SYSTEM AND METHOD FOR MONITORING SERVICE PROVIDER ACHIEVEMENTS



(57) Abstract: A method for monitoring service levels of a service provider (200) includes defining performance criteria, deploying at least one data collection agent (205) and executing each data collection agent to monitor and collect operation data. The method further includes receiving the operation data from each data collection agent and aggregating the operation data. A level of service is then determined based on the performance criteria and the aggregated operation data. A system and computer-readable storage media for monitoring service levels of a service provider are also disclosed.

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