



Information Technology Services

IT Request Response Time Performance Report

Incident Dates Between 01/1/2008 And 03/31/2008

ITS has committed to respond to all (100%) service related requests within 8 business hours in the ITS and Campus Service Level Agreement (SLA). The IT Request Response Time Performance Report measures how we are doing with this commitment. This report is generated and posted quarterly.

Each IT Request Response Time Performance report shows the number and percentage of IT Request tickets for various response time increments for the date range specified. The percentage of tickets that have been responded to within 8 business hours is also reported. A purpose page is appended to this report for your convenience to understand how the data was generated.

**IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 8 Hour Increments
For All Services**

Incident Dates Between 01/1/2008 And 03/31/2008

0 - 8	8 - 10	> 10	Number of Tickets	% On Target
10377	240	849	11466	90.5 %
90.5 %	2.1 %	7.4 %		

IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 2 Hour Increments
For All Services
Incident Dates Between 01/1/2008 And 03/31/2008

0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
8014	1545	500	318	240	849	11466	90.5 %
69.9 %	13.5 %	4.4 %	2.8 %	2.1 %	7.4 %		

**IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 2 Hour Increments
For All Divisions and All Services
Incident Dates Between 01/1/2008 And 03/31/2008**

Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Arts	66 76.7 %	3 3.5 %	2 2.3 %	1 1.2 %		14 16.3 %	86	83.7 %
Business and Admin Svcs	519 66.6 %	96 12.3 %	42 5.4 %	37 4.7 %	22 2.8 %	63 8.1 %	779	89.1 %
Chancellor/CPEVC Units	277 54.9 %	41 8.1 %	38 7.5 %	25 5.0 %	24 4.8 %	100 19.8 %	505	75.4 %
Engineering	559 68.7 %	118 14.5 %	40 4.9 %	27 3.3 %	17 2.1 %	53 6.5 %	814	91.4 %
Humanities	186 63.5 %	27 9.2 %	18 6.1 %	12 4.1 %	12 4.1 %	38 13.0 %	293	82.9 %
Information Technology Services	609 68.0 %	88 9.8 %	40 4.5 %	24 2.7 %	22 2.5 %	112 12.5 %	895	85.0 %
Library	183 49.5 %	61 16.5 %	29 7.8 %	17 4.6 %	14 3.8 %	66 17.8 %	370	78.4 %
Not Known	747 80.7 %	83 9.0 %	37 4.0 %	23 2.5 %	10 1.1 %	26 2.8 %	926	96.1 %
Physical & Biological Sciences	317 66.6 %	47 9.9 %	31 6.5 %	23 4.8 %	18 3.8 %	40 8.4 %	476	87.8 %
Social Sciences	303 73.5 %	41 10.0 %	18 4.4 %	11 2.7 %	8 1.9 %	31 7.5 %	412	90.5 %
Student Affairs	661 61.9 %	109 10.2 %	61 5.7 %	31 2.9 %	41 3.8 %	164 15.4 %	1067	80.8 %
Student (Graduate)	279 65.3 %	55 12.9 %	19 4.4 %	19 4.4 %	7 1.6 %	48 11.2 %	427	87.1 %
Student (Undergraduate)	3183 74.5 %	765 17.9 %	121 2.8 %	66 1.5 %	44 1.0 %	92 2.2 %	4271	96.8 %
UCO Lick Observatory	26 74.3 %	6 17.1 %	1 2.9 %		1 2.9 %	1 2.9 %	35	94.3 %
University Extension	99 90.0 %	5 4.5 %	3 2.7 %	2 1.8 %		1 0.9 %	110	99.1 %

**IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 2 Hour Increments
For All Priority Levels and All Services
Incident Dates Between 01/1/2008 And 03/31/2008**

Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
High	1454 66.5 %	243 11.1 %	100 4.6 %	50 2.3 %	67 3.1 %	272 12.4 %	2186	84.5 %
Low	493 64.5 %	88 11.5 %	28 3.7 %	36 4.7 %	15 2.0 %	104 13.6 %	764	84.4 %
Medium	5992 71.4 %	1193 14.2 %	364 4.3 %	227 2.7 %	140 1.7 %	472 5.6 %	8388	92.7 %
Not Known	25 86.2 %	1 3.4 %	1 3.4 %	1 3.4 %		1 3.4 %	29	96.6 %
Urgent	50 50.5 %	20 20.2 %	7 7.1 %	4 4.0 %	18 18.2 %		99	81.8 %

**IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 8 Hour Increments
For All Divisions and All Services
Incident Dates Between 01/1/2008 And 03/31/2008**

Division	0 - 8	8 - 10	> 10	Number of Tickets	% On Target
Arts	72 83.7 %		14 16.3 %	86	83.7 %
Business and Admin Svcs	694 89.1 %	22 2.8 %	63 8.1 %	779	89.1 %
Chancellor/CPEVC Units	381 75.4 %	24 4.8 %	100 19.8 %	505	75.4 %
Engineering	744 91.4 %	17 2.1 %	53 6.5 %	814	91.4 %
Humanities	243 82.9 %	12 4.1 %	38 13.0 %	293	82.9 %
Information Technology Services	761 85.0 %	22 2.5 %	112 12.5 %	895	85.0 %
Library	290 78.4 %	14 3.8 %	66 17.8 %	370	78.4 %
Not Known	890 96.1 %	10 1.1 %	26 2.8 %	926	96.1 %
Physical & Biological Sciences	418 87.8 %	18 3.8 %	40 8.4 %	476	87.8 %
Social Sciences	373 90.5 %	8 1.9 %	31 7.5 %	412	90.5 %
Student Affairs	862 80.8 %	41 3.8 %	164 15.4 %	1067	80.8 %
Student (Graduate)	372 87.1 %	7 1.6 %	48 11.2 %	427	87.1 %
Student (Undergraduate)	4135 96.8 %	44 1.0 %	92 2.2 %	4271	96.8 %
UCO Lick Observatory	33 94.3 %	1 2.9 %	1 2.9 %	35	94.3 %
University Extension	109 99.1 %		1 0.9 %	110	99.1 %

**IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 2 Hour Increments
For Specific Services
Incident Dates Between 01/1/2008 And 03/31/2008**

Service	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	14 70.0 %	5 25.0 %		1 5.0 %			20	100.0 %
CruzTime	147 75.8 %	14 7.2 %	12 6.2 %	4 2.1 %	4 2.1 %	13 6.7 %	194	91.2 %
Email	302 79.3 %	30 7.9 %	14 3.7 %	14 3.7 %	2 0.5 %	19 5.0 %	381	94.5 %
My Computer	790 61.8 %	198 15.5 %	89 7.0 %	53 4.1 %	46 3.6 %	103 8.1 %	1279	88.4 %

**IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 2 Hour Increments
For All Divisions and Specific Services
Incident Dates Between 01/1/2008 And 03/31/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Chancellor/CPEVC Units	1 100.0 %						1	100.0 %
	Information Technology Services	2 66.7 %	1 33.3 %					3	100.0 %
	Library	1 50.0 %	1 50.0 %					2	100.0 %
	Not Known	1 100.0 %						1	100.0 %
	Student Affairs	1 50.0 %	1 50.0 %					2	100.0 %
	Student (Graduate)	2 100.0 %						2	100.0 %
	Student (Undergraduate)	6 66.7 %	2 22.2 %		1 11.1 %			9	100.0 %

**IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 2 Hour Increments
For All Divisions and Specific Services
Incident Dates Between 01/1/2008 And 03/31/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzTime	Arts	2 66.7 %	1 33.3 %					3	100.0 %
	Business and Admin Svcs	15 71.4 %	3 14.3 %			1 4.8 %	2 9.5 %	21	85.7 %
	Chancellor/CPEVC Units	19 76.0 %		3 12.0 %	1 4.0 %		2 8.0 %	25	92.0 %
	Engineering	9 69.2 %		2 15.4 %			2 15.4 %	13	84.6 %
	Humanities	4 57.1 %			1 14.3 %		2 28.6 %	7	71.4 %
	Information Technology Services	22 84.6 %	2 7.7 %	1 3.8 %	1 3.8 %			26	100.0 %
	Library	7 77.8 %	2 22.2 %					9	100.0 %
	Physical & Biological Sciences	7 63.6 %	1 9.1 %	1 9.1 %		2 18.2 %		11	81.8 %
	Social Sciences	7 50.0 %	1 7.1 %	3 21.4 %	1 7.1 %	1 7.1 %	1 7.1 %	14	85.7 %
	Student Affairs	49 89.1 %	2 3.6 %	1 1.8 %			3 5.5 %	55	94.5 %
	UCO Lick Observatory	4 57.1 %	1 14.3 %	1 14.3 %			1 14.3 %	7	85.7 %
	University Extension	2 66.7 %	1 33.3 %					3	100.0 %

**IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 2 Hour Increments
For All Divisions and Specific Services
Incident Dates Between 01/1/2008 And 03/31/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Email	Arts	6 60.0 %					4 40.0 %	10	60.0 %
	Business and Admin Svcs	41 74.5 %	5 9.1 %	2 3.6 %	5 9.1 %		2 3.6 %	55	96.4 %
	Chancellor/CPEVC Units	23 76.7 %	3 10.0 %	2 6.7 %			2 6.7 %	30	93.3 %
	Engineering	13 68.4 %	3 15.8 %		2 10.5 %	1 5.3 %		19	94.7 %
	Humanities	13 86.7 %	2 13.3 %					15	100.0 %
	Information Technology Services	31 79.5 %	3 7.7 %	1 2.6 %	2 5.1 %		2 5.1 %	39	94.9 %
	Library	2 66.7 %			1 33.3 %			3	100.0 %
	Not Known	24 80.0 %	3 10.0 %		2 6.7 %		1 3.3 %	30	96.7 %
	Physical & Biological Sciences	18 90.0 %	1 5.0 %				1 5.0 %	20	95.0 %
	Social Sciences	23 69.7 %	3 9.1 %	3 9.1 %	1 3.0 %		3 9.1 %	33	90.9 %
	Student Affairs	44 88.0 %	3 6.0 %	1 2.0 %			2 4.0 %	50	96.0 %
	Student (Graduate)	15 71.4 %	2 9.5 %	1 4.8 %	1 4.8 %		2 9.5 %	21	90.5 %
	Student (Undergraduate)	47 87.0 %	2 3.7 %	4 7.4 %			1 1.9 %	54	98.1 %
	University Extension	2 100.0 %						2	100.0 %

**IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 2 Hour Increments
For All Divisions and Specific Services
Incident Dates Between 01/1/2008 And 03/31/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
My Computer	Arts	9 81.8 %					2 18.2 %	11	81.8 %
	Business and Admin Svcs	231 61.8 %	59 15.8 %	26 7.0 %	12 3.2 %	12 3.2 %	34 9.1 %	374	87.7 %
	Chancellor/CPEVC Units		1 100.0 %					1	100.0 %
	Engineering	45 73.8 %	8 13.1 %	4 6.6 %	1 1.6 %	2 3.3 %	1 1.6 %	61	95.1 %
	Humanities	58 53.2 %	12 11.0 %	9 8.3 %	7 6.4 %	7 6.4 %	16 14.7 %	109	78.9 %
	Information Technology Services	56 54.9 %	25 24.5 %	6 5.9 %	6 5.9 %	2 2.0 %	7 6.9 %	102	91.2 %
	Library	35 57.4 %	17 27.9 %	1 1.6 %	1 1.6 %	1 1.6 %	6 9.8 %	61	88.5 %
	Not Known	4 80.0 %				1 20.0 %		5	80.0 %
	Physical & Biological Sciences	60 52.2 %	15 13.0 %	16 13.9 %	12 10.4 %	5 4.3 %	7 6.1 %	115	89.6 %
	Social Sciences	50 82.0 %	7 11.5 %	2 3.3 %	1 1.6 %	1 1.6 %		61	98.4 %
	Student Affairs	241 63.9 %	54 14.3 %	25 6.6 %	13 3.4 %	15 4.0 %	29 7.7 %	377	88.3 %
	Student (Undergraduate)	1 100.0 %						1	100.0 %
	University Extension						1 100.0 %	1	0.0 %

**IT Request Response Time Performance Report
Respond To All Tickets Within 8 Business Hours
Response Times Shown In 2 Hour Increments
For All Priority Levels and Specific Services
Incident Dates Between 01/1/2008 And 03/31/2008**

Service	Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Low	2 100.0 %						2	100.0 %
	Medium	12 66.7 %	5 27.8 %		1 5.6 %			18	100.0 %
CruzTime	High	2 100.0 %						2	100.0 %
	Medium	143 75.3 %	14 7.4 %	12 6.3 %	4 2.1 %	4 2.1 %	13 6.8 %	190	91.1 %
	Not Known	2 100.0 %						2	100.0 %
Email	High	103 85.1 %	9 7.4 %	4 3.3 %			5 4.1 %	121	95.9 %
	Low	17 65.4 %	2 7.7 %	1 3.8 %	4 15.4 %		2 7.7 %	26	92.3 %
	Medium	179 77.5 %	19 8.2 %	9 3.9 %	10 4.3 %	2 0.9 %	12 5.2 %	231	93.9 %
	Not Known	3 100.0 %						3	100.0 %
My Computer	High	454 66.3 %	101 14.7 %	43 6.3 %	19 2.8 %	23 3.4 %	45 6.6 %	685	90.1 %
	Low	35 57.4 %	11 18.0 %	3 4.9 %	4 6.6 %	1 1.6 %	7 11.5 %	61	86.9 %
	Medium	296 56.3 %	86 16.3 %	42 8.0 %	29 5.5 %	22 4.2 %	51 9.7 %	526	86.1 %
	Not Known	3 60.0 %		1 20.0 %	1 20.0 %			5	100.0 %
	Urgent	2 100.0 %						2	100.0 %

IT Request Response Time Performance Report Respond To All Tickets Within 8 Business Hours

Description:

This report shows the number and percentage of IT Request tickets for various response time increments for the date range specified by user. The percentage of tickets that have been responded to within 8 business hours is also reported.

Report Tabs/Views:

Eight tabbed views are included in the report. Some of the tabbed views contain response time grouping in 8 hour increments and others contain response time increments in 2 hour increments. Report views that are not filtered by Service Type include the words 'All Services' in the name. Reports views that are filtered by the four service types 'CruzNet (Wireless)', 'CruzTime', 'My Computer', and 'Email', include the words 'By Service' in the name.

Each tabbed view contains one or more rows with the sum of tickets responded to within specific time increment groupings. For each row, the sum of tickets for all time increment groups is represented in the Number of Tickets column for each row. For each time increment grouping within each row, a percentage is shown that is the ratio of the number of tickets responded to within that time increment group and the number of tickets responded to for all time increment groups (Number of Tickets value).

Data Prompts:

- Enter a Beginning Incident Date in Format (MM/DD/YYYY)
- Enter an Ending Incident Date in Format (MMDD/YYYY)

For example, to run a report for April, May and June 2007 enter 04/01/2007 as the beginning incident date and enter 06/30/2007 as the ending incident date.

Assumptions:

- Business hours are defined as Monday through Friday from 8:00 am until 5:00 pm, holidays and campus closures are excluded.
- When running the IT Request Response Time Performance report, allow for at least 8 business hours after the ending incident date you want to ensure that at least 8 business hours have elapsed during which someone can respond to a ticket. For example, to run a report for the month of June 2007, you would want to run the report no earlier than July 3rd at 8am.
- Deleted tickets are excluded from the report.
- % On Target is defined as response times between 0 and 8 hours. Fractional time over 8.00 hours (for example 8.02 hours) is considered not 'on target'. % On Target value is formatted to 1 decimal digit.

Customizations:

- Elapsed business minutes have been converted to elapsed business hours.
- Elapsed business hours have been grouped into the 8 hour groups: '0 - 8', '8 - 10', '>10'. The group '8 - 10' includes elapsed business hours greater than 8 or equal to 10.
- Elapsed business hours have been grouped into 2 hour groups: '0 - 2', '2 - 4', '4 - 6', '6 - 8', '8 - 10', '>10'. With the exception of the time increment groups '0 - 2' and '>10', all time increment groups include an elapsed business hour range and should be interpreted as greater than the first number and less than or equal to the second number. For example, the group '2 - 4' includes elapsed business hours greater than 2 and less than or equal to 4.
- The sum of the count of Ticket IDs is calculated for each respective time increment grouping. Tabbed views that show one or more categories (i.e., Service, Division, or Priority) have sum calculations that pertain to that category or category combination indicated as values that run across each respective row.
- The sum of the count of Ticket IDs overall is calculated in the Number of Tickets column. Tabbed views that show one or more categories (i.e., Service, Division, or Priority) have overall sum calculations that pertain to that category or category combination.
- The percentage of Ticket IDs responded for each time increment grouping is calculated as the ratio of the sum of the count of Ticket IDs for each respective time increment grouping and the sum of the count of Ticket ID overall. Tabbed views that show one or more categories (i.e., Service, Division, or Priority) have percentages that pertain to that category or category combination (indicated as values that run across each respective row).
- The column '% On Target' refers to the percentage of tickets that have an elapsed business hour grouping within 8 business hours. It is the ratio of the sum elapsed business hour groupings (that don't include than '8 - 10' or '>10') and all elapsed business hour groupings.

Cautions:

- The database of exception dates and times currently has values that range between 1/1/2006 and 1/1/2009. This table will need to be updated to include data in 2009 and later years. Campus closure dates for 2008 need to be added.
- When inputting a Beginning Incident Date and an Ending Incident Date, the year should not be before 2006.
- At any given time a ticket can have its Incident Date/Time changed. Reports that are run on different days for the same starting and ending incident date criteria may possibly have different results.
- At any given time a ticket can have its service type, priority, or division modified. Reports that are run on different days for the same starting and ending incident date criteria may possibly have different results.
- The percentage value displayed for each hourly increment group is formatted to 1 decimal digit. The sum of the percentage values of all hourly increment groups may not total 100% exactly due to rounding of the decimal digits; however, the sum of the actual ratios of each increments' number of tickets to the total number of tickets will total 1.