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# Information Technology Services

## IT Request Response Time Performance Report

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Incident Dates Between 04/01/2007 And 06/30/2007

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 comment. 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 data 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.

The first quarterly report is for the time period of 04/01/07 to 06/30/07 is our baseline for which we begin our comparisons. The next quarterly report will be posted in early October. ITS is committed to improving this metric.

Some general observations extracted from the data in the 04/01-06/30 report are:

- We responded within 8 business hours to 78% (8,387) of the IT Request tickets opened between 4/1 and 6/30.
- 19% or 2067 tickets were not responded to within 1 working day during the same time period.
- When looking at the “2 hour by Priority for all services” tab, you can see we appropriately spend our time dealing with urgent and high priority tickets even though the vast bulk of the tickets are assigned medium priority.

**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 04/01/2007 And 06/30/2007**

<b>0 - 8</b>	<b>8 - 10</b>	<b>&gt; 10</b>	<b>Number of Tickets</b>	<b>% On Target</b>
8387	350	2067	<b>10804</b>	<b>78 %</b>
78 %	3 %	19 %		

**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 04/01/2007 And 06/30/2007**

<b>0 - 2</b>	<b>2 - 4</b>	<b>4 - 6</b>	<b>6 - 8</b>	<b>8 - 10</b>	<b>&gt;10</b>	<b>Number of Tickets</b>	<b>% On Target</b>
6056	1221	675	435	350	2067	<b>10804</b>	<b>78 %</b>
56 %	11 %	6 %	4 %	3 %	19 %		

**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 04/01/2007 And 06/30/2007**

<b>Division</b>	<b>0 - 2</b>	<b>2 - 4</b>	<b>4 - 6</b>	<b>6 - 8</b>	<b>8 - 10</b>	<b>&gt;10</b>	<b>Number of Tickets</b>	<b>% On Target</b>
Arts	85 83 %	5 5 %	2 2 %	1 1 %		10 10 %	<b>103</b>	<b>90 %</b>
Business and Admin Svcs	470 69 %	57 8 %	32 5 %	24 4 %	20 3 %	77 11 %	<b>680</b>	<b>86 %</b>
Chancellor/CPEVC Units	325 59 %	58 11 %	37 7 %	28 5 %	27 5 %	75 14 %	<b>550</b>	<b>81 %</b>
Engineering	376 56 %	92 14 %	42 6 %	19 3 %	21 3 %	120 18 %	<b>670</b>	<b>79 %</b>
Humanities	135 70 %	12 6 %	6 3 %	5 3 %	6 3 %	29 15 %	<b>193</b>	<b>82 %</b>
Information Technology Services	364 61 %	52 9 %	26 4 %	15 2 %	19 3 %	125 21 %	<b>601</b>	<b>76 %</b>
Library	236 47 %	57 11 %	33 7 %	23 5 %	18 4 %	131 26 %	<b>498</b>	<b>70 %</b>
Not Known	418 82 %	24 5 %	17 3 %	8 2 %	7 1 %	35 7 %	<b>509</b>	<b>92 %</b>
Physical & Biological Sciences	253 62 %	31 8 %	19 5 %	17 4 %	10 2 %	78 19 %	<b>408</b>	<b>78 %</b>
Social Sciences	251 62 %	31 8 %	23 6 %	10 2 %	11 3 %	79 20 %	<b>405</b>	<b>78 %</b>
Student Affairs	486 54 %	113 13 %	86 10 %	35 4 %	20 2 %	161 18 %	<b>901</b>	<b>80 %</b>
Student (Graduate)	151 41 %	46 13 %	26 7 %	15 4 %	16 4 %	110 30 %	<b>364</b>	<b>65 %</b>
Student (Undergraduate)	2476 51 %	637 13 %	324 7 %	234 5 %	174 4 %	1030 21 %	<b>4875</b>	<b>75 %</b>
UCO Lick Observatory	14 64 %	3 14 %			1 5 %	4 18 %	<b>22</b>	<b>77 %</b>
University Extension	16 64 %	3 12 %	2 8 %	1 4 %		3 12 %	<b>25</b>	<b>88 %</b>

**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 04/01/2007 And 06/30/2007**

<b>Priority</b>	<b>0 - 2</b>	<b>2 - 4</b>	<b>4 - 6</b>	<b>6 - 8</b>	<b>8 - 10</b>	<b>&gt;10</b>	<b>Number of Tickets</b>	<b>% On Target</b>
High	1146 66 %	155 9 %	96 5 %	48 3 %	53 3 %	249 14 %	<b>1747</b>	<b>83 %</b>
Low	1663 64 %	218 8 %	132 5 %	67 3 %	71 3 %	443 17 %	<b>2594</b>	<b>80 %</b>
Medium	3188 50 %	843 13 %	443 7 %	315 5 %	225 4 %	1363 21 %	<b>6377</b>	<b>75 %</b>
Not Known	16 73 %		2 9 %			4 18 %	<b>22</b>	<b>82 %</b>
Urgent	43 67 %	5 8 %	2 3 %	5 8 %	1 2 %	8 13 %	<b>64</b>	<b>86 %</b>

**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 04/01/2007 And 06/30/2007**

<b>Division</b>	<b>0 - 8</b>	<b>8 - 10</b>	<b>&gt; 10</b>	<b>Number of Tickets</b>	<b>% On Target</b>
Arts	93 90 %		10 10 %	<b>103</b>	<b>90 %</b>
Business and Admin Svcs	583 86 %	20 3 %	77 11 %	<b>680</b>	<b>86 %</b>
Chancellor/CPEVC Units	448 81 %	27 5 %	75 14 %	<b>550</b>	<b>81 %</b>
Engineering	529 79 %	21 3 %	120 18 %	<b>670</b>	<b>79 %</b>
Humanities	158 82 %	6 3 %	29 15 %	<b>193</b>	<b>82 %</b>
Information Technology Services	457 76 %	19 3 %	125 21 %	<b>601</b>	<b>76 %</b>
Library	349 70 %	18 4 %	131 26 %	<b>498</b>	<b>70 %</b>
Not Known	467 92 %	7 1 %	35 7 %	<b>509</b>	<b>92 %</b>
Physical & Biological Sciences	320 78 %	10 2 %	78 19 %	<b>408</b>	<b>78 %</b>
Social Sciences	315 78 %	11 3 %	79 20 %	<b>405</b>	<b>78 %</b>
Student Affairs	720 80 %	20 2 %	161 18 %	<b>901</b>	<b>80 %</b>
Student (Graduate)	238 65 %	16 4 %	110 30 %	<b>364</b>	<b>65 %</b>
Student (Undergraduate)	3671 75 %	174 4 %	1030 21 %	<b>4875</b>	<b>75 %</b>
UCO Lick Observatory	17 77 %	1 5 %	4 18 %	<b>22</b>	<b>77 %</b>
University Extension	22 88 %		3 12 %	<b>25</b>	<b>88 %</b>

**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 04/01/2007 And 06/30/2007**

<b>Service</b>	<b>0 - 2</b>	<b>2 - 4</b>	<b>4 - 6</b>	<b>6 - 8</b>	<b>8 - 10</b>	<b>&gt;10</b>	<b>Number of Tickets</b>	<b>% On Target</b>
CruzNet (Wireless)	11 41 %	6 22 %	3 11 %			7 26 %	<b>27</b>	<b>74 %</b>
CruzTime	101 71 %	16 11 %	7 5 %	3 2 %	2 1 %	14 10 %	<b>143</b>	<b>89 %</b>
Desktop Support (University/Research)	791 51 %	174 11 %	109 7 %	64 4 %	57 4 %	354 23 %	<b>1549</b>	<b>73 %</b>
Email	404 66 %	64 10 %	34 6 %	19 3 %	20 3 %	75 12 %	<b>616</b>	<b>85 %</b>

**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 04/01/2007 And 06/30/2007**

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 %						1	100 %
	Engineering	1 100 %						1	100 %
	Humanities	1 100 %						1	100 %
	Information Technology Services	1 33 %	1 33 %				1 33 %	3	67 %
	Library	1 100 %						1	100 %
	Physical & Biological Sciences	2 100 %						2	100 %
	Social Sciences			1 100 %				1	100 %
	Student Affairs		1 100 %					1	100 %
	Student (Graduate)						2 100 %	2	0 %
	Student (Undergraduate)	4 33 %	3 25 %	1 8 %			4 33 %	12	67 %
	University Extension		1 50 %	1 50 %				2	100 %
CruzTime	Arts	2 100 %						2	100 %
	Business and Admin Svcs	14 82 %	2 12 %		1 6 %			17	100 %
	Chancellor/CPEVC Units	13 68 %	4 21 %	1 5 %			1 5 %	19	95 %
	Engineering	8 73 %	3 27 %					11	100 %
	Information Technology Services	17 71 %	1 4 %			1 4 %	5 21 %	24	75 %
	Library	2 40 %	1 20 %	1 20 %			1 20 %	5	80 %
	Not Known						2 100 %	2	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 04/01/2007 And 06/30/2007**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzTime	Physical & Biological Sciences	5 100 %						5	100 %
	Social Sciences	12 92 %		1 8 %				13	100 %
	Student Affairs	27 66 %	5 12 %	4 10 %	2 5 %	1 2 %	2 5 %	41	93 %
	Student (Undergraduate)						1 100 %	1	0 %
	UCO Lick Observatory	1 33 %					2 67 %	3	33 %
Desktop Support (University/Research)	Arts	23 96 %					1 4 %	24	96 %
	Business and Admin Svcs	150 59 %	26 10 %	19 7 %	13 5 %	9 4 %	37 15 %	254	82 %
	Chancellor/CPEVC Units	116 49 %	32 13 %	18 8 %	13 5 %	16 7 %	44 18 %	239	75 %
	Engineering	75 56 %	15 11 %	6 5 %	4 3 %	6 5 %	27 20 %	133	75 %
	Humanities	41 65 %	5 8 %	1 2 %	1 2 %	4 6 %	11 17 %	63	76 %
	Information Technology Services	43 56 %	8 10 %	5 6 %	2 3 %		19 25 %	77	75 %
	Library	57 46 %	15 12 %	3 2 %	2 2 %		46 37 %	123	63 %
	Not Known	3 60 %	1 20 %				1 20 %	5	80 %
	Physical & Biological Sciences	49 45 %	8 7 %	11 10 %	4 4 %	2 2 %	36 33 %	110	65 %
	Social Sciences	57 49 %	8 7 %	4 3 %	4 3 %	7 6 %	37 32 %	117	62 %
	Student Affairs	153 44 %	50 14 %	40 11 %	19 5 %	10 3 %	78 22 %	350	75 %
	Student (Graduate)	19 46 %	5 12 %	2 5 %	2 5 %	1 2 %	12 29 %	41	68 %
	Student (Undergraduate)	4 44 %					1 11 %	4 44 %	9

**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 04/01/2007 And 06/30/2007**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Desktop Support (University/Research)	UCO Lick Observatory						1 100 %	1	0 %
	University Extension	1 33 %	1 33 %				1 33 %	3	67 %
Email	Arts	9 64 %	2 14 %	2 14 %			1 7 %	14	93 %
	Business and Admin Svcs	55 86 %	8 13 %		1 2 %			64	100 %
	Chancellor/CPEVC Units	46 75 %	7 11 %	2 3 %	2 3 %	3 5 %	1 2 %	61	93 %
	Engineering	20 71 %	4 14 %	1 4 %	2 7 %		1 4 %	28	96 %
	Humanities	27 87 %	1 3 %	1 3 %			2 6 %	31	94 %
	Information Technology Services	28 61 %	5 11 %	4 9 %		1 2 %	8 17 %	46	80 %
	Library	12 63 %	1 5 %	2 11 %	1 5 %	1 5 %	2 11 %	19	84 %
	Not Known	15 88 %	2 12 %					17	100 %
	Physical & Biological Sciences	23 62 %	4 11 %	1 3 %	4 11 %		5 14 %	37	86 %
	Social Sciences	37 66 %	6 11 %	7 13 %	1 2 %	2 4 %	3 5 %	56	91 %
	Student Affairs	53 73 %	7 10 %	3 4 %	3 4 %	2 3 %	5 7 %	73	90 %
	Student (Graduate)	9 38 %	4 17 %		1 4 %	1 4 %	9 38 %	24	58 %
	Student (Undergraduate)	66 46 %	13 9 %	11 8 %	4 3 %	10 7 %	38 27 %	142	66 %
	University Extension	4 100 %						4	100 %

**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 04/01/2007 And 06/30/2007**

Service	Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	High	1 33 %		1 33 %			1 33 %	3	67 %
	Low	4 44 %	1 11 %	1 11 %			3 33 %	9	67 %
	Medium	5 36 %	5 36 %	1 7 %			3 21 %	14	79 %
	Urgent	1 100 %						1	100 %
CruzTime	High	25 64 %	5 13 %	4 10 %	1 3 %		4 10 %	39	90 %
	Low	1 50 %					1 50 %	2	50 %
	Medium	75 74 %	11 11 %	3 3 %	2 2 %	2 2 %	9 9 %	102	89 %
Desktop Support (University/Research)	High	395 56 %	77 11 %	58 8 %	25 4 %	32 5 %	114 16 %	701	79 %
	Low	32 38 %	10 12 %	5 6 %	4 5 %	3 4 %	30 36 %	84	61 %
	Medium	359 48 %	86 11 %	45 6 %	34 5 %	22 3 %	206 27 %	752	70 %
	Not Known	1 25 %		1 25 %			2 50 %	4	50 %
	Urgent	4 50 %	1 13 %		1 13 %		2 25 %	8	75 %
Email	High	93 81 %	12 10 %	2 2 %	3 3 %		5 4 %	115	96 %
	Low	41 37 %	10 9 %	7 6 %	4 4 %	9 8 %	40 36 %	111	56 %
	Medium	269 69 %	42 11 %	25 6 %	12 3 %	11 3 %	30 8 %	389	89 %
	Urgent	1 100 %						1	100 %

## **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, Desktop Support (University/Research), 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 (MM/DD/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 has 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 3<sup>rd</sup> 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".

### **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 groups include an elapsed business hour range 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.
- 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.