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# Information Technology Services

## IT Request Response Time Performance Report

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Incident Dates Between 07/01/2007 And 09/30/2007

**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 07/01/2007 And 09/30/2007**

<b>0 - 8</b>	<b>8 - 10</b>	<b>&gt; 10</b>	<b>Number of Tickets</b>	<b>% On Target</b>
7703	211	974	<b>8888</b>	<b>86.7 %</b>
86.7 %	2.4 %	11.0 %		

**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 07/01/2007 And 09/30/2007**

<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>
6237	803	408	255	211	974	<b>8888</b>	<b>86.7 %</b>
70.2 %	9.0 %	4.6 %	2.9 %	2.4 %	11.0 %		

**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 All Services**

**Incident Dates Between 07/01/2007 And 09/30/2007**

<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	93 83.0 %	8 7.1 %	1 0.9 %	1 0.9 %	4 3.6 %	5 4.5 %	<b>112</b>	<b>92.0 %</b>
Business and Admin Svcs	396 67.8 %	52 8.9 %	35 6.0 %	24 4.1 %	12 2.1 %	65 11.1 %	<b>584</b>	<b>86.8 %</b>
Chancellor/CPEVC Units	318 57.5 %	66 11.9 %	29 5.2 %	30 5.4 %	26 4.7 %	84 15.2 %	<b>553</b>	<b>80.1 %</b>
Engineering	415 63.7 %	100 15.4 %	49 7.5 %	21 3.2 %	14 2.2 %	52 8.0 %	<b>651</b>	<b>89.9 %</b>
Humanities	166 63.1 %	30 11.4 %	14 5.3 %	11 4.2 %	9 3.4 %	33 12.5 %	<b>263</b>	<b>84.0 %</b>
Information Technology Services	401 66.9 %	47 7.8 %	33 5.5 %	16 2.7 %	16 2.7 %	86 14.4 %	<b>599</b>	<b>83.0 %</b>
Library	380 61.0 %	52 8.3 %	38 6.1 %	35 5.6 %	17 2.7 %	101 16.2 %	<b>623</b>	<b>81.1 %</b>
Not Known	276 79.5 %	17 4.9 %	17 4.9 %	4 1.2 %	10 2.9 %	23 6.6 %	<b>347</b>	<b>90.5 %</b>
Physical & Biological Sciences	214 55.4 %	50 13.0 %	20 5.2 %	10 2.6 %	14 3.6 %	78 20.2 %	<b>386</b>	<b>76.2 %</b>
Social Sciences	257 62.8 %	33 8.1 %	22 5.4 %	7 1.7 %	14 3.4 %	76 18.6 %	<b>409</b>	<b>78.0 %</b>
Student Affairs	645 64.3 %	89 8.9 %	63 6.3 %	50 5.0 %	33 3.3 %	123 12.3 %	<b>1003</b>	<b>84.4 %</b>
Student (Graduate)	186 71.0 %	30 11.5 %	14 5.3 %	7 2.7 %	4 1.5 %	21 8.0 %	<b>262</b>	<b>90.5 %</b>
Student (Undergraduate)	2467 80.7 %	220 7.2 %	73 2.4 %	38 1.2 %	36 1.2 %	223 7.3 %	<b>3057</b>	<b>91.5 %</b>
UCO Lick Observatory	6 50.0 %	4 33.3 %			1 8.3 %	1 8.3 %	<b>12</b>	<b>83.3 %</b>
University Extension	17 63.0 %	5 18.5 %		1 3.7 %	1 3.7 %	3 11.1 %	<b>27</b>	<b>85.2 %</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 07/01/2007 And 09/30/2007**

<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	1273 71.0 %	159 8.9 %	84 4.7 %	46 2.6 %	39 2.2 %	192 10.7 %	<b>1793</b>	<b>87.1 %</b>
Low	337 61.1 %	56 10.1 %	26 4.7 %	13 2.4 %	14 2.5 %	106 19.2 %	<b>552</b>	<b>78.3 %</b>
Medium	4595 70.7 %	584 9.0 %	293 4.5 %	196 3.0 %	157 2.4 %	671 10.3 %	<b>6496</b>	<b>87.3 %</b>
Not Known	16 80.0 %		3 15.0 %			1 5.0 %	<b>20</b>	<b>95.0 %</b>
Urgent	16 59.3 %	4 14.8 %	2 7.4 %		1 3.7 %	4 14.8 %	<b>27</b>	<b>81.5 %</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 07/01/2007 And 09/30/2007**

<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	103 92.0 %	4 3.6 %	5 4.5 %	<b>112</b>	<b>92.0 %</b>
Business and Admin Svcs	507 86.8 %	12 2.1 %	65 11.1 %	<b>584</b>	<b>86.8 %</b>
Chancellor/CPEVC Units	443 80.1 %	26 4.7 %	84 15.2 %	<b>553</b>	<b>80.1 %</b>
Engineering	585 89.9 %	14 2.2 %	52 8.0 %	<b>651</b>	<b>89.9 %</b>
Humanities	221 84.0 %	9 3.4 %	33 12.5 %	<b>263</b>	<b>84.0 %</b>
Information Technology Services	497 83.0 %	16 2.7 %	86 14.4 %	<b>599</b>	<b>83.0 %</b>
Library	505 81.1 %	17 2.7 %	101 16.2 %	<b>623</b>	<b>81.1 %</b>
Not Known	314 90.5 %	10 2.9 %	23 6.6 %	<b>347</b>	<b>90.5 %</b>
Physical & Biological Sciences	294 76.2 %	14 3.6 %	78 20.2 %	<b>386</b>	<b>76.2 %</b>
Social Sciences	319 78.0 %	14 3.4 %	76 18.6 %	<b>409</b>	<b>78.0 %</b>
Student Affairs	847 84.4 %	33 3.3 %	123 12.3 %	<b>1003</b>	<b>84.4 %</b>
Student (Graduate)	237 90.5 %	4 1.5 %	21 8.0 %	<b>262</b>	<b>90.5 %</b>
Student (Undergraduate)	2798 91.5 %	36 1.2 %	223 7.3 %	<b>3057</b>	<b>91.5 %</b>
UCO Lick Observatory	10 83.3 %	1 8.3 %	1 8.3 %	<b>12</b>	<b>83.3 %</b>
University Extension	23 85.2 %	1 3.7 %	3 11.1 %	<b>27</b>	<b>85.2 %</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 07/01/2007 And 09/30/2007**

<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)	18 75.0 %	2 8.3 %	4 16.7 %				<b>24</b>	<b>100.0 %</b>
CruzTime	70 63.1 %	15 13.5 %	6 5.4 %	2 1.8 %	3 2.7 %	15 13.5 %	<b>111</b>	<b>83.8 %</b>
Email	373 68.8 %	65 12.0 %	24 4.4 %	12 2.2 %	13 2.4 %	55 10.1 %	<b>542</b>	<b>87.5 %</b>
My Computer	872 55.3 %	185 11.7 %	132 8.4 %	86 5.4 %	70 4.4 %	233 14.8 %	<b>1578</b>	<b>80.8 %</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 07/01/2007 And 09/30/2007**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Chancellor/CPEVC Units		1 100.0 %					1	100.0 %
	Engineering	1 100.0 %						1	100.0 %
	Humanities	1 100.0 %						1	100.0 %
	Information Technology Services	2 66.7 %		1 33.3 %				3	100.0 %
	Library	1 100.0 %						1	100.0 %
	Not Known	1 50.0 %		1 50.0 %				2	100.0 %
	Student Affairs	2 100.0 %						2	100.0 %
	Student (Undergraduate)	10 76.9 %	1 7.7 %	2 15.4 %				13	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 07/01/2007 And 09/30/2007**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzTime	Arts	2 100.0 %						2	100.0 %
	Business and Admin Svcs	7 63.6 %	2 18.2 %				2 18.2 %	11	81.8 %
	Chancellor/CPEVC Units	14 87.5 %	1 6.3 %			1 6.3 %		16	93.8 %
	Engineering	4 50.0 %	1 12.5 %		1 12.5 %		2 25.0 %	8	75.0 %
	Humanities	2 25.0 %	1 12.5 %	1 12.5 %	1 12.5 %	1 12.5 %	2 25.0 %	8	62.5 %
	Information Technology Services	14 82.4 %	2 11.8 %	1 5.9 %				17	100.0 %
	Library	2 28.6 %	1 14.3 %	1 14.3 %			3 42.9 %	7	57.1 %
	Not Known	1 100.0 %						1	100.0 %
	Physical & Biological Sciences	5 62.5 %	1 12.5 %	2 25.0 %				8	100.0 %
	Social Sciences	2 40.0 %	3 60.0 %					5	100.0 %
	Student Affairs	13 61.9 %	3 14.3 %			1 4.8 %	4 19.0 %	21	76.2 %
	Student (Undergraduate)	3 60.0 %		1 20.0 %			1 20.0 %	5	80.0 %
	University Extension	1 50.0 %					1 50.0 %	2	50.0 %

**IT Request Response Time Performance Report  
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Response Times Shown In 2 Hour Increments  
For All Divisions and Specific Services  
Incident Dates Between 07/01/2007 And 09/30/2007**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Email	Arts	5 71.4 %				1 14.3 %	1 14.3 %	7	71.4 %
	Business and Admin Svcs	32 88.9 %	3 8.3 %	1 2.8 %				36	100.0 %
	Chancellor/CPEVC Units	32 61.5 %	10 19.2 %	1 1.9 %	3 5.8 %	1 1.9 %	5 9.6 %	52	88.5 %
	Engineering	21 87.5 %	1 4.2 %	1 4.2 %	1 4.2 %			24	100.0 %
	Humanities	23 65.7 %	11 31.4 %				1 2.9 %	35	97.1 %
	Information Technology Services	21 60.0 %	3 8.6 %		2 5.7 %	1 2.9 %	8 22.9 %	35	74.3 %
	Library	8 61.5 %	3 23.1 %				2 15.4 %	13	84.6 %
	Not Known	23 74.2 %	1 3.2 %	2 6.5 %	1 3.2 %		4 12.9 %	31	87.1 %
	Physical & Biological Sciences	18 69.2 %	6 23.1 %			1 3.8 %	1 3.8 %	26	92.3 %
	Social Sciences	42 77.8 %		2 3.7 %		3 5.6 %	7 13.0 %	54	81.5 %
	Student Affairs	44 71.0 %	5 8.1 %	6 9.7 %		2 3.2 %	5 8.1 %	62	88.7 %
	Student (Graduate)	7 43.8 %	3 18.8 %	3 18.8 %		1 6.3 %	2 12.5 %	16	81.3 %
	Student (Undergraduate)	93 64.1 %	19 13.1 %	8 5.5 %	5 3.4 %	2 1.4 %	18 12.4 %	145	86.2 %
	UCO Lick Observatory					1 100.0 %		1	0.0 %
	University Extension	4 80.0 %					1 20.0 %	5	80.0 %

**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 07/01/2007 And 09/30/2007**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
My Computer	Arts	8 57.1 %	2 14.3 %			1 7.1 %	3 21.4 %	14	71.4 %
	Business and Admin Svcs	183 64.2 %	32 11.2 %	18 6.3 %	15 5.3 %	7 2.5 %	30 10.5 %	285	87.0 %
	Chancellor/CPEVC Units	79 46.5 %	20 11.8 %	17 10.0 %	12 7.1 %	14 8.2 %	28 16.5 %	170	75.3 %
	Engineering	83 66.9 %	14 11.3 %	11 8.9 %	4 3.2 %	3 2.4 %	9 7.3 %	124	90.3 %
	Humanities	45 57.0 %	10 12.7 %	7 8.9 %	4 5.1 %	4 5.1 %	9 11.4 %	79	83.5 %
	Information Technology Services	62 62.6 %	16 16.2 %	6 6.1 %	3 3.0 %	2 2.0 %	10 10.1 %	99	87.9 %
	Library	62 62.0 %	11 11.0 %	9 9.0 %	4 4.0 %	3 3.0 %	11 11.0 %	100	86.0 %
	Not Known	4 40.0 %	1 10.0 %	1 10.0 %		2 20.0 %	2 20.0 %	10	60.0 %
	Physical & Biological Sciences	44 33.8 %	12 9.2 %	10 7.7 %	7 5.4 %	10 7.7 %	47 36.2 %	130	56.2 %
	Social Sciences	72 50.0 %	15 10.4 %	13 9.0 %	3 2.1 %	3 2.1 %	38 26.4 %	144	71.5 %
	Student Affairs	218 55.6 %	45 11.5 %	33 8.4 %	32 8.2 %	20 5.1 %	44 11.2 %	392	83.7 %
	Student (Graduate)	7 41.2 %	4 23.5 %	3 17.6 %	1 5.9 %		2 11.8 %	17	88.2 %
	Student (Undergraduate)	5 35.7 %	3 21.4 %	4 28.6 %	1 7.1 %	1 7.1 %		14	92.9 %

**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 07/01/2007 And 09/30/2007**

Service	Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	High	2 100.0 %						2	100.0 %
	Medium	16 72.7 %	2 9.1 %	4 18.2 %				22	100.0 %
CruzTime	High	3 60.0 %	1 20.0 %			1 20.0 %		5	80.0 %
	Low	2 66.7 %					1 33.3 %	3	66.7 %
	Medium	65 63.1 %	14 13.6 %	6 5.8 %	2 1.9 %	2 1.9 %	14 13.6 %	103	84.5 %
Email	High	76 85.4 %	8 9.0 %		1 1.1 %		4 4.5 %	89	95.5 %
	Low	9 37.5 %	4 16.7 %	4 16.7 %		3 12.5 %	4 16.7 %	24	70.8 %
	Medium	287 67.4 %	51 12.0 %	20 4.7 %	11 2.6 %	10 2.3 %	47 11.0 %	426	86.6 %
	Urgent	1 33.3 %	2 66.7 %					3	100.0 %
My Computer	High	437 60.5 %	82 11.4 %	52 7.2 %	29 4.0 %	25 3.5 %	97 13.4 %	722	83.1 %
	Low	22 43.1 %	4 7.8 %	6 11.8 %	6 11.8 %	1 2.0 %	12 23.5 %	51	74.5 %
	Medium	409 51.2 %	99 12.4 %	73 9.1 %	51 6.4 %	44 5.5 %	123 15.4 %	799	79.1 %
	Not Known	2 66.7 %		1 33.3 %				3	100.0 %
	Urgent	2 66.7 %					1 33.3 %	3	66.7 %

## **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 (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 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 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'. % 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.