



Information Technology Services

IT Request Response Time Performance Report

Incident Dates Between 10/1/2007 And 12/31/2007

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 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 10/1/2007 And 12/31/2007

0 - 8	8 - 10	> 10	Number of Tickets	% On Target
7217	208	941	8366	86.3 %
86.3 %	2.5 %	11.2 %		

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 10/1/2007 And 12/31/2007

0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
5816	741	405	255	208	941	8366	86.3 %
69.5 %	8.9 %	4.8 %	3.0 %	2.5 %	11.2 %		

**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 10/1/2007 And 12/31/2007**

Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Arts	83 83.0 %	5 5.0 %	2 2.0 %	1 1.0 %	1 1.0 %	8 8.0 %	100	91.0 %
Business and Admin Svcs	438 69.0 %	43 6.8 %	30 4.7 %	17 2.7 %	16 2.5 %	91 14.3 %	635	83.1 %
Chancellor/CPEVC Units	269 48.8 %	58 10.5 %	44 8.0 %	31 5.6 %	27 4.9 %	122 22.1 %	551	73.0 %
Engineering	427 68.2 %	75 12.0 %	23 3.7 %	21 3.4 %	12 1.9 %	68 10.9 %	626	87.2 %
Humanities	165 62.5 %	35 13.3 %	10 3.8 %	8 3.0 %	12 4.5 %	34 12.9 %	264	82.6 %
Information Technology Services	378 64.4 %	40 6.8 %	23 3.9 %	17 2.9 %	23 3.9 %	106 18.1 %	587	78.0 %
Library	191 52.2 %	56 15.3 %	34 9.3 %	17 4.6 %	12 3.3 %	56 15.3 %	366	81.4 %
Not Known	276 84.9 %	20 6.2 %	9 2.8 %	4 1.2 %	3 0.9 %	13 4.0 %	325	95.1 %
Physical & Biological Sciences	258 57.7 %	52 11.6 %	40 8.9 %	21 4.7 %	20 4.5 %	56 12.5 %	447	83.0 %
Social Sciences	321 70.9 %	36 7.9 %	23 5.1 %	14 3.1 %	12 2.6 %	47 10.4 %	453	87.0 %
Student Affairs	771 62.0 %	140 11.3 %	82 6.6 %	48 3.9 %	31 2.5 %	172 13.8 %	1244	83.7 %
Student (Graduate)	232 60.3 %	58 15.1 %	31 8.1 %	18 4.7 %	7 1.8 %	39 10.1 %	385	88.1 %
Student (Undergraduate)	1957 84.6 %	118 5.1 %	51 2.2 %	36 1.6 %	30 1.3 %	120 5.2 %	2312	93.5 %
UCO Lick Observatory	18 66.7 %	1 3.7 %	1 3.7 %	1 3.7 %	1 3.7 %	5 18.5 %	27	77.8 %
University Extension	32 72.7 %	4 9.1 %	2 4.5 %	1 2.3 %	1 2.3 %	4 9.1 %	44	88.6 %

**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 10/1/2007 And 12/31/2007**

Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
High	1456 66.5 %	196 8.9 %	112 5.1 %	72 3.3 %	62 2.8 %	293 13.4 %	2191	83.8 %
Low	302 58.3 %	69 13.3 %	39 7.5 %	20 3.9 %	13 2.5 %	75 14.5 %	518	83.0 %
Medium	4020 71.8 %	470 8.4 %	251 4.5 %	158 2.8 %	132 2.4 %	567 10.1 %	5598	87.5 %
Not Known	16 69.6 %	2 8.7 %	1 4.3 %		1 4.3 %	3 13.0 %	23	82.6 %
Urgent	22 61.1 %	4 11.1 %	2 5.6 %	5 13.9 %		3 8.3 %	36	91.7 %

**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 10/1/2007 And 12/31/2007**

Division	0 - 8	8 - 10	> 10	Number of Tickets	% On Target
Arts	91 91.0 %	1 1.0 %	8 8.0 %	100	91.0 %
Business and Admin Svcs	528 83.1 %	16 2.5 %	91 14.3 %	635	83.1 %
Chancellor/CPEVC Units	402 73.0 %	27 4.9 %	122 22.1 %	551	73.0 %
Engineering	546 87.2 %	12 1.9 %	68 10.9 %	626	87.2 %
Humanities	218 82.6 %	12 4.5 %	34 12.9 %	264	82.6 %
Information Technology Services	458 78.0 %	23 3.9 %	106 18.1 %	587	78.0 %
Library	298 81.4 %	12 3.3 %	56 15.3 %	366	81.4 %
Not Known	309 95.1 %	3 0.9 %	13 4.0 %	325	95.1 %
Physical & Biological Sciences	371 83.0 %	20 4.5 %	56 12.5 %	447	83.0 %
Social Sciences	394 87.0 %	12 2.6 %	47 10.4 %	453	87.0 %
Student Affairs	1041 83.7 %	31 2.5 %	172 13.8 %	1244	83.7 %
Student (Graduate)	339 88.1 %	7 1.8 %	39 10.1 %	385	88.1 %
Student (Undergraduate)	2162 93.5 %	30 1.3 %	120 5.2 %	2312	93.5 %
UCO Lick Observatory	21 77.8 %	1 3.7 %	5 18.5 %	27	77.8 %
University Extension	39 88.6 %	1 2.3 %	4 9.1 %	44	88.6 %

**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 10/1/2007 And 12/31/2007**

Service	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	14 77.8 %				2 11.1 %	2 11.1 %	18	77.8 %
CruzTime	136 68.0 %	19 9.5 %	5 2.5 %	6 3.0 %	5 2.5 %	29 14.5 %	200	83.0 %
Email	281 69.9 %	29 7.2 %	22 5.5 %	10 2.5 %	12 3.0 %	48 11.9 %	402	85.1 %
My Computer	720 57.9 %	179 14.4 %	100 8.0 %	59 4.7 %	45 3.6 %	140 11.3 %	1243	85.1 %

**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 10/1/2007 And 12/31/2007**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Information Technology Services	1 100.0 %						1	100.0 %
	Not Known	1 100.0 %						1	100.0 %
	Social Sciences						1 100.0 %	1	0.0 %
	Student Affairs	2 100.0 %						2	100.0 %
	Student (Graduate)	1 50.0 %					1 50.0 %	2	50.0 %
	Student (Undergraduate)	9 81.8 %					2 18.2 %	11	81.8 %

**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 10/1/2007 And 12/31/2007**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzTime	Arts	9 90.0 %					1 10.0 %	10	90.0 %
	Business and Admin Svcs	20 74.1 %	2 7.4 %	1 3.7 %	1 3.7 %		3 11.1 %	27	88.9 %
	Chancellor/CPEVC Units	10 52.6 %	2 10.5 %	1 5.3 %		2 10.5 %	4 21.1 %	19	68.4 %
	Engineering	11 73.3 %	1 6.7 %	1 6.7 %	1 6.7 %		1 6.7 %	15	93.3 %
	Humanities	1 14.3 %	4 57.1 %	1 14.3 %			1 14.3 %	7	85.7 %
	Information Technology Services	13 65.0 %			2 10.0 %		5 25.0 %	20	75.0 %
	Library	3 75.0 %	1 25.0 %					4	100.0 %
	Physical & Biological Sciences	14 77.8 %	1 5.6 %			1 5.6 %	2 11.1 %	18	83.3 %
	Social Sciences	10 71.4 %	2 14.3 %				2 14.3 %	14	85.7 %
	Student Affairs	37 68.5 %	6 11.1 %	1 1.9 %	1 1.9 %	2 3.7 %	7 13.0 %	54	83.3 %
	Student (Undergraduate)	1 100.0 %						1	100.0 %
	UCO Lick Observatory	3 60.0 %					2 40.0 %	5	60.0 %
	University Extension	4 66.7 %				1 16.7 %	1 16.7 %	6	83.3 %

**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 10/1/2007 And 12/31/2007**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Email	Arts	3 60.0 %	1 20.0 %				1 20.0 %	5	80.0 %
	Business and Admin Svcs	37 82.2 %	1 2.2 %	2 4.4 %		2 4.4 %	3 6.7 %	45	88.9 %
	Chancellor/CPEVC Units	12 44.4 %	5 18.5 %	1 3.7 %	1 3.7 %	3 11.1 %	5 18.5 %	27	70.4 %
	Engineering	11 78.6 %	1 7.1 %	1 7.1 %			1 7.1 %	14	92.9 %
	Humanities	20 66.7 %	2 6.7 %	1 3.3 %	1 3.3 %	1 3.3 %	5 16.7 %	30	80.0 %
	Information Technology Services	21 63.6 %		3 9.1 %		3 9.1 %	6 18.2 %	33	72.7 %
	Library	3 60.0 %		1 20.0 %			1 20.0 %	5	80.0 %
	Not Known	21 80.8 %		3 11.5 %			2 7.7 %	26	92.3 %
	Physical & Biological Sciences	9 42.9 %	3 14.3 %	2 9.5 %	3 14.3 %		4 19.0 %	21	81.0 %
	Social Sciences	25 71.4 %	2 5.7 %	1 2.9 %	3 8.6 %	1 2.9 %	3 8.6 %	35	88.6 %
	Student Affairs	37 62.7 %	5 8.5 %	5 8.5 %	1 1.7 %	1 1.7 %	10 16.9 %	59	81.4 %
	Student (Graduate)	23 79.3 %	4 13.8 %				2 6.9 %	29	93.1 %
	Student (Undergraduate)	56 81.2 %	5 7.2 %	2 2.9 %		1 1.4 %	5 7.2 %	69	91.3 %
	UCO Lick Observatory	2 66.7 %			1 33.3 %			3	100.0 %
	University Extension	1 100.0 %						1	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 10/1/2007 And 12/31/2007**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
My Computer	Arts	10 90.9 %		1 9.1 %				11	100.0 %
	Business and Admin Svcs	171 65.8 %	24 9.2 %	11 4.2 %	7 2.7 %	9 3.5 %	38 14.6 %	260	81.9 %
	Engineering	39 73.6 %	8 15.1 %	1 1.9 %	1 1.9 %		4 7.5 %	53	92.5 %
	Humanities	65 56.5 %	16 13.9 %	7 6.1 %	5 4.3 %	8 7.0 %	14 12.2 %	115	80.9 %
	Information Technology Services	50 60.2 %	10 12.0 %	4 4.8 %	5 6.0 %	5 6.0 %	9 10.8 %	83	83.1 %
	Library	34 48.6 %	8 11.4 %	8 11.4 %	6 8.6 %	2 2.9 %	12 17.1 %	70	80.0 %
	Not Known						1 100.0 %	1	0.0 %
	Physical & Biological Sciences	65 45.5 %	25 17.5 %	18 12.6 %	9 6.3 %	7 4.9 %	19 13.3 %	143	81.8 %
	Social Sciences	81 75.7 %	9 8.4 %	9 8.4 %	1 0.9 %	3 2.8 %	4 3.7 %	107	93.5 %
	Student Affairs	205 51.5 %	78 19.6 %	41 10.3 %	25 6.3 %	11 2.8 %	38 9.5 %	398	87.7 %
	University Extension		1 50.0 %				1 50.0 %	2	50.0 %

**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 10/1/2007 And 12/31/2007**

Service	Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Low						1 100.0 %	1	0.0 %
	Medium	14 82.4 %				2 11.8 %	1 5.9 %	17	82.4 %
CruzTime	High	24 88.9 %	2 7.4 %			1 3.7 %		27	96.3 %
	Low	1 100.0 %						1	100.0 %
	Medium	111 64.5 %	17 9.9 %	5 2.9 %	6 3.5 %	4 2.3 %	29 16.9 %	172	80.8 %
Email	High	58 80.6 %	2 2.8 %	2 2.8 %	1 1.4 %	2 2.8 %	7 9.7 %	72	87.5 %
	Low	26 78.8 %	4 12.1 %				3 9.1 %	33	90.9 %
	Medium	193 65.9 %	23 7.8 %	20 6.8 %	9 3.1 %	10 3.4 %	38 13.0 %	293	83.6 %
	Not Known	2 100.0 %						2	100.0 %
	Urgent	2 100.0 %						2	100.0 %
My Computer	High	434 60.8 %	93 13.0 %	44 6.2 %	35 4.9 %	31 4.3 %	77 10.8 %	714	84.9 %
	Low	17 42.5 %	6 15.0 %	5 12.5 %	2 5.0 %	1 2.5 %	9 22.5 %	40	75.0 %
	Medium	260 54.9 %	78 16.5 %	49 10.3 %	21 4.4 %	13 2.7 %	53 11.2 %	474	86.1 %
	Not Known	2 66.7 %					1 33.3 %	3	66.7 %
	Urgent	7 58.3 %	2 16.7 %	2 16.7 %	1 8.3 %			12	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 (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 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.