



Information Technology Services

IT Request Response Time Performance Report

Incident Dates Between 04/1/2009 And 06/30/2009

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 04/1/2009 And 06/30/2009

0 - 8	8 - 10	> 10	Number of Tickets	% On Target
9510	369	1192	11071	85.9 %
85.9 %	3.3 %	10.8 %		

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 04/1/2009 And 06/30/2009

0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
6946	1316	734	514	369	1192	11071	85.9 %
62.7 %	11.9 %	6.6 %	4.6 %	3.3 %	10.8 %		

**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 All Services
Incident Dates Between 04/1/2009 And 06/30/2009**

Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Arts	107 66.5 %	14 8.7 %	8 5.0 %	4 2.5 %	8 5.0 %	20 12.4 %	161	82.6 %
Business and Admin Svcs	392 56.5 %	102 14.7 %	49 7.1 %	41 5.9 %	29 4.2 %	81 11.7 %	694	84.1 %
Chancellor/CPEVC Units	359 60.6 %	56 9.5 %	32 5.4 %	27 4.6 %	15 2.5 %	103 17.4 %	592	80.1 %
Engineering	436 53.1 %	99 12.1 %	75 9.1 %	47 5.7 %	37 4.5 %	127 15.5 %	821	80.0 %
Humanities	202 64.7 %	46 14.7 %	15 4.8 %	19 6.1 %	4 1.3 %	26 8.3 %	312	90.4 %
Information Technology Services	579 56.8 %	117 11.5 %	55 5.4 %	43 4.2 %	46 4.5 %	179 17.6 %	1019	77.9 %
Library	228 60.6 %	41 10.9 %	20 5.3 %	19 5.1 %	14 3.7 %	54 14.4 %	376	81.9 %
Not Known	564 57.8 %	153 15.7 %	76 7.8 %	67 6.9 %	52 5.3 %	64 6.6 %	976	88.1 %
Physical & Biological Sciences	442 72.0 %	62 10.1 %	34 5.5 %	15 2.4 %	11 1.8 %	50 8.1 %	614	90.1 %
Social Sciences	332 64.0 %	54 10.4 %	45 8.7 %	23 4.4 %	15 2.9 %	50 9.6 %	519	87.5 %
Student Affairs	608 60.0 %	132 13.0 %	67 6.6 %	37 3.6 %	34 3.4 %	136 13.4 %	1014	83.2 %
Student (Graduate)	268 51.1 %	86 16.4 %	49 9.4 %	27 5.2 %	14 2.7 %	80 15.3 %	524	82.1 %
Student (Undergraduate)	2239 72.1 %	303 9.8 %	187 6.0 %	133 4.3 %	81 2.6 %	163 5.2 %	3106	92.1 %
UCO Lick Observatory	55 85.9 %	4 6.3 %		2 3.1 %	2 3.1 %	1 1.6 %	64	95.3 %
University Extension	135 48.4 %	47 16.8 %	22 7.9 %	10 3.6 %	7 2.5 %	58 20.8 %	279	76.7 %

**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 04/1/2009 And 06/30/2009**

Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
High	1489 61.9 %	256 10.6 %	170 7.1 %	77 3.2 %	71 3.0 %	341 14.2 %	2404	82.9 %
Low	253 61.7 %	41 10.0 %	19 4.6 %	15 3.7 %	8 2.0 %	74 18.0 %	410	80.0 %
Medium	5098 63.2 %	979 12.1 %	533 6.6 %	407 5.0 %	274 3.4 %	772 9.6 %	8063	87.0 %
Not Known	44 72.1 %	11 18.0 %	2 3.3 %	2 3.3 %	1 1.6 %	1 1.6 %	61	96.7 %
Urgent	62 46.6 %	29 21.8 %	10 7.5 %	13 9.8 %	15 11.3 %	4 3.0 %	133	85.7 %

**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 04/1/2009 And 06/30/2009**

Division	0 - 8	8 - 10	> 10	Number of Tickets	% On Target
Arts	133 82.6 %	8 5.0 %	20 12.4 %	161	82.6 %
Business and Admin Svcs	584 84.1 %	29 4.2 %	81 11.7 %	694	84.1 %
Chancellor/CPEVC Units	474 80.1 %	15 2.5 %	103 17.4 %	592	80.1 %
Engineering	657 80.0 %	37 4.5 %	127 15.5 %	821	80.0 %
Humanities	282 90.4 %	4 1.3 %	26 8.3 %	312	90.4 %
Information Technology Services	794 77.9 %	46 4.5 %	179 17.6 %	1019	77.9 %
Library	308 81.9 %	14 3.7 %	54 14.4 %	376	81.9 %
Not Known	860 88.1 %	52 5.3 %	64 6.6 %	976	88.1 %
Physical & Biological Sciences	553 90.1 %	11 1.8 %	50 8.1 %	614	90.1 %
Social Sciences	454 87.5 %	15 2.9 %	50 9.6 %	519	87.5 %
Student Affairs	844 83.2 %	34 3.4 %	136 13.4 %	1014	83.2 %
Student (Graduate)	430 82.1 %	14 2.7 %	80 15.3 %	524	82.1 %
Student (Undergraduate)	2862 92.1 %	81 2.6 %	163 5.2 %	3106	92.1 %
UCO Lick Observatory	61 95.3 %	2 3.1 %	1 1.6 %	64	95.3 %
University Extension	214 76.7 %	7 2.5 %	58 20.8 %	279	76.7 %

**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 04/1/2009 And 06/30/2009**

Service	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	10 62.5 %	2 12.5 %	2 12.5 %			2 12.5 %	16	87.5 %
CruzTime	61 61.6 %	12 12.1 %	9 9.1 %	1 1.0 %	4 4.0 %	12 12.1 %	99	83.8 %
Email	377 73.5 %	60 11.7 %	24 4.7 %	10 1.9 %	9 1.8 %	33 6.4 %	513	91.8 %
My Computer	911 66.4 %	173 12.6 %	85 6.2 %	54 3.9 %	38 2.8 %	110 8.0 %	1371	89.2 %

**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 Specific Services
Incident Dates Between 04/1/2009 And 06/30/2009**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Arts	1 100.0 %						1	100.0 %
	Business and Admin Svcs	1 100.0 %						1	100.0 %
	Engineering		1 100.0 %					1	100.0 %
	Information Technology Services	1 100.0 %						1	100.0 %
	Not Known		1 100.0 %					1	100.0 %
	Physical & Biological Sciences	3 100.0 %						3	100.0 %
	Social Sciences	1 100.0 %						1	100.0 %
	Student Affairs	2 100.0 %						2	100.0 %
	Student (Graduate)	1 100.0 %						1	100.0 %
	Student (Undergraduate)			2 50.0 %			2 50.0 %	4	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 Divisions and Specific Services
Incident Dates Between 04/1/2009 And 06/30/2009**

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 50.0 %	1 7.1 %	3 21.4 %	1 7.1 %		2 14.3 %	14	85.7 %
	Chancellor/CPEVC Units	11 84.6 %	1 7.7 %	1 7.7 %				13	100.0 %
	Engineering	5 55.6 %	1 11.1 %	1 11.1 %		1 11.1 %	1 11.1 %	9	77.8 %
	Humanities	3 100.0 %						3	100.0 %
	Information Technology Services	5 35.7 %	2 14.3 %	2 14.3 %		1 7.1 %	4 28.6 %	14	64.3 %
	Library	1 100.0 %						1	100.0 %
	Physical & Biological Sciences	5 55.6 %	4 44.4 %					9	100.0 %
	Social Sciences	4 66.7 %					2 33.3 %	6	66.7 %
	Student Affairs	15 71.4 %	1 4.8 %	1 4.8 %		1 4.8 %	3 14.3 %	21	81.0 %
	UCO Lick Observatory	1 100.0 %						1	100.0 %
University Extension	2 33.3 %	2 33.3 %	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 04/1/2009 And 06/30/2009**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Email	Arts	4 57.1 %		1 14.3 %			2 28.6 %	7	71.4 %
	Business and Admin Svcs	50 76.9 %	10 15.4 %	2 3.1 %		1 1.5 %	2 3.1 %	65	95.4 %
	Chancellor/CPEVC Units	34 69.4 %	5 10.2 %	4 8.2 %	1 2.0 %		5 10.2 %	49	89.8 %
	Engineering	3 50.0 %		1 16.7 %	1 16.7 %		1 16.7 %	6	83.3 %
	Humanities	28 80.0 %	4 11.4 %	1 2.9 %			2 5.7 %	35	94.3 %
	Information Technology Services	33 68.8 %	8 16.7 %	1 2.1 %	2 4.2 %	3 6.3 %	1 2.1 %	48	91.7 %
	Library	6 60.0 %	2 20.0 %	1 10.0 %		1 10.0 %		10	90.0 %
	Not Known	20 87.0 %	3 13.0 %					23	100.0 %
	Physical & Biological Sciences	31 77.5 %	7 17.5 %	2 5.0 %				40	100.0 %
	Social Sciences	35 77.8 %	2 4.4 %	2 4.4 %	1 2.2 %	2 4.4 %	3 6.7 %	45	88.9 %
	Student Affairs	55 68.8 %	15 18.8 %	4 5.0 %	2 2.5 %	1 1.3 %	3 3.8 %	80	95.0 %
	Student (Graduate)	13 68.4 %	2 10.5 %	1 5.3 %			3 15.8 %	19	84.2 %
	Student (Undergraduate)	60 75.9 %	1 1.3 %	4 5.1 %	3 3.8 %	1 1.3 %	10 12.7 %	79	86.1 %
	UCO Lick Observatory	1 100.0 %						1	100.0 %
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 04/1/2009 And 06/30/2009**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
My Computer	Arts	7 77.8 %				1 11.1 %	1 11.1 %	9	77.8 %
	Business and Admin Svcs	215 59.6 %	57 15.8 %	16 4.4 %	17 4.7 %	15 4.2 %	41 11.4 %	361	84.5 %
	Chancellor/CPEVC Units		1 100.0 %					1	100.0 %
	Engineering	23 38.3 %	7 11.7 %	10 16.7 %	7 11.7 %	4 6.7 %	9 15.0 %	60	78.3 %
	Humanities	44 64.7 %	10 14.7 %	3 4.4 %	3 4.4 %	1 1.5 %	7 10.3 %	68	88.2 %
	Information Technology Services	70 65.4 %	10 9.3 %	5 4.7 %	7 6.5 %	5 4.7 %	10 9.3 %	107	86.0 %
	Library	46 59.7 %	13 16.9 %	6 7.8 %	4 5.2 %	1 1.3 %	7 9.1 %	77	89.6 %
	Not Known	1 100.0 %						1	100.0 %
	Physical & Biological Sciences	218 82.6 %	19 7.2 %	15 5.7 %	2 0.8 %	1 0.4 %	9 3.4 %	264	96.2 %
	Social Sciences	54 74.0 %	11 15.1 %	3 4.1 %	3 4.1 %		2 2.7 %	73	97.3 %
	Student Affairs	231 66.8 %	44 12.7 %	27 7.8 %	11 3.2 %	9 2.6 %	24 6.9 %	346	90.5 %
	University Extension	2 50.0 %	1 25.0 %			1 25.0 %		4	75.0 %

**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 04/1/2009 And 06/30/2009**

Service	Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Medium	10	2	2			2	16	87.5 %
		62.5 %	12.5 %	12.5 %			12.5 %		
CruzTime	High	1						1	100.0 %
	Low		1				2	3	33.3 %
	Medium	60	11	9	1	4	10	95	85.3 %
		63.2 %	11.6 %	9.5 %	1.1 %	4.2 %	10.5 %		
Email	High	124	14	7	2	2	9	158	93.0 %
		78.5 %	8.9 %	4.4 %	1.3 %	1.3 %	5.7 %		
	Low	7	3		1			11	100.0 %
		63.6 %	27.3 %		9.1 %				
	Medium	245	41	17	7	7	24	341	90.9 %
	71.8 %	12.0 %	5.0 %	2.1 %	2.1 %	7.0 %			
	Not Known	1	1					2	100.0 %
		50.0 %	50.0 %						
	Urgent		1					1	100.0 %
			100.0 %						
My Computer	High	342	45	24	10	9	28	458	91.9 %
		74.7 %	9.8 %	5.2 %	2.2 %	2.0 %	6.1 %		
	Low	76	18	7	7	5	18	131	82.4 %
		58.0 %	13.7 %	5.3 %	5.3 %	3.8 %	13.7 %		
	Medium	481	109	54	37	24	64	769	88.6 %
	62.5 %	14.2 %	7.0 %	4.8 %	3.1 %	8.3 %			
	Not Known	5	1					6	100.0 %
		83.3 %	16.7 %						
	Urgent	7						7	100.0 %
		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.