



Information Technology Services

IT Request Response Time Performance Report

Incident Dates Between 04/1/2008 And 06/30/2008

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 04/1/2008 And 06/30/2008

0 - 8	8 - 10	> 10	Number of Tickets	% On Target
9676	291	1064	11031	87.7 %
87.7 %	2.6 %	9.6 %		

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 04/1/2008 And 06/30/2008

0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
7513	1097	612	454	291	1064	11031	87.7 %
68.1 %	9.9 %	5.5 %	4.1 %	2.6 %	9.6 %		

**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 04/1/2008 And 06/30/2008**

Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Arts	86 83.5 %	4 3.9 %	2 1.9 %	4 3.9 %	1 1.0 %	6 5.8 %	103	93.2 %
Business and Admin Svcs	557 71.0 %	82 10.5 %	43 5.5 %	30 3.8 %	15 1.9 %	57 7.3 %	784	90.8 %
Chancellor/CPEVC Units	287 60.3 %	45 9.5 %	26 5.5 %	25 5.3 %	13 2.7 %	80 16.8 %	476	80.5 %
Engineering	641 64.7 %	126 12.7 %	72 7.3 %	34 3.4 %	25 2.5 %	93 9.4 %	991	88.1 %
Humanities	221 69.1 %	36 11.3 %	15 4.7 %	11 3.4 %	5 1.6 %	32 10.0 %	320	88.4 %
Information Technology Services	651 61.2 %	96 9.0 %	55 5.2 %	36 3.4 %	46 4.3 %	180 16.9 %	1064	78.8 %
Library	316 53.9 %	78 13.3 %	39 6.7 %	27 4.6 %	17 2.9 %	109 18.6 %	586	78.5 %
Not Known	949 69.2 %	153 11.2 %	88 6.4 %	68 5.0 %	26 1.9 %	87 6.3 %	1371	91.8 %
Physical & Biological Sciences	306 68.2 %	45 10.0 %	28 6.2 %	14 3.1 %	14 3.1 %	42 9.4 %	449	87.5 %
Social Sciences	257 68.5 %	35 9.3 %	20 5.3 %	17 4.5 %	13 3.5 %	33 8.8 %	375	87.7 %
Student Affairs	796 69.7 %	100 8.8 %	71 6.2 %	32 2.8 %	36 3.2 %	107 9.4 %	1142	87.5 %
Student (Graduate)	277 57.7 %	55 11.5 %	25 5.2 %	25 5.2 %	17 3.5 %	81 16.9 %	480	79.6 %
Student (Undergraduate)	2080 75.4 %	235 8.5 %	125 4.5 %	123 4.5 %	58 2.1 %	139 5.0 %	2760	92.9 %
UCO Lick Observatory	18 69.2 %	4 15.4 %	1 3.8 %	1 3.8 %		2 7.7 %	26	92.3 %
University Extension	71 68.3 %	3 2.9 %	2 1.9 %	7 6.7 %	5 4.8 %	16 15.4 %	104	79.8 %

**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 04/1/2008 And 06/30/2008**

Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
High	1549 69.0 %	238 10.6 %	121 5.4 %	77 3.4 %	58 2.6 %	201 9.0 %	2244	88.5 %
Low	471 60.7 %	70 9.0 %	40 5.2 %	33 4.3 %	27 3.5 %	135 17.4 %	776	79.1 %
Medium	5377 68.5 %	770 9.8 %	443 5.6 %	336 4.3 %	206 2.6 %	715 9.1 %	7847	88.3 %
Not Known	24 80.0 %	2 6.7 %	1 3.3 %	2 6.7 %		1 3.3 %	30	96.7 %
Urgent	92 68.7 %	17 12.7 %	7 5.2 %	6 4.5 %		12 9.0 %	134	91.0 %

**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 04/1/2008 And 06/30/2008**

Division	0 - 8	8 - 10	> 10	Number of Tickets	% On Target
Arts	96 93.2 %	1 1.0 %	6 5.8 %	103	93.2 %
Business and Admin Svcs	712 90.8 %	15 1.9 %	57 7.3 %	784	90.8 %
Chancellor/CPEVC Units	383 80.5 %	13 2.7 %	80 16.8 %	476	80.5 %
Engineering	873 88.1 %	25 2.5 %	93 9.4 %	991	88.1 %
Humanities	283 88.4 %	5 1.6 %	32 10.0 %	320	88.4 %
Information Technology Services	838 78.8 %	46 4.3 %	180 16.9 %	1064	78.8 %
Library	460 78.5 %	17 2.9 %	109 18.6 %	586	78.5 %
Not Known	1258 91.8 %	26 1.9 %	87 6.3 %	1371	91.8 %
Physical & Biological Sciences	393 87.5 %	14 3.1 %	42 9.4 %	449	87.5 %
Social Sciences	329 87.7 %	13 3.5 %	33 8.8 %	375	87.7 %
Student Affairs	999 87.5 %	36 3.2 %	107 9.4 %	1142	87.5 %
Student (Graduate)	382 79.6 %	17 3.5 %	81 16.9 %	480	79.6 %
Student (Undergraduate)	2563 92.9 %	58 2.1 %	139 5.0 %	2760	92.9 %
UCO Lick Observatory	24 92.3 %		2 7.7 %	26	92.3 %
University Extension	83 79.8 %	5 4.8 %	16 15.4 %	104	79.8 %

**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 04/1/2008 And 06/30/2008**

Service	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	13 68.4 %	2 10.5 %	1 5.3 %	2 10.5 %		1 5.3 %	19	94.7 %
CruzTime	155 76.4 %	10 4.9 %	9 4.4 %	6 3.0 %	3 1.5 %	20 9.9 %	203	88.7 %
Email	363 82.3 %	48 10.9 %	10 2.3 %	4 0.9 %	7 1.6 %	9 2.0 %	441	96.4 %
My Computer	934 68.4 %	173 12.7 %	83 6.1 %	48 3.5 %	29 2.1 %	99 7.2 %	1366	90.6 %

**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 04/1/2008 And 06/30/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Business and Admin Svcs	1 100.0 %						1	100.0 %
	Engineering		1 50.0 %				1 50.0 %	2	50.0 %
	Humanities	1 100.0 %						1	100.0 %
	Not Known	2 100.0 %						2	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)	5 62.5 %		1 12.5 %	2 25.0 %			8	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 04/1/2008 And 06/30/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target	
CruzTime	Arts	4 100.0 %						4	100.0 %	
	Business and Admin Svcs	20 76.9 %		2 7.7 %			4 15.4 %	26	84.6 %	
	Chancellor/CPEVC Units	22 68.8 %	1 3.1 %	2 6.3 %	1 3.1 %	1 3.1 %	5 15.6 %	32	81.3 %	
	Engineering	4 80.0 %	1 20.0 %					5	100.0 %	
	Humanities	7 87.5 %					1 12.5 %	8	87.5 %	
	Information Technology Services	18 64.3 %	3 10.7 %	2 7.1 %	1 3.6 %		4 14.3 %	28	85.7 %	
	Library	10 76.9 %			1 7.7 %		2 15.4 %	13	84.6 %	
	Physical & Biological Sciences	11 84.6 %		1 7.7 %	1 7.7 %			13	100.0 %	
	Social Sciences	8 72.7 %	1 9.1 %				1 9.1 %	1 9.1 %	11	81.8 %
	Student Affairs	47 81.0 %	3 5.2 %	2 3.4 %	2 3.4 %	1 1.7 %	3 5.2 %	58	93.1 %	
	UCO Lick Observatory	1 50.0 %	1 50.0 %						2	100.0 %
	University Extension	3 100.0 %							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 04/1/2008 And 06/30/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target	
Email	Arts	6 75.0 %	2 25.0 %					8	100.0 %	
	Business and Admin Svcs	41 80.4 %	7 13.7 %		1 2.0 %	1 2.0 %	1 2.0 %	51	96.1 %	
	Chancellor/CPEVC Units	27 87.1 %	1 3.2 %	1 3.2 %	1 3.2 %		1 3.2 %	31	96.8 %	
	Engineering	12 85.7 %					2 14.3 %	14	85.7 %	
	Humanities	21 77.8 %	4 14.8 %	1 3.7 %			1 3.7 %	27	96.3 %	
	Information Technology Services	29 72.5 %	8 20.0 %	3 7.5 %				40	100.0 %	
	Library	6 54.5 %	3 27.3 %				2 18.2 %	11	81.8 %	
	Not Known	33 84.6 %	2 5.1 %	2 5.1 %		1 2.6 %	1 2.6 %	39	94.9 %	
	Physical & Biological Sciences	23 79.3 %	3 10.3 %	1 3.4 %			2 6.9 %	29	93.1 %	
	Social Sciences	30 85.7 %	3 8.6 %		1 2.9 %	1 2.9 %		35	97.1 %	
	Student Affairs	60 84.5 %	8 11.3 %	2 2.8 %	1 1.4 %			71	100.0 %	
	Student (Graduate)	26 96.3 %	1 3.7 %					27	100.0 %	
	Student (Undergraduate)	46 83.6 %	6 10.9 %				2 3.6 %	1 1.8 %	55	94.5 %
	University Extension	3 100.0 %							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 04/1/2008 And 06/30/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
My Computer	Arts	9 90.0 %		1 10.0 %				10	100.0 %
	Business and Admin Svcs	225 69.0 %	38 11.7 %	21 6.4 %	13 4.0 %	7 2.1 %	22 6.7 %	326	91.1 %
	Engineering	64 73.6 %	13 14.9 %	5 5.7 %	3 3.4 %	1 1.1 %	1 1.1 %	87	97.7 %
	Humanities	64 68.8 %	11 11.8 %	3 3.2 %	3 3.2 %	1 1.1 %	11 11.8 %	93	87.1 %
	Information Technology Services	72 64.9 %	17 15.3 %	5 4.5 %	6 5.4 %	2 1.8 %	9 8.1 %	111	90.1 %
	Library	66 57.4 %	17 14.8 %	3 2.6 %	7 6.1 %	2 1.7 %	20 17.4 %	115	80.9 %
	Not Known	1 33.3 %		2 66.7 %				3	100.0 %
	Physical & Biological Sciences	83 68.0 %	16 13.1 %	9 7.4 %	4 3.3 %	2 1.6 %	8 6.6 %	122	91.8 %
	Social Sciences	30 76.9 %	6 15.4 %	1 2.6 %	2 5.1 %			39	100.0 %
	Student Affairs	319 70.0 %	54 11.8 %	33 7.2 %	10 2.2 %	14 3.1 %	26 5.7 %	456	91.2 %
	Student (Undergraduate)		1 100.0 %					1	100.0 %
	UCO Lick Observatory	1 100.0 %						1	100.0 %
	University Extension						2 100.0 %	2	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 04/1/2008 And 06/30/2008**

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	100.0 %
	Medium	12 66.7 %	2 11.1 %	1 5.6 %	2 11.1 %		1 5.6 %	18	94.4 %
CruzTime	High	5 41.7 %	2 16.7 %	1 8.3 %	2 16.7 %		2 16.7 %	12	83.3 %
	Low	2 100.0 %						2	100.0 %
	Medium	147 78.2 %	8 4.3 %	8 4.3 %	4 2.1 %	3 1.6 %	18 9.6 %	188	88.8 %
	Not Known	1 100.0 %						1	100.0 %
Email	High	111 79.3 %	19 13.6 %	3 2.1 %	4 2.9 %	1 0.7 %	2 1.4 %	140	97.9 %
	Low	28 90.3 %	1 3.2 %			2 6.5 %		31	93.5 %
	Medium	223 82.9 %	28 10.4 %	7 2.6 %		4 1.5 %	7 2.6 %	269	95.9 %
	Not Known	1 100.0 %						1	100.0 %
My Computer	High	513 75.7 %	70 10.3 %	31 4.6 %	19 2.8 %	11 1.6 %	34 5.0 %	678	93.4 %
	Low	45 58.4 %	7 9.1 %	4 5.2 %	4 5.2 %	3 3.9 %	14 18.2 %	77	77.9 %
	Medium	371 61.2 %	96 15.8 %	48 7.9 %	25 4.1 %	15 2.5 %	51 8.4 %	606	89.1 %
	Not Known	3 100.0 %						3	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 (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.