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# Information Technology Services

## IT Request Response Time Performance Report

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Incident Dates Between 01/1/2009 And 03/31/2009

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 01/1/2009 And 03/31/2009**

<b>0 - 8</b>	<b>8 - 10</b>	<b>&gt; 10</b>	<b>Number of Tickets</b>	<b>% On Target</b>
13107	425	1933	<b>15465</b>	<b>84.8 %</b>
84.8 %	2.7 %	12.5 %		

**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 01/1/2009 And 03/31/2009**

<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>
9503	2132	824	648	425	1933	<b>15465</b>	<b>84.8 %</b>
61.4 %	13.8 %	5.3 %	4.2 %	2.7 %	12.5 %		

**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 01/1/2009 And 03/31/2009**

Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Arts	129 62.0 %	8 3.8 %	5 2.4 %	5 2.4 %	14 6.7 %	47 22.6 %	<b>208</b>	<b>70.7 %</b>
Business and Admin Svcs	461 62.2 %	90 12.1 %	58 7.8 %	34 4.6 %	29 3.9 %	69 9.3 %	<b>741</b>	<b>86.8 %</b>
Chancellor/CPEVC Units	311 49.1 %	63 10.0 %	42 6.6 %	36 5.7 %	28 4.4 %	153 24.2 %	<b>633</b>	<b>71.4 %</b>
Engineering	457 46.0 %	143 14.4 %	69 6.9 %	55 5.5 %	34 3.4 %	235 23.7 %	<b>993</b>	<b>72.9 %</b>
Humanities	273 53.0 %	71 13.8 %	46 8.9 %	27 5.2 %	14 2.7 %	84 16.3 %	<b>515</b>	<b>81.0 %</b>
Information Technology Services	839 59.0 %	124 8.7 %	91 6.4 %	40 2.8 %	49 3.4 %	279 19.6 %	<b>1422</b>	<b>76.9 %</b>
Library	307 56.2 %	58 10.6 %	41 7.5 %	26 4.8 %	20 3.7 %	94 17.2 %	<b>546</b>	<b>79.1 %</b>
Not Known	494 59.4 %	112 13.5 %	45 5.4 %	75 9.0 %	26 3.1 %	80 9.6 %	<b>832</b>	<b>87.3 %</b>
Physical & Biological Sciences	440 62.8 %	87 12.4 %	47 6.7 %	29 4.1 %	13 1.9 %	85 12.1 %	<b>701</b>	<b>86.0 %</b>
Social Sciences	342 52.0 %	73 11.1 %	38 5.8 %	41 6.2 %	30 4.6 %	134 20.4 %	<b>658</b>	<b>75.1 %</b>
Student Affairs	700 54.3 %	168 13.0 %	90 7.0 %	59 4.6 %	55 4.3 %	217 16.8 %	<b>1289</b>	<b>78.9 %</b>
Student (Graduate)	263 47.3 %	60 10.8 %	39 7.0 %	46 8.3 %	23 4.1 %	125 22.5 %	<b>556</b>	<b>73.4 %</b>
Student (Undergraduate)	4362 71.5 %	1039 17.0 %	190 3.1 %	159 2.6 %	75 1.2 %	277 4.5 %	<b>6102</b>	<b>94.2 %</b>
UCO Lick Observatory	27 65.9 %	3 7.3 %	4 9.8 %	2 4.9 %	1 2.4 %	4 9.8 %	<b>41</b>	<b>87.8 %</b>
University Extension	98 43.0 %	33 14.5 %	19 8.3 %	14 6.1 %	14 6.1 %	50 21.9 %	<b>228</b>	<b>71.9 %</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 01/1/2009 And 03/31/2009**

<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	1762 58.0 %	356 11.7 %	189 6.2 %	144 4.7 %	120 3.9 %	469 15.4 %	<b>3040</b>	<b>80.6 %</b>
Low	177 34.0 %	38 7.3 %	23 4.4 %	22 4.2 %	17 3.3 %	244 46.8 %	<b>521</b>	<b>49.9 %</b>
Medium	7440 63.6 %	1729 14.8 %	599 5.1 %	443 3.8 %	282 2.4 %	1214 10.4 %	<b>11707</b>	<b>87.2 %</b>
Not Known	72 90.0 %	2 2.5 %	2 2.5 %	3 3.8 %		1 1.3 %	<b>80</b>	<b>98.8 %</b>
Urgent	52 44.4 %	7 6.0 %	11 9.4 %	36 30.8 %	6 5.1 %	5 4.3 %	<b>117</b>	<b>90.6 %</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 01/1/2009 And 03/31/2009**

<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	147 70.7 %	14 6.7 %	47 22.6 %	<b>208</b>	<b>70.7 %</b>
Business and Admin Svcs	643 86.8 %	29 3.9 %	69 9.3 %	<b>741</b>	<b>86.8 %</b>
Chancellor/CPEVC Units	452 71.4 %	28 4.4 %	153 24.2 %	<b>633</b>	<b>71.4 %</b>
Engineering	724 72.9 %	34 3.4 %	235 23.7 %	<b>993</b>	<b>72.9 %</b>
Humanities	417 81.0 %	14 2.7 %	84 16.3 %	<b>515</b>	<b>81.0 %</b>
Information Technology Services	1094 76.9 %	49 3.4 %	279 19.6 %	<b>1422</b>	<b>76.9 %</b>
Library	432 79.1 %	20 3.7 %	94 17.2 %	<b>546</b>	<b>79.1 %</b>
Not Known	726 87.3 %	26 3.1 %	80 9.6 %	<b>832</b>	<b>87.3 %</b>
Physical & Biological Sciences	603 86.0 %	13 1.9 %	85 12.1 %	<b>701</b>	<b>86.0 %</b>
Social Sciences	494 75.1 %	30 4.6 %	134 20.4 %	<b>658</b>	<b>75.1 %</b>
Student Affairs	1017 78.9 %	55 4.3 %	217 16.8 %	<b>1289</b>	<b>78.9 %</b>
Student (Graduate)	408 73.4 %	23 4.1 %	125 22.5 %	<b>556</b>	<b>73.4 %</b>
Student (Undergraduate)	5750 94.2 %	75 1.2 %	277 4.5 %	<b>6102</b>	<b>94.2 %</b>
UCO Lick Observatory	36 87.8 %	1 2.4 %	4 9.8 %	<b>41</b>	<b>87.8 %</b>
University Extension	164 71.9 %	14 6.1 %	50 21.9 %	<b>228</b>	<b>71.9 %</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 01/1/2009 And 03/31/2009**

<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)	14 43.8 %	3 9.4 %	4 12.5 %	1 3.1 %		10 31.3 %	<b>32</b>	<b>68.8 %</b>
CruzTime	59 45.4 %	18 13.8 %	10 7.7 %	5 3.8 %	8 6.2 %	30 23.1 %	<b>130</b>	<b>70.8 %</b>
Email	798 64.7 %	138 11.2 %	61 4.9 %	63 5.1 %	59 4.8 %	114 9.2 %	<b>1233</b>	<b>86.0 %</b>
My Computer	896 59.4 %	217 14.4 %	122 8.1 %	64 4.2 %	45 3.0 %	165 10.9 %	<b>1509</b>	<b>86.1 %</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 01/1/2009 And 03/31/2009**

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	0.0 %
	Humanities		2 100.0 %					2	100.0 %
	Information Technology Services			1 25.0 %	1 25.0 %		2 50.0 %	4	50.0 %
	Library	3 100.0 %						3	100.0 %
	Not Known			1 33.3 %			2 66.7 %	3	33.3 %
	Social Sciences	1 100.0 %						1	100.0 %
	Student Affairs	1 100.0 %						1	100.0 %
	Student (Graduate)	1 50.0 %					1 50.0 %	2	50.0 %
	Student (Undergraduate)	8 53.3 %	1 6.7 %	2 13.3 %			4 26.7 %	15	73.3 %

**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 01/1/2009 And 03/31/2009**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target	
CruzTime	Arts	1 50.0 %					1 50.0 %	2	50.0 %	
	Business and Admin Svcs	5 41.7 %		1 8.3 %	1 8.3 %	2 16.7 %	3 25.0 %	12	58.3 %	
	Chancellor/CPEVC Units	11 61.1 %		1 5.6 %	1 5.6 %	2 11.1 %	3 16.7 %	18	72.2 %	
	Engineering	5 50.0 %	1 10.0 %				4 40.0 %	10	60.0 %	
	Humanities	2 50.0 %					2 50.0 %	4	50.0 %	
	Information Technology Services	5 41.7 %	2 16.7 %	2 16.7 %		1 8.3 %	2 16.7 %	12	75.0 %	
	Library	1 33.3 %				2 66.7 %		3	33.3 %	
	Physical & Biological Sciences	8 61.5 %	1 7.7 %	1 7.7 %			3 23.1 %	13	76.9 %	
	Social Sciences	4 50.0 %	2 25.0 %				2 25.0 %	8	75.0 %	
	Student Affairs	15 39.5 %	10 26.3 %	4 10.5 %		1 2.6 %	8 21.1 %	38	76.3 %	
	Student (Undergraduate)	1 100.0 %							1	100.0 %
	UCO Lick Observatory		1 20.0 %			2 40.0 %		2 40.0 %	5	60.0 %
	University Extension	1 25.0 %	1 25.0 %	1 25.0 %	1 25.0 %				4	100.0 %

**IT Request Response Time Performance Report  
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For All Divisions and Specific Services  
Incident Dates Between 01/1/2009 And 03/31/2009**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Email	Arts	26 66.7 %	2 5.1 %	2 5.1 %		3 7.7 %	6 15.4 %	39	76.9 %
	Business and Admin Svcs	76 63.3 %	17 14.2 %	9 7.5 %	6 5.0 %	7 5.8 %	5 4.2 %	120	90.0 %
	Chancellor/CPEVC Units	45 60.8 %	10 13.5 %	5 6.8 %	5 6.8 %	4 5.4 %	5 6.8 %	74	87.8 %
	Engineering	9 50.0 %	1 5.6 %	2 11.1 %			6 33.3 %	18	66.7 %
	Humanities	75 70.8 %	9 8.5 %	8 7.5 %	4 3.8 %	3 2.8 %	7 6.6 %	106	90.6 %
	Information Technology Services	84 68.9 %	10 8.2 %	3 2.5 %	5 4.1 %	8 6.6 %	12 9.8 %	122	83.6 %
	Library	36 81.8 %	2 4.5 %	1 2.3 %	1 2.3 %	2 4.5 %	2 4.5 %	44	90.9 %
	Not Known	46 56.1 %	16 19.5 %	4 4.9 %	1 1.2 %	3 3.7 %	12 14.6 %	82	81.7 %
	Physical & Biological Sciences	67 79.8 %	8 9.5 %	4 4.8 %	4 4.8 %		1 1.2 %	84	98.8 %
	Social Sciences	66 63.5 %	12 11.5 %	5 4.8 %	6 5.8 %	4 3.8 %	11 10.6 %	104	85.6 %
	Student Affairs	126 65.3 %	18 9.3 %	6 3.1 %	13 6.7 %	10 5.2 %	20 10.4 %	193	84.5 %
	Student (Graduate)	44 69.8 %	2 3.2 %	2 3.2 %	4 6.3 %	2 3.2 %	9 14.3 %	63	82.5 %
	Student (Undergraduate)	92 52.3 %	31 17.6 %	9 5.1 %	14 8.0 %	13 7.4 %	17 9.7 %	176	83.0 %
	UCO Lick Observatory	3 100.0 %							3
University Extension	3 60.0 %		1 20.0 %				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 01/1/2009 And 03/31/2009**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
My Computer	Arts	7 63.6 %	1 9.1 %			2 18.2 %	1 9.1 %	11	72.7 %
	Business and Admin Svcs	204 62.8 %	34 10.5 %	28 8.6 %	19 5.8 %	9 2.8 %	31 9.5 %	325	87.7 %
	Engineering	40 44.4 %	19 21.1 %	8 8.9 %	7 7.8 %	3 3.3 %	13 14.4 %	90	82.2 %
	Humanities	74 54.4 %	28 20.6 %	13 9.6 %	7 5.1 %	3 2.2 %	11 8.1 %	136	89.7 %
	Information Technology Services	62 62.6 %	12 12.1 %	7 7.1 %	5 5.1 %	2 2.0 %	11 11.1 %	99	86.9 %
	Library	62 55.9 %	18 16.2 %	7 6.3 %	6 5.4 %	1 0.9 %	17 15.3 %	111	83.8 %
	Physical & Biological Sciences	156 65.8 %	35 14.8 %	15 6.3 %	3 1.3 %	5 2.1 %	23 9.7 %	237	88.2 %
	Social Sciences	42 60.9 %	10 14.5 %	4 5.8 %		3 4.3 %	10 14.5 %	69	81.2 %
	Student Affairs	246 58.7 %	60 14.3 %	38 9.1 %	16 3.8 %	15 3.6 %	44 10.5 %	419	85.9 %
	University Extension	3 25.0 %		2 16.7 %	1 8.3 %	2 16.7 %	4 33.3 %	12	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 01/1/2009 And 03/31/2009**

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	0.0 %
	Low			1 50.0 %	1 50.0 %			2	100.0 %
	Medium	14 50.0 %	3 10.7 %	3 10.7 %			8 28.6 %	28	71.4 %
CruzTime	High	4 66.7 %	1 16.7 %			1 16.7 %		6	83.3 %
	Low			1 50.0 %			1 50.0 %	2	50.0 %
	Medium	55 45.1 %	17 13.9 %	9 7.4 %	5 4.1 %	7 5.7 %	29 23.8 %	122	70.5 %
Email	High	325 72.4 %	41 9.1 %	18 4.0 %	20 4.5 %	18 4.0 %	27 6.0 %	449	90.0 %
	Low	8 61.5 %	2 15.4 %		1 7.7 %	1 7.7 %	1 7.7 %	13	84.6 %
	Medium	462 60.4 %	95 12.4 %	43 5.6 %	40 5.2 %	40 5.2 %	85 11.1 %	765	83.7 %
	Not Known	3 60.0 %			1 20.0 %		1 20.0 %	5	80.0 %
	Urgent				1 100.0 %			1	100.0 %
My Computer	High	379 68.0 %	69 12.4 %	37 6.6 %	15 2.7 %	17 3.1 %	40 7.2 %	557	89.8 %
	Low	63 45.7 %	18 13.0 %	8 5.8 %	12 8.7 %	4 2.9 %	33 23.9 %	138	73.2 %
	Medium	445 55.5 %	128 16.0 %	76 9.5 %	37 4.6 %	24 3.0 %	92 11.5 %	802	85.5 %
	Not Known	5 71.4 %	1 14.3 %	1 14.3 %				7	100.0 %
	Urgent	4 80.0 %	1 20.0 %					5	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 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.