



Information Technology Services

IT Request Response Time Performance Report

Incident Dates Between 07/01/2009 And 09/30/2009

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 07/01/2009 And 09/30/2009

0 - 8	8 - 10	> 10	Number of Tickets	% On Target
10015	336	1415	11766	85.1 %
85.1 %	2.9 %	12.0 %		

**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 07/01/2009 And 09/30/2009

0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
7737	1232	643	403	336	1415	11766	85.1 %
65.8 %	10.5 %	5.5 %	3.4 %	2.9 %	12.0 %		

**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 07/01/2009 And 09/30/2009**

Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Arts	81 55.5 %	15 10.3 %	9 6.2 %	6 4.1 %	4 2.7 %	31 21.2 %	146	76.0 %
Business and Admin Svcs	423 70.0 %	56 9.3 %	42 7.0 %	17 2.8 %	16 2.6 %	50 8.3 %	604	89.1 %
Chancellor/CPEVC Units	350 58.6 %	57 9.5 %	39 6.5 %	36 6.0 %	25 4.2 %	90 15.1 %	597	80.7 %
Engineering	406 51.1 %	137 17.3 %	52 6.5 %	37 4.7 %	35 4.4 %	127 16.0 %	794	79.6 %
Humanities	216 55.4 %	38 9.7 %	23 5.9 %	22 5.6 %	16 4.1 %	75 19.2 %	390	76.7 %
Information Technology Services	519 52.0 %	90 9.0 %	75 7.5 %	43 4.3 %	32 3.2 %	240 24.0 %	999	72.8 %
Library	367 77.8 %	47 10.0 %	20 4.2 %	9 1.9 %	4 0.8 %	25 5.3 %	472	93.9 %
Not Known	530 57.7 %	157 17.1 %	60 6.5 %	37 4.0 %	27 2.9 %	107 11.7 %	918	85.4 %
Physical & Biological Sciences	396 64.3 %	70 11.4 %	35 5.7 %	26 4.2 %	22 3.6 %	67 10.9 %	616	85.6 %
Social Sciences	340 61.0 %	55 9.9 %	36 6.5 %	19 3.4 %	10 1.8 %	97 17.4 %	557	80.8 %
Student Affairs	581 60.2 %	124 12.8 %	64 6.6 %	39 4.0 %	25 2.6 %	132 13.7 %	965	83.7 %
Student (Graduate)	355 58.2 %	83 13.6 %	40 6.6 %	26 4.3 %	22 3.6 %	84 13.8 %	610	82.6 %
Student (Undergraduate)	3025 80.9 %	256 6.8 %	120 3.2 %	72 1.9 %	80 2.1 %	185 4.9 %	3738	92.9 %
UCO Lick Observatory	19 59.4 %	5 15.6 %	2 6.3 %		1 3.1 %	5 15.6 %	32	81.3 %
University Extension	129 39.3 %	42 12.8 %	26 7.9 %	14 4.3 %	17 5.2 %	100 30.5 %	328	64.3 %

**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 07/01/2009 And 09/30/2009**

Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
High	1522 64.4 %	245 10.4 %	127 5.4 %	78 3.3 %	63 2.7 %	328 13.9 %	2363	83.5 %
Low	462 77.6 %	33 5.5 %	19 3.2 %	10 1.7 %	7 1.2 %	64 10.8 %	595	88.1 %
Medium	5697 65.2 %	947 10.8 %	495 5.7 %	312 3.6 %	265 3.0 %	1016 11.6 %	8732	85.3 %
Not Known	32 82.1 %	2 5.1 %	2 5.1 %	2 5.1 %		1 2.6 %	39	97.4 %
Urgent	24 64.9 %	5 13.5 %		1 2.7 %	1 2.7 %	6 16.2 %	37	81.1 %

**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 07/01/2009 And 09/30/2009**

Division	0 - 8	8 - 10	> 10	Number of Tickets	% On Target
Arts	111 76.0 %	4 2.7 %	31 21.2 %	146	76.0 %
Business and Admin Svcs	538 89.1 %	16 2.6 %	50 8.3 %	604	89.1 %
Chancellor/CPEVC Units	482 80.7 %	25 4.2 %	90 15.1 %	597	80.7 %
Engineering	632 79.6 %	35 4.4 %	127 16.0 %	794	79.6 %
Humanities	299 76.7 %	16 4.1 %	75 19.2 %	390	76.7 %
Information Technology Services	727 72.8 %	32 3.2 %	240 24.0 %	999	72.8 %
Library	443 93.9 %	4 0.8 %	25 5.3 %	472	93.9 %
Not Known	784 85.4 %	27 2.9 %	107 11.7 %	918	85.4 %
Physical & Biological Sciences	527 85.6 %	22 3.6 %	67 10.9 %	616	85.6 %
Social Sciences	450 80.8 %	10 1.8 %	97 17.4 %	557	80.8 %
Student Affairs	808 83.7 %	25 2.6 %	132 13.7 %	965	83.7 %
Student (Graduate)	504 82.6 %	22 3.6 %	84 13.8 %	610	82.6 %
Student (Undergraduate)	3473 92.9 %	80 2.1 %	185 4.9 %	3738	92.9 %
UCO Lick Observatory	26 81.3 %	1 3.1 %	5 15.6 %	32	81.3 %
University Extension	211 64.3 %	17 5.2 %	100 30.5 %	328	64.3 %

**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 07/01/2009 And 09/30/2009**

Service	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	18 62.1 %	3 10.3 %	2 6.9 %	1 3.4 %	2 6.9 %	3 10.3 %	29	82.8 %
CruzTime	67 63.8 %	9 8.6 %	11 10.5 %	4 3.8 %	2 1.9 %	12 11.4 %	105	86.7 %
Email	558 54.2 %	91 8.8 %	69 6.7 %	44 4.3 %	50 4.9 %	218 21.2 %	1030	74.0 %
My Computer	940 68.4 %	147 10.7 %	73 5.3 %	51 3.7 %	38 2.8 %	126 9.2 %	1375	88.1 %

**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 07/01/2009 And 09/30/2009**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Business and Admin Svcs	2 100.0 %						2	100.0 %
	Engineering	1 100.0 %						1	100.0 %
	Humanities	1 100.0 %						1	100.0 %
	Information Technology Services	1 100.0 %						1	100.0 %
	Not Known	1 50.0 %				1 50.0 %		2	50.0 %
	Student Affairs	5 83.3 %			1 16.7 %			6	100.0 %
	Student (Graduate)	2 40.0 %		1 20.0 %			2 40.0 %	5	60.0 %
	Student (Undergraduate)	4 40.0 %	3 30.0 %	1 10.0 %		1 10.0 %	1 10.0 %	10	80.0 %
	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 07/01/2009 And 09/30/2009**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzTime	Arts	1 100.0 %						1	100.0 %
	Business and Admin Svcs	11 68.8 %		1 6.3 %	1 6.3 %	2 12.5 %	1 6.3 %	16	81.3 %
	Chancellor/CPEVC Units	16 66.7 %	1 4.2 %	2 8.3 %			5 20.8 %	24	79.2 %
	Engineering	4 66.7 %	1 16.7 %	1 16.7 %				6	100.0 %
	Humanities	2 50.0 %		1 25.0 %	1 25.0 %			4	100.0 %
	Information Technology Services	4 36.4 %	2 18.2 %	2 18.2 %	2 18.2 %		1 9.1 %	11	90.9 %
	Library		1 50.0 %	1 50.0 %				2	100.0 %
	Not Known			1 100.0 %				1	100.0 %
	Physical & Biological Sciences	3 75.0 %					1 25.0 %	4	75.0 %
	Social Sciences	2 100.0 %						2	100.0 %
	Student Affairs	19 67.9 %	4 14.3 %	1 3.6 %			4 14.3 %	28	85.7 %
	Student (Undergraduate)	1 100.0 %						1	100.0 %
	University Extension	4 80.0 %		1 20.0 %				5	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 07/01/2009 And 09/30/2009

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Email	Arts	14 77.8 %	1 5.6 %			1 5.6 %	2 11.1 %	18	83.3 %
	Business and Admin Svcs	61 76.3 %	5 6.3 %	5 6.3 %	2 2.5 %		7 8.8 %	80	91.3 %
	Chancellor/CPEVC Units	51 68.9 %	3 4.1 %	3 4.1 %	4 5.4 %	5 6.8 %	8 10.8 %	74	82.4 %
	Engineering	5 71.4 %	2 28.6 %					7	100.0 %
	Humanities	44 67.7 %	6 9.2 %	2 3.1 %	2 3.1 %	2 3.1 %	9 13.8 %	65	83.1 %
	Information Technology Services	26 28.3 %	13 14.1 %	13 14.1 %	6 6.5 %	1 1.1 %	33 35.9 %	92	63.0 %
	Library	10 83.3 %		1 8.3 %	1 8.3 %			12	100.0 %
	Not Known	49 46.2 %	6 5.7 %	3 2.8 %	2 1.9 %	2 1.9 %	44 41.5 %	106	56.6 %
	Physical & Biological Sciences	24 54.5 %	8 18.2 %	9 20.5 %		1 2.3 %	2 4.5 %	44	93.2 %
	Social Sciences	52 69.3 %	10 13.3 %	3 4.0 %	5 6.7 %		5 6.7 %	75	93.3 %
	Student Affairs	62 55.4 %	14 12.5 %	9 8.0 %	6 5.4 %	3 2.7 %	18 16.1 %	112	81.3 %
	Student (Graduate)	48 57.8 %	5 6.0 %	6 7.2 %	2 2.4 %	5 6.0 %	17 20.5 %	83	73.5 %
	Student (Undergraduate)	106 41.7 %	17 6.7 %	15 5.9 %	13 5.1 %	30 11.8 %	73 28.7 %	254	59.4 %
	UCO Lick Observatory	3 100.0 %							3
University Extension	3 60.0 %	1 20.0 %			1 20.0 %			5	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 07/01/2009 And 09/30/2009

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
My Computer	Arts	16 47.1 %	2 5.9 %	2 5.9 %	1 2.9 %		13 38.2 %	34	61.8 %
	Business and Admin Svcs	207 72.9 %	29 10.2 %	17 6.0 %	8 2.8 %	4 1.4 %	19 6.7 %	284	91.9 %
	Engineering	33 55.9 %	5 8.5 %	4 6.8 %	2 3.4 %	6 10.2 %	9 15.3 %	59	74.6 %
	Humanities	61 58.7 %	12 11.5 %	2 1.9 %	6 5.8 %	7 6.7 %	16 15.4 %	104	77.9 %
	Information Technology Services	56 57.1 %	11 11.2 %	8 8.2 %	5 5.1 %	5 5.1 %	13 13.3 %	98	81.6 %
	Library	64 80.0 %	6 7.5 %	3 3.8 %	1 1.3 %		6 7.5 %	80	92.5 %
	Not Known				1 100.0 %			1	100.0 %
	Physical & Biological Sciences	172 69.1 %	28 11.2 %	11 4.4 %	12 4.8 %	7 2.8 %	19 7.6 %	249	89.6 %
	Social Sciences	86 72.3 %	17 14.3 %	5 4.2 %	4 3.4 %	1 0.8 %	6 5.0 %	119	94.1 %
	Student Affairs	240 70.8 %	37 10.9 %	21 6.2 %	10 2.9 %	7 2.1 %	24 7.1 %	339	90.9 %
	Student (Graduate)	1 50.0 %			1 50.0 %			2	100.0 %
	Student (Undergraduate)	2 100.0 %						2	100.0 %
	University Extension	2 50.0 %					1 25.0 %	1 25.0 %	4

**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 07/01/2009 And 09/30/2009**

Service	Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	High			1 100.0 %				1	100.0 %
	Low						1 100.0 %	1	0.0 %
	Medium	18 66.7 %	3 11.1 %	1 3.7 %	1 3.7 %	2 7.4 %	2 7.4 %	27	85.2 %
CruzTime	High	1 100.0 %						1	100.0 %
	Medium	65 63.7 %	9 8.8 %	11 10.8 %	4 3.9 %	2 2.0 %	11 10.8 %	102	87.3 %
	Not Known	1 100.0 %						1	100.0 %
	Urgent						1 100.0 %	1	0.0 %
Email	High	214 78.4 %	23 8.4 %	14 5.1 %	5 1.8 %	1 0.4 %	16 5.9 %	273	93.8 %
	Low	8 33.3 %	6 25.0 %	2 8.3 %		2 8.3 %	6 25.0 %	24	66.7 %
	Medium	336 46.0 %	62 8.5 %	53 7.3 %	39 5.3 %	47 6.4 %	194 26.5 %	731	67.0 %
	Urgent						2 100.0 %	2	0.0 %
My Computer	High	348 75.7 %	38 8.3 %	23 5.0 %	15 3.3 %	5 1.1 %	31 6.7 %	460	92.2 %
	Low	61 57.0 %	15 14.0 %	6 5.6 %	6 5.6 %	1 0.9 %	18 16.8 %	107	82.2 %
	Medium	523 65.6 %	92 11.5 %	44 5.5 %	29 3.6 %	32 4.0 %	77 9.7 %	797	86.3 %
	Not Known	3 60.0 %	1 20.0 %			1 20.0 %		5	100.0 %
	Urgent	5 83.3 %	1 16.7 %					6	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.