



Information Technology Services

IT Request Response Time Performance Report

Incident Dates Between 07/01/2008 And 09/30/2008

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 07/01/2008 And 09/30/2008

0 - 8	8 - 10	> 10	Number of Tickets	% On Target
10796	287	880	11963	90.2 %
90.2 %	2.4 %	7.4 %		

**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 07/01/2008 And 09/30/2008

0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
8669	1206	565	356	287	880	11963	90.2 %
72.5 %	10.1 %	4.7 %	3.0 %	2.4 %	7.4 %		

**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 07/01/2008 And 09/30/2008

Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Arts	83 68.0 %	14 11.5 %	7 5.7 %	5 4.1 %	4 3.3 %	9 7.4 %	122	89.3 %
Business and Admin Svcs	403 62.3 %	113 17.5 %	46 7.1 %	22 3.4 %	20 3.1 %	43 6.6 %	647	90.3 %
Chancellor/CPEVC Units	375 64.2 %	66 11.3 %	43 7.4 %	21 3.6 %	12 2.1 %	67 11.5 %	584	86.5 %
Engineering	556 67.0 %	101 12.2 %	54 6.5 %	32 3.9 %	27 3.3 %	60 7.2 %	830	89.5 %
Humanities	268 61.0 %	60 13.7 %	17 3.9 %	24 5.5 %	21 4.8 %	49 11.2 %	439	84.1 %
Information Technology Services	596 58.3 %	100 9.8 %	51 5.0 %	34 3.3 %	42 4.1 %	200 19.6 %	1023	76.3 %
Library	356 61.7 %	82 14.2 %	37 6.4 %	21 3.6 %	19 3.3 %	62 10.7 %	577	86.0 %
Not Known	658 79.9 %	76 9.2 %	38 4.6 %	23 2.8 %	10 1.2 %	19 2.3 %	824	96.5 %
Physical & Biological Sciences	379 64.7 %	71 12.1 %	27 4.6 %	28 4.8 %	19 3.2 %	62 10.6 %	586	86.2 %
Social Sciences	352 61.4 %	74 12.9 %	37 6.5 %	22 3.8 %	21 3.7 %	67 11.7 %	573	84.6 %
Student Affairs	889 62.5 %	192 13.5 %	106 7.4 %	52 3.7 %	44 3.1 %	140 9.8 %	1423	87.1 %
Student (Graduate)	341 66.5 %	63 12.3 %	29 5.7 %	21 4.1 %	7 1.4 %	52 10.1 %	513	88.5 %
Student (Undergraduate)	3345 89.8 %	189 5.1 %	69 1.9 %	45 1.2 %	38 1.0 %	39 1.0 %	3725	97.9 %
UCO Lick Observatory	15 75.0 %	2 10.0 %				3 15.0 %	20	85.0 %
University Extension	53 68.8 %	3 3.9 %	4 5.2 %	6 7.8 %	3 3.9 %	8 10.4 %	77	85.7 %

**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 07/01/2008 And 09/30/2008**

Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
High	2234 71.8 %	305 9.8 %	166 5.3 %	96 3.1 %	76 2.4 %	235 7.6 %	3112	90.0 %
Low	261 54.7 %	64 13.4 %	37 7.8 %	20 4.2 %	22 4.6 %	73 15.3 %	477	80.1 %
Medium	6031 73.4 %	833 10.1 %	360 4.4 %	236 2.9 %	189 2.3 %	567 6.9 %	8216	90.8 %
Not Known	112 97.4 %	1 0.9 %	1 0.9 %	1 0.9 %			115	100.0 %
Urgent	31 72.1 %	3 7.0 %	1 2.3 %	3 7.0 %		5 11.6 %	43	88.4 %

**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 07/01/2008 And 09/30/2008**

Division	0 - 8	8 - 10	> 10	Number of Tickets	% On Target
Arts	109 89.3 %	4 3.3 %	9 7.4 %	122	89.3 %
Business and Admin Svcs	584 90.3 %	20 3.1 %	43 6.6 %	647	90.3 %
Chancellor/CPEVC Units	505 86.5 %	12 2.1 %	67 11.5 %	584	86.5 %
Engineering	743 89.5 %	27 3.3 %	60 7.2 %	830	89.5 %
Humanities	369 84.1 %	21 4.8 %	49 11.2 %	439	84.1 %
Information Technology Services	781 76.3 %	42 4.1 %	200 19.6 %	1023	76.3 %
Library	496 86.0 %	19 3.3 %	62 10.7 %	577	86.0 %
Not Known	795 96.5 %	10 1.2 %	19 2.3 %	824	96.5 %
Physical & Biological Sciences	505 86.2 %	19 3.2 %	62 10.6 %	586	86.2 %
Social Sciences	485 84.6 %	21 3.7 %	67 11.7 %	573	84.6 %
Student Affairs	1239 87.1 %	44 3.1 %	140 9.8 %	1423	87.1 %
Student (Graduate)	454 88.5 %	7 1.4 %	52 10.1 %	513	88.5 %
Student (Undergraduate)	3648 97.9 %	38 1.0 %	39 1.0 %	3725	97.9 %
UCO Lick Observatory	17 85.0 %		3 15.0 %	20	85.0 %
University Extension	66 85.7 %	3 3.9 %	8 10.4 %	77	85.7 %

**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 07/01/2008 And 09/30/2008**

Service	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	10 76.9 %	2 15.4 %				1 7.7 %	13	92.3 %
CruzTime	159 69.1 %	25 10.9 %	16 7.0 %	12 5.2 %	6 2.6 %	12 5.2 %	230	92.2 %
Email	687 86.4 %	71 8.9 %	13 1.6 %	4 0.5 %	9 1.1 %	11 1.4 %	795	97.5 %
My Computer	1036 64.9 %	236 14.8 %	119 7.5 %	61 3.8 %	53 3.3 %	92 5.8 %	1597	90.9 %

**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 07/01/2008 And 09/30/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Humanities	1 100.0 %						1	100.0 %
	Not Known	1 100.0 %						1	100.0 %
	Student (Graduate)	1 100.0 %						1	100.0 %
	Student (Undergraduate)	7 70.0 %	2 20.0 %				1 10.0 %	10	90.0 %
CruzTime	Arts	3 42.9 %		1 14.3 %			3 42.9 %	7	57.1 %
	Business and Admin Svcs	12 63.2 %	3 15.8 %	1 5.3 %	1 5.3 %	1 5.3 %	1 5.3 %	19	89.5 %
	Chancellor/CPEVC Units	22 75.9 %	4 13.8 %	1 3.4 %	1 3.4 %		1 3.4 %	29	96.6 %
	Engineering	13 86.7 %		1 6.7 %	1 6.7 %			15	100.0 %
	Humanities	5 55.6 %	1 11.1 %		1 11.1 %	1 11.1 %	1 11.1 %	9	77.8 %
	Information Technology Services	17 65.4 %	4 15.4 %	2 7.7 %		1 3.8 %	2 7.7 %	26	88.5 %
	Library	5 62.5 %	1 12.5 %	2 25.0 %				8	100.0 %
	Physical & Biological Sciences	8 50.0 %	2 12.5 %	1 6.3 %	3 18.8 %	1 6.3 %	1 6.3 %	16	87.5 %
	Social Sciences	14 77.8 %	1 5.6 %	1 5.6 %	1 5.6 %	1 5.6 %		18	94.4 %
	Student Affairs	53 72.6 %	7 9.6 %	6 8.2 %	4 5.5 %	1 1.4 %	2 2.7 %	73	95.9 %
	Student (Undergraduate)	1 50.0 %	1 50.0 %					2	100.0 %
	UCO Lick Observatory						1 100.0 %	1	0.0 %
	University Extension	6 85.7 %	1 14.3 %					7	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 07/01/2008 And 09/30/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Email	Arts	17 89.5 %	1 5.3 %		1 5.3 %			19	100.0 %
	Business and Admin Svcs	60 88.2 %	6 8.8 %		1 1.5 %		1 1.5 %	68	98.5 %
	Chancellor/CPEVC Units	48 87.3 %	5 9.1 %	1 1.8 %			1 1.8 %	55	98.2 %
	Engineering	13 92.9 %	1 7.1 %					14	100.0 %
	Humanities	41 70.7 %	14 24.1 %			1 1.7 %	2 3.4 %	58	94.8 %
	Information Technology Services	60 93.8 %	2 3.1 %				2 3.1 %	64	96.9 %
	Library	13 81.3 %	3 18.8 %					16	100.0 %
	Not Known	49 84.5 %	4 6.9 %	1 1.7 %		2 3.4 %	2 3.4 %	58	93.1 %
	Physical & Biological Sciences	43 95.6 %	1 2.2 %			1 2.2 %		45	97.8 %
	Social Sciences	66 88.0 %	7 9.3 %	1 1.3 %	1 1.3 %			75	100.0 %
	Student Affairs	95 81.2 %	13 11.1 %	4 3.4 %	1 0.9 %	2 1.7 %	2 1.7 %	117	96.6 %
	Student (Graduate)	29 85.3 %	4 11.8 %	1 2.9 %				34	100.0 %
	Student (Undergraduate)	150 88.8 %	10 5.9 %	5 3.0 %		3 1.8 %	1 0.6 %	169	97.6 %
	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 07/01/2008 And 09/30/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
My Computer	Arts	14 66.7 %	2 9.5 %	1 4.8 %	1 4.8 %	2 9.5 %	1 4.8 %	21	85.7 %
	Business and Admin Svcs	187 62.8 %	54 18.1 %	21 7.0 %	12 4.0 %	7 2.3 %	17 5.7 %	298	91.9 %
	Engineering	72 77.4 %	5 5.4 %	6 6.5 %	3 3.2 %	3 3.2 %	4 4.3 %	93	92.5 %
	Humanities	62 63.9 %	8 8.2 %	3 3.1 %	11 11.3 %	5 5.2 %	8 8.2 %	97	86.6 %
	Information Technology Services	86 62.3 %	17 12.3 %	12 8.7 %	6 4.3 %	6 4.3 %	11 8.0 %	138	87.7 %
	Library	109 69.0 %	24 15.2 %	7 4.4 %	2 1.3 %	6 3.8 %	10 6.3 %	158	89.9 %
	Not Known	1 33.3 %		1 33.3 %			1 33.3 %	3	66.7 %
	Physical & Biological Sciences	111 63.4 %	27 15.4 %	13 7.4 %	11 6.3 %	4 2.3 %	9 5.1 %	175	92.6 %
	Social Sciences	49 69.0 %	9 12.7 %	7 9.9 %			6 8.5 %	71	91.5 %
	Student Affairs	344 63.7 %	89 16.5 %	48 8.9 %	15 2.8 %	20 3.7 %	24 4.4 %	540	91.9 %
	University Extension	1 33.3 %	1 33.3 %				1 33.3 %	3	66.7 %

**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 Specific Services
Incident Dates Between 07/01/2008 And 09/30/2008**

Service	Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Medium	10	2				1	13	92.3 %
		76.9 %	15.4 %				7.7 %		
CruzTime	High	5	4	3				12	100.0 %
	Medium	154	21	13	12	6	12	218	91.7 %
Email	High	192	17	3	3	1	3	219	98.2 %
	Low	23	4	3		1	1	32	93.8 %
	Medium	469	50	7	1	7	7	541	97.4 %
	Not Known	2						2	100.0 %
	Urgent	1						1	100.0 %
My Computer	High	489	81	42	23	25	29	689	92.2 %
	Low	101	34	25	7	7	15	189	88.4 %
	Medium	440	119	52	29	21	47	708	90.4 %
	Not Known	3	1		1			5	100.0 %
	Urgent	3	1		1		1	6	83.3 %

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.