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# Information Technology Services

## IT Request Response Time Performance Report

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Incident Dates Between 10/1/2008 And 12/31/2008

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 10/1/2008 And 12/31/2008**

<b>0 - 8</b>	<b>8 - 10</b>	<b>&gt; 10</b>	<b>Number of Tickets</b>	<b>% On Target</b>
8432	274	1009	<b>9715</b>	<b>86.8 %</b>
86.8 %	2.8 %	10.4 %		

**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 10/1/2008 And 12/31/2008**

0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
6149	1212	679	392	274	1009	<b>9715</b>	<b>86.8 %</b>
63.3 %	12.5 %	7.0 %	4.0 %	2.8 %	10.4 %		

**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 10/1/2008 And 12/31/2008**

Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Arts	88 64.7 %	9 6.6 %	8 5.9 %	4 2.9 %	9 6.6 %	18 13.2 %	136	80.1 %
Business and Admin Svcs	310 62.6 %	69 13.9 %	45 9.1 %	26 5.3 %	18 3.6 %	27 5.5 %	495	90.9 %
Chancellor/CPEVC Units	375 62.8 %	63 10.6 %	32 5.4 %	23 3.9 %	13 2.2 %	91 15.2 %	597	82.6 %
Engineering	498 57.3 %	118 13.6 %	65 7.5 %	52 6.0 %	37 4.3 %	99 11.4 %	869	84.3 %
Humanities	239 57.9 %	48 11.6 %	37 9.0 %	19 4.6 %	24 5.8 %	46 11.1 %	413	83.1 %
Information Technology Services	506 55.2 %	110 12.0 %	58 6.3 %	33 3.6 %	23 2.5 %	186 20.3 %	916	77.2 %
Library	314 60.4 %	74 14.2 %	61 11.7 %	11 2.1 %	12 2.3 %	48 9.2 %	520	88.5 %
Not Known	391 70.6 %	70 12.6 %	32 5.8 %	21 3.8 %	8 1.4 %	32 5.8 %	554	92.8 %
Physical & Biological Sciences	499 65.2 %	101 13.2 %	38 5.0 %	30 3.9 %	21 2.7 %	76 9.9 %	765	87.3 %
Social Sciences	244 56.2 %	48 11.1 %	25 5.8 %	23 5.3 %	18 4.1 %	76 17.5 %	434	78.3 %
Student Affairs	721 58.8 %	183 14.9 %	101 8.2 %	47 3.8 %	46 3.8 %	128 10.4 %	1226	85.8 %
Student (Graduate)	233 48.6 %	66 13.8 %	49 10.2 %	25 5.2 %	20 4.2 %	86 18.0 %	479	77.9 %
Student (Undergraduate)	1617 74.9 %	246 11.4 %	124 5.7 %	71 3.3 %	24 1.1 %	78 3.6 %	2160	95.3 %
UCO Lick Observatory	26 89.7 %		1 3.4 %	1 3.4 %		1 3.4 %	29	96.6 %
University Extension	88 72.1 %	7 5.7 %	3 2.5 %	6 4.9 %	1 0.8 %	17 13.9 %	122	85.2 %

**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 10/1/2008 And 12/31/2008**

<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	1486 64.8 %	262 11.4 %	150 6.5 %	72 3.1 %	62 2.7 %	260 11.3 %	<b>2292</b>	<b>86.0 %</b>
Low	232 48.3 %	69 14.4 %	74 15.4 %	13 2.7 %	17 3.5 %	75 15.6 %	<b>480</b>	<b>80.8 %</b>
Medium	4256 63.7 %	832 12.4 %	441 6.6 %	300 4.5 %	192 2.9 %	663 9.9 %	<b>6684</b>	<b>87.2 %</b>
Not Known	28 80.0 %	3 8.6 %	2 5.7 %		1 2.9 %	1 2.9 %	<b>35</b>	<b>94.3 %</b>
Urgent	147 65.6 %	46 20.5 %	12 5.4 %	7 3.1 %	2 0.9 %	10 4.5 %	<b>224</b>	<b>94.6 %</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 10/1/2008 And 12/31/2008**

<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	109 80.1 %	9 6.6 %	18 13.2 %	<b>136</b>	<b>80.1 %</b>
Business and Admin Svcs	450 90.9 %	18 3.6 %	27 5.5 %	<b>495</b>	<b>90.9 %</b>
Chancellor/CPEVC Units	493 82.6 %	13 2.2 %	91 15.2 %	<b>597</b>	<b>82.6 %</b>
Engineering	733 84.3 %	37 4.3 %	99 11.4 %	<b>869</b>	<b>84.3 %</b>
Humanities	343 83.1 %	24 5.8 %	46 11.1 %	<b>413</b>	<b>83.1 %</b>
Information Technology Services	707 77.2 %	23 2.5 %	186 20.3 %	<b>916</b>	<b>77.2 %</b>
Library	460 88.5 %	12 2.3 %	48 9.2 %	<b>520</b>	<b>88.5 %</b>
Not Known	514 92.8 %	8 1.4 %	32 5.8 %	<b>554</b>	<b>92.8 %</b>
Physical & Biological Sciences	668 87.3 %	21 2.7 %	76 9.9 %	<b>765</b>	<b>87.3 %</b>
Social Sciences	340 78.3 %	18 4.1 %	76 17.5 %	<b>434</b>	<b>78.3 %</b>
Student Affairs	1052 85.8 %	46 3.8 %	128 10.4 %	<b>1226</b>	<b>85.8 %</b>
Student (Graduate)	373 77.9 %	20 4.2 %	86 18.0 %	<b>479</b>	<b>77.9 %</b>
Student (Undergraduate)	2058 95.3 %	24 1.1 %	78 3.6 %	<b>2160</b>	<b>95.3 %</b>
UCO Lick Observatory	28 96.6 %		1 3.4 %	<b>29</b>	<b>96.6 %</b>
University Extension	104 85.2 %	1 0.8 %	17 13.9 %	<b>122</b>	<b>85.2 %</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 10/1/2008 And 12/31/2008**

<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)	13 61.9 %	1 4.8 %	3 14.3 %	2 9.5 %	1 4.8 %	1 4.8 %	<b>21</b>	<b>90.5 %</b>
CruzTime	119 57.8 %	38 18.4 %	24 11.7 %	8 3.9 %	7 3.4 %	10 4.9 %	<b>206</b>	<b>91.7 %</b>
Email	440 61.5 %	116 16.2 %	52 7.3 %	38 5.3 %	25 3.5 %	45 6.3 %	<b>716</b>	<b>90.2 %</b>
My Computer	884 65.2 %	191 14.1 %	101 7.5 %	61 4.5 %	48 3.5 %	70 5.2 %	<b>1355</b>	<b>91.3 %</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 10/1/2008 And 12/31/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	Engineering	1 100.0 %						1	100.0 %
	Humanities	2 100.0 %						2	100.0 %
	Information Technology Services	3 100.0 %						3	100.0 %
	Not Known	2 100.0 %						2	100.0 %
	Physical & Biological Sciences					1 100.0 %		1	0.0 %
	Student Affairs	1 100.0 %						1	100.0 %
	Student (Graduate)			1 100.0 %				1	100.0 %
	Student (Undergraduate)	4 40.0 %	1 10.0 %	2 20.0 %	2 20.0 %		1 10.0 %	10	90.0 %

**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 10/1/2008 And 12/31/2008**

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	19 59.4 %	5 15.6 %	5 15.6 %	1 3.1 %	1 3.1 %	1 3.1 %	32	93.8 %
	Chancellor/CPEVC Units	12 50.0 %	4 16.7 %	3 12.5 %		3 12.5 %	2 8.3 %	24	79.2 %
	Engineering	10 71.4 %	3 21.4 %	1 7.1 %				14	100.0 %
	Humanities	3 37.5 %	3 37.5 %	1 12.5 %			1 12.5 %	8	87.5 %
	Information Technology Services	17 65.4 %	6 23.1 %	1 3.8 %		1 3.8 %	1 3.8 %	26	92.3 %
	Library	3 100.0 %						3	100.0 %
	Physical & Biological Sciences	6 85.7 %		1 14.3 %				7	100.0 %
	Social Sciences	3 42.9 %	3 42.9 %	1 14.3 %				7	100.0 %
	Student Affairs	33 50.0 %	13 19.7 %	10 15.2 %	6 9.1 %	1 1.5 %	3 4.5 %	66	93.9 %
	UCO Lick Observatory	5 83.3 %					1 16.7 %	6	83.3 %
	University Extension	6 54.5 %	1 9.1 %	1 9.1 %	1 9.1 %	1 9.1 %	1 9.1 %	11	81.8 %

**IT Request Response Time Performance Report  
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For All Divisions and Specific Services  
Incident Dates Between 10/1/2008 And 12/31/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
Email	Arts	12 66.7 %		1 5.6 %	3 16.7 %		2 11.1 %	18	88.9 %
	Business and Admin Svcs	55 60.4 %	14 15.4 %	10 11.0 %	5 5.5 %	2 2.2 %	5 5.5 %	91	92.3 %
	Chancellor/CPEVC Units	25 62.5 %	8 20.0 %	1 2.5 %	2 5.0 %		4 10.0 %	40	90.0 %
	Engineering	14 60.9 %	2 8.7 %	2 8.7 %	2 8.7 %		3 13.0 %	23	87.0 %
	Humanities	44 53.7 %	13 15.9 %	10 12.2 %	3 3.7 %	6 7.3 %	6 7.3 %	82	85.4 %
	Information Technology Services	24 64.9 %	8 21.6 %	3 8.1 %			2 5.4 %	37	94.6 %
	Library	13 72.2 %	4 22.2 %		1 5.6 %			18	100.0 %
	Not Known	26 74.3 %	4 11.4 %		2 5.7 %	1 2.9 %	2 5.7 %	35	91.4 %
	Physical & Biological Sciences	33 78.6 %	6 14.3 %	3 7.1 %				42	100.0 %
	Social Sciences	42 59.2 %	17 23.9 %	2 2.8 %	2 2.8 %	2 2.8 %	6 8.5 %	71	88.7 %
	Student Affairs	80 57.6 %	21 15.1 %	11 7.9 %	10 7.2 %	9 6.5 %	8 5.8 %	139	87.8 %
	Student (Graduate)	24 60.0 %	5 12.5 %	4 10.0 %	1 2.5 %	3 7.5 %	3 7.5 %	40	85.0 %
	Student (Undergraduate)	46 60.5 %	13 17.1 %	5 6.6 %	6 7.9 %	2 2.6 %	4 5.3 %	76	92.1 %
	UCO Lick Observatory	1 100.0 %							1
University Extension	1 33.3 %	1 33.3 %			1 33.3 %			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 10/1/2008 And 12/31/2008**

Service	Division	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
My Computer	Arts	11 64.7 %	1 5.9 %	1 5.9 %	1 5.9 %	2 11.8 %	1 5.9 %	17	82.4 %
	Business and Admin Svcs	130 61.6 %	33 15.6 %	19 9.0 %	11 5.2 %	8 3.8 %	10 4.7 %	211	91.5 %
	Engineering	72 70.6 %	13 12.7 %	6 5.9 %	6 5.9 %	2 2.0 %	3 2.9 %	102	95.1 %
	Humanities	62 57.4 %	15 13.9 %	11 10.2 %	6 5.6 %	10 9.3 %	4 3.7 %	108	87.0 %
	Information Technology Services	62 64.6 %	11 11.5 %	8 8.3 %	6 6.3 %	2 2.1 %	7 7.3 %	96	90.6 %
	Library	65 66.3 %	14 14.3 %	7 7.1 %	3 3.1 %	3 3.1 %	6 6.1 %	98	90.8 %
	Physical & Biological Sciences	193 72.3 %	30 11.2 %	9 3.4 %	12 4.5 %	5 1.9 %	18 6.7 %	267	91.4 %
	Social Sciences	27 73.0 %		5 13.5 %	2 5.4 %	1 2.7 %	2 5.4 %	37	91.9 %
	Student Affairs	262 62.7 %	74 17.7 %	35 8.4 %	13 3.1 %	15 3.6 %	19 4.5 %	418	91.9 %
	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 Priority Levels and Specific Services  
Incident Dates Between 10/1/2008 And 12/31/2008**

Service	Priority	0 - 2	2 - 4	4 - 6	6 - 8	8 - 10	>10	Number of Tickets	% On Target
CruzNet (Wireless)	High	1 50.0 %			1 50.0 %			2	100.0 %
	Low	1 100.0 %						1	100.0 %
	Medium	11 61.1 %	1 5.6 %	3 16.7 %	1 5.6 %	1 5.6 %	1 5.6 %	18	88.9 %
CruzTime	High	5 71.4 %	1 14.3 %		1 14.3 %			7	100.0 %
	Low	1 25.0 %				1 25.0 %	2 50.0 %	4	25.0 %
	Medium	112 57.7 %	37 19.1 %	24 12.4 %	7 3.6 %	6 3.1 %	8 4.1 %	194	92.8 %
	Not Known	1 100.0 %						1	100.0 %
Email	High	126 65.3 %	27 14.0 %	18 9.3 %	3 1.6 %	5 2.6 %	14 7.3 %	193	90.2 %
	Low	27 45.0 %	18 30.0 %	6 10.0 %	4 6.7 %	2 3.3 %	3 5.0 %	60	91.7 %
	Medium	285 62.0 %	71 15.4 %	27 5.9 %	31 6.7 %	18 3.9 %	28 6.1 %	460	90.0 %
	Not Known	1 100.0 %						1	100.0 %
	Urgent	1 50.0 %		1 50.0 %				2	100.0 %
My Computer	High	361 76.8 %	49 10.4 %	21 4.5 %	16 3.4 %	10 2.1 %	13 2.8 %	470	95.1 %
	Low	102 56.7 %	29 16.1 %	20 11.1 %	6 3.3 %	6 3.3 %	17 9.4 %	180	87.2 %
	Medium	403 59.1 %	111 16.3 %	58 8.5 %	39 5.7 %	32 4.7 %	39 5.7 %	682	89.6 %
	Not Known	6 60.0 %	1 10.0 %	2 20.0 %			1 10.0 %	10	90.0 %
	Urgent	12 92.3 %	1 7.7 %					13	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.