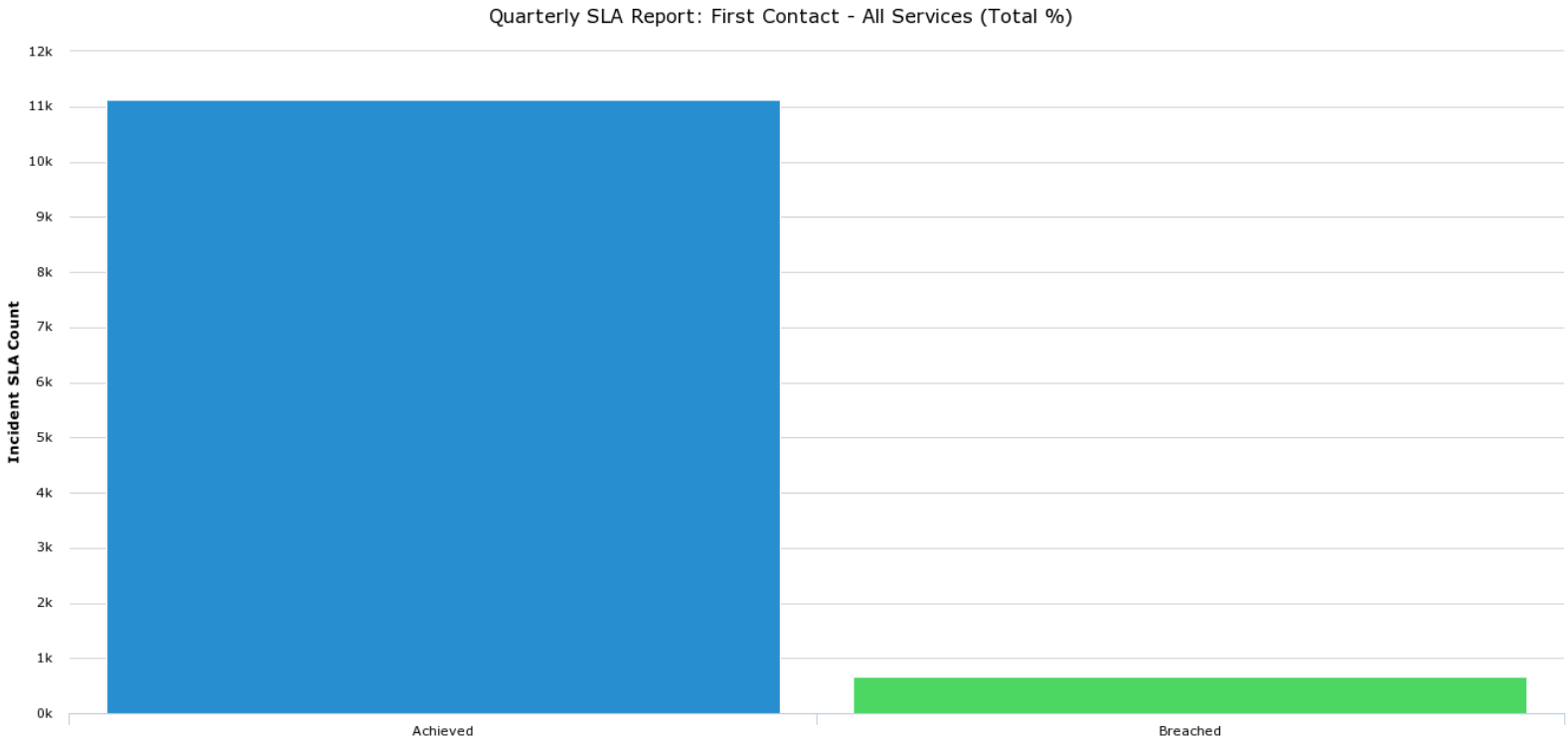
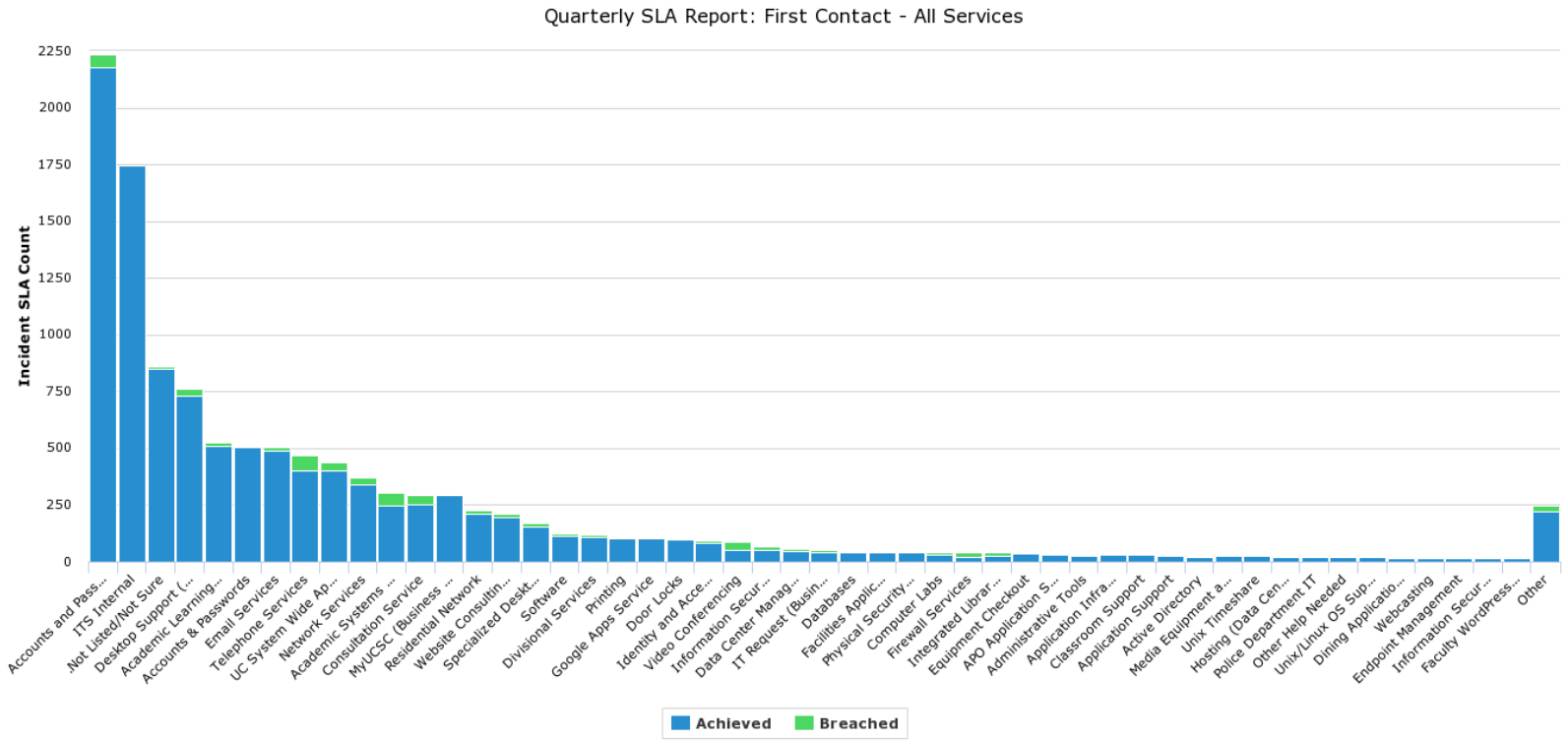
Report Title: Quarterly SLA Report: First Contact - All Services (Total %)
Run Date and Time: 04-01-2017 01:00 AM PDT
Run By: Janine Roeth
Table name: incident_sla
Query Condition: SLA definition = First Contact AND Created on Last quarter AND Stage in (Achieved, Breached) AND Sys/App (CI) != SPAM Tickets - Invalid
Group by: Stage



Stage	Count	Percent
Achieved	11,128	94.44%
Breached	655	5.56%
Total	**11,783**	

Report Title: Quarterly SLA Report: First Contact - All Services
Run Date and Time: 04-01-2017 01:00 AM PDT
Run By: Janine Roeth
Table name: incident_sla
Query Condition: SLA definition = First Contact AND Created on Last quarter AND Stage in (Achieved, Breached) AND Sys/App (CI) != SPAM Tickets - Invalid
Group by: Service



Service Totals	Count Totals	Percent
Accounts and Passwords Total	**2,233**	**18.95%**
ITS Internal Total	**1,744**	**14.8%**
.Not Listed/Not Sure Total	**862**	**7.32%**

Service Totals	Count Totals	Percent
Desktop Support (SDS) Total	762	6.47%
Academic Learning Management Systems Total	525	4.46%
Accounts & Passwords Total	508	4.31%
Email Services Total	503	4.27%
Telephone Services Total	466	3.95%
UC System Wide Applications Total	437	3.71%
Network Services Total	371	3.15%
Academic Systems Application Support Total	303	2.57%
Consultation Service Total	294	2.5%
MyUCSC (Business Service) Total	291	2.47%
Residential Network Total	229	1.94%
Website Consulting and Hosting Total	210	1.78%
Specialized Desktop Services Total	168	1.43%
Software Total	121	1.03%
Divisional Services Total	119	1.01%
Printing Total	109	0.93%
Google Apps Service Total	106	0.9%
Door Locks Total	98	0.83%
Identity and Access Management Total	93	0.79%
Video Conferencing Total	88	0.75%
Information Security Incident Total	68	0.58%
Data Center Managed Services Total	58	0.49%
IT Request (Business Service) Total	50	0.42%
Databases Total	48	0.41%
Facilities Application Services Total	48	0.41%

Service Totals	Count Totals	Percent
Physical Security Services Total	**47**	**0.4%**
Computer Labs Total	**41**	**0.35%**
Firewall Services Total	**39**	**0.33%**
Integrated Library System (ILS) Total	**39**	**0.33%**
Equipment Checkout Total	**38**	**0.32%**
APO Application Support Total	**36**	**0.31%**
Administrative Tools Total	**32**	**0.27%**
Application Infrastructure Hosting Total	**32**	**0.27%**
Classroom Support Total	**30**	**0.25%**
Application Support Total	**29**	**0.25%**
Active Directory Total	**27**	**0.23%**
Media Equipment and Support Total	**27**	**0.23%**
Unix Timeshare Total	**26**	**0.22%**
Hosting (Data Center) Total	**25**	**0.21%**
Police Department IT Total	**25**	**0.21%**
Other Help Needed Total	**24**	**0.2%**
Unix/Linux OS Support Total	**23**	**0.2%**
Dining Application Services Total	**18**	**0.15%**
Webcasting Total	**17**	**0.14%**
Endpoint Management Total	**16**	**0.14%**
Information Security Advice/Consulting Total	**16**	**0.14%**
Faculty WordPress Service Total	**15**	**0.13%**
Other Total	**249**	**2.11%**

Service	Stage	Count	Percent
Accounts and Passwords	Achieved	2,180	97.63%

Service	Stage	Count	Percent
	Breached	53	2.37%
ITS Internal	Achieved	1,743	99.94%
	Breached	1	0.06%
.Not Listed/Not Sure	Achieved	851	98.72%
	Breached	11	1.28%
Desktop Support (SDS)	Achieved	733	96.19%
	Breached	29	3.81%
Academic Learning Management Systems	Achieved	509	96.95%
	Breached	16	3.05%
Accounts & Passwords	Achieved	507	99.8%
	Breached	1	0.2%
Email Services	Achieved	488	97.02%
	Breached	15	2.98%
Telephone Services	Achieved	404	86.7%
	Breached	62	13.3%
UC System Wide Applications	Achieved	402	91.99%
	Breached	35	8.01%

Service	Stage	Count	Percent
Network Services	Achieved	339	91.37%
	Breached	32	8.63%
Academic Systems Application Support	Achieved	247	81.52%
	Breached	56	18.48%
Consultation Service	Achieved	252	85.71%
	Breached	42	14.29%
MyUCSC (Business Service)	Achieved	291	100%
Residential Network	Achieved	211	92.14%
	Breached	18	7.86%
Website Consulting and Hosting	Achieved	194	92.38%
	Breached	16	7.62%
Specialized Desktop Services	Achieved	153	91.07%
	Breached	15	8.93%
Software	Achieved	114	94.21%
	Breached	7	5.79%
Divisional Services	Achieved	109	91.6%
	Breached	10	8.4%

Service	Stage	Count	Percent
Printing	Achieved	103	94.5%
	Breached	6	5.5%
Google Apps Service	Achieved	102	96.23%
	Breached	4	3.77%
Door Locks	Achieved	96	97.96%
	Breached	2	2.04%
Identity and Access Management	Achieved	82	88.17%
	Breached	11	11.83%
Video Conferencing	Achieved	53	60.23%
	Breached	35	39.77%
Information Security Incident	Achieved	49	72.06%
	Breached	19	27.94%
Data Center Managed Services	Achieved	46	79.31%
	Breached	12	20.69%
IT Request (Business Service)	Achieved	41	82%
	Breached	9	18%
Databases	Achieved	39	81.25%
	Breached	9	18.75%

Service	Stage	Count	Percent
Facilities Application Services	Achieved	39	81.25%
	Breached	9	18.75%
Physical Security Services	Achieved	43	91.49%
	Breached	4	8.51%
Computer Labs	Achieved	33	80.49%
	Breached	8	19.51%
Firewall Services	Achieved	23	58.97%
	Breached	16	41.03%
Integrated Library System (ILS)	Achieved	27	69.23%
	Breached	12	30.77%
Equipment Checkout	Achieved	34	89.47%
	Breached	4	10.53%
APO Application Support	Achieved	33	91.67%
	Breached	3	8.33%
Administrative Tools	Achieved	27	84.38%
	Breached	5	15.63%
Application Infrastructure Hosting	Achieved	31	96.88%

Service	Stage	Count	Percent
	Breached	1	3.13%
Classroom Support	Achieved	29	96.67%
	Breached	1	3.33%
Application Support	Achieved	24	82.76%
	Breached	5	17.24%
Active Directory	Achieved	23	85.19%
	Breached	4	14.81%
Media Equipment and Support	Achieved	25	92.59%
	Breached	2	7.41%
Unix Timeshare	Achieved	25	96.15%
	Breached	1	3.85%
Hosting (Data Center)	Achieved	21	84%
	Breached	4	16%
Police Department IT	Achieved	20	80%
	Breached	5	20%
Other Help Needed	Achieved	21	87.5%
	Breached	3	12.5%

Service	Stage	Count	Percent
Unix/Linux OS Support	Achieved	22	95.65%
	Breached	1	4.35%
Dining Application Services	Achieved	14	77.78%
	Breached	4	22.22%
Webcasting	Achieved	14	82.35%
	Breached	3	17.65%
Endpoint Management	Achieved	16	100%
Information Security Advice/Consulting	Achieved	14	87.5%
	Breached	2	12.5%
Faculty WordPress Service	Achieved	13	86.67%
	Breached	2	13.33%
Other	Achieved	219	87.95%
	Breached	30	12.05%
Total		**11,783**	