

Report Title: Quarterly SLA Report: Resolution - All Services (Total %)

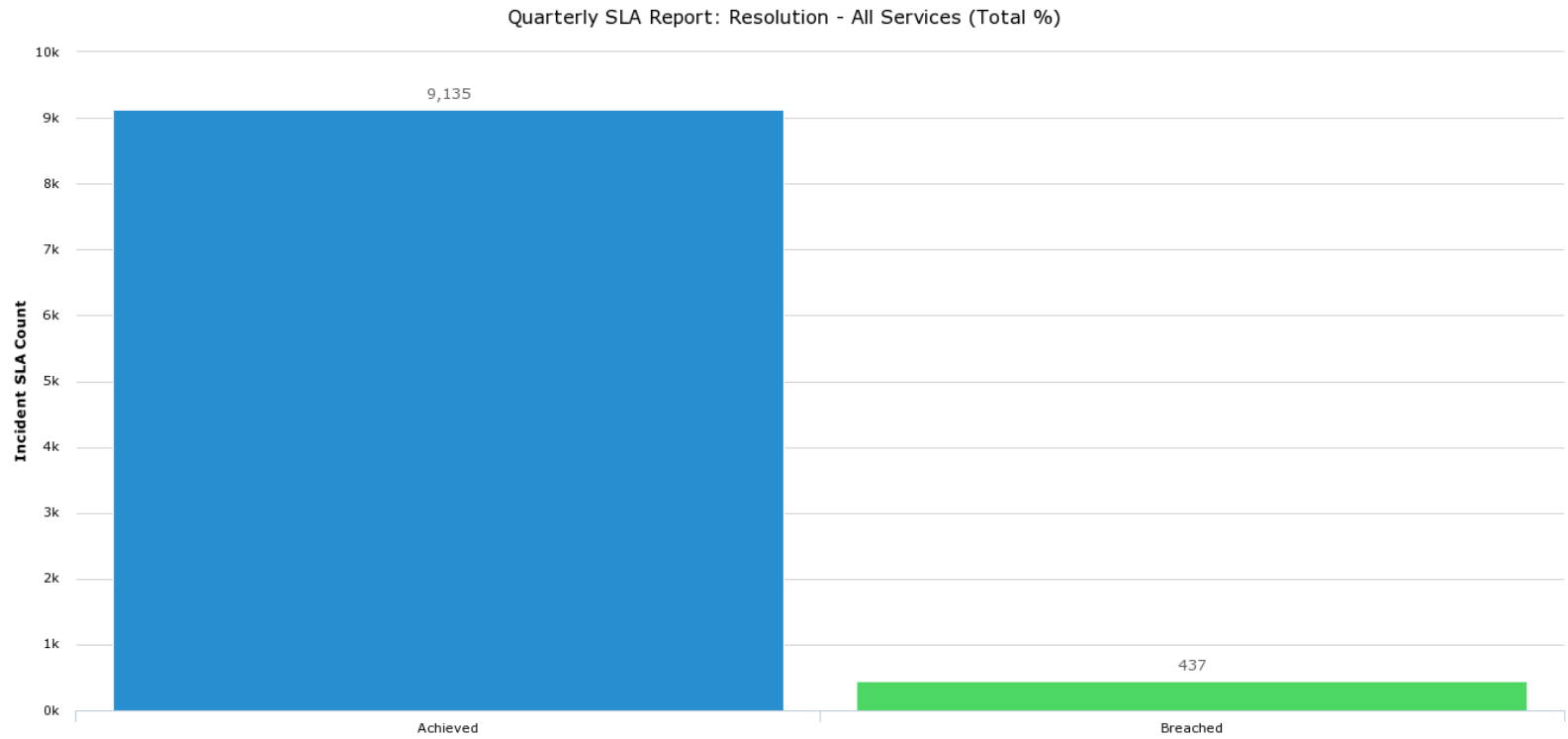
Run Date and Time: 07-01-2017 01:00 AM PDT

Run By: Janine Roeth

Table name: incident_sla

Query Condition: Sys/App (CI) != SPAM Tickets - Invalid AND Stage != Cancelled AND SLA definition = Incident Time to Resolution for High .or. SLA definition = Incident Time to Resolution for Low .or. SLA definition = Incident Time to Resolution for Moderate .or. SLA definition = Incident Time to Resolution for Urgent AND Created on Last quarter AND Stage in (Achieved, Breached)

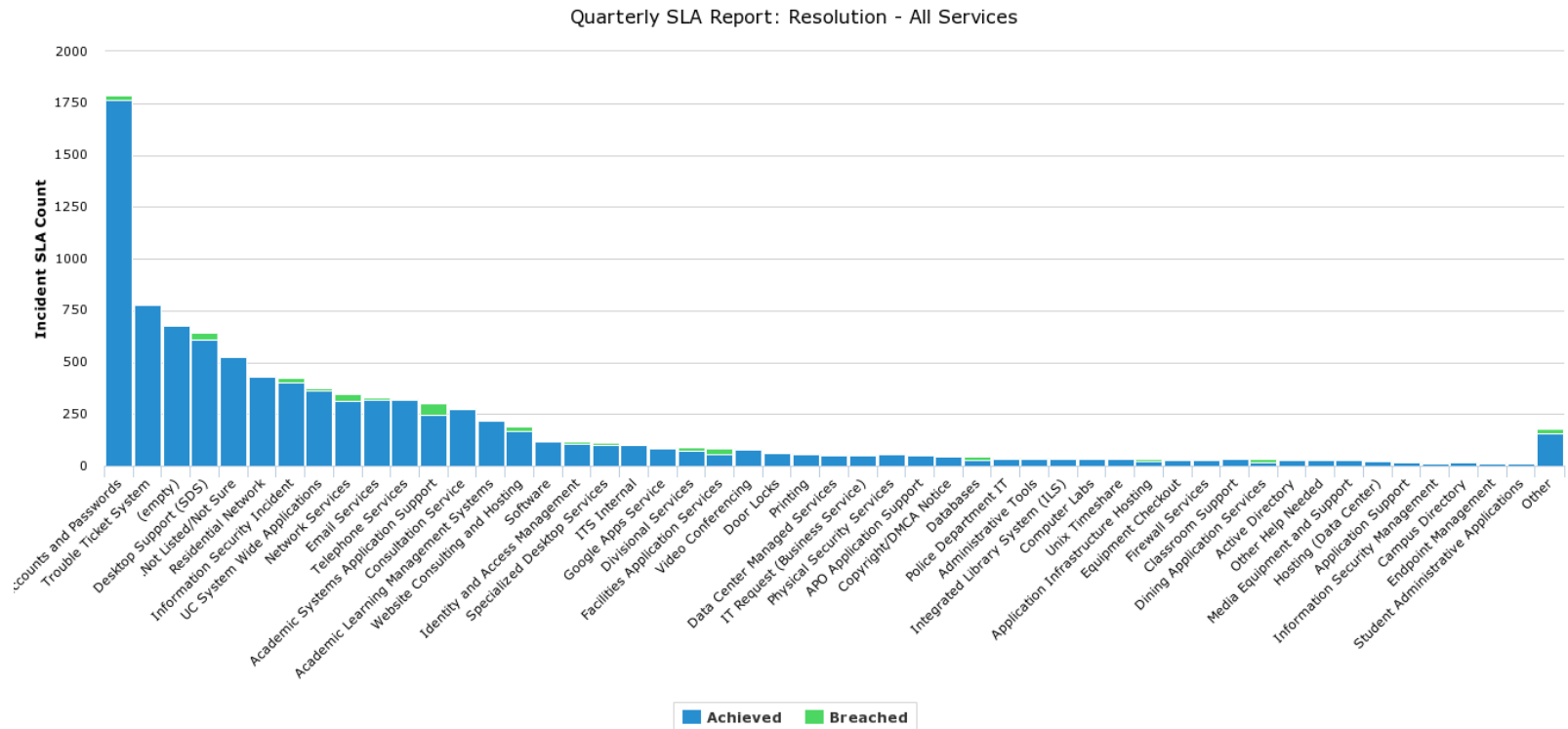
Group by: Stage



Stage	Count	Percent
Achieved	9,135	95.43%
Breached	437	4.57%

Stage	Count	Percent
Total	9,572	

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Group by: Service



Service Totals	Count Totals	Percent
Accounts and Passwords Total	1,787	18.67%
Trouble Ticket System Total	774	8.09%

Service Totals	Count Totals	Percent
(empty) Total	674	7.04%
Desktop Support (SDS) Total	643	6.72%
.Not Listed/Not Sure Total	530	5.54%
Residential Network Total	435	4.54%
Information Security Incident Total	422	4.41%
UC System Wide Applications Total	373	3.9%
Network Services Total	344	3.59%
Email Services Total	328	3.43%
Telephone Services Total	323	3.37%
Academic Systems Application Support Total	304	3.18%
Consultation Service Total	281	2.94%
Academic Learning Management Systems Total	218	2.28%
Website Consulting and Hosting Total	188	1.96%
Software Total	118	1.23%
Identity and Access Management Total	117	1.22%
Specialized Desktop Services Total	111	1.16%
ITS Internal Total	101	1.06%
Google Apps Service Total	91	0.95%
Divisional Services Total	89	0.93%
Facilities Application Services Total	86	0.9%
Video Conferencing Total	86	0.9%
Door Locks Total	63	0.66%
Printing Total	59	0.62%
Data Center Managed Services Total	57	0.6%
IT Request (Business Service) Total	56	0.59%

Service Totals	Count Totals	Percent
Physical Security Services Total	56	0.59%
APO Application Support Total	51	0.53%
Copyright/DMCA Notice Total	44	0.46%
Databases Total	42	0.44%
Police Department IT Total	39	0.41%
Administrative Tools Total	37	0.39%
Integrated Library System (ILS) Total	37	0.39%
Computer Labs Total	35	0.37%
Unix Timeshare Total	35	0.37%
Application Infrastructure Hosting Total	33	0.34%
Equipment Checkout Total	33	0.34%
Firewall Services Total	33	0.34%
Classroom Support Total	32	0.33%
Dining Application Services Total	32	0.33%
Active Directory Total	31	0.32%
Other Help Needed Total	31	0.32%
Media Equipment and Support Total	30	0.31%
Hosting (Data Center) Total	26	0.27%
Application Support Total	22	0.23%
Information Security Management Total	17	0.18%
Campus Directory Total	15	0.16%
Endpoint Management Total	14	0.15%
Student Administrative Applications Total	12	0.13%
Other Total	177	1.85%

Service	Stage	Count	Percent
Accounts and Passwords	Achieved	1,767	98.88%
	Breached	20	1.12%
Trouble Ticket System	Achieved	774	100%
(empty)	Achieved	674	100%
Desktop Support (SDS)	Achieved	607	94.4%
	Breached	36	5.6%
.Not Listed/Not Sure	Achieved	525	99.06%
	Breached	5	0.94%
Residential Network	Achieved	430	98.85%
	Breached	5	1.15%
Information Security Incident	Achieved	400	94.79%
	Breached	22	5.21%
UC System Wide Applications	Achieved	365	97.86%
	Breached	8	2.14%
Network Services	Achieved	311	90.41%
	Breached	33	9.59%
Email Services	Achieved	319	97.26%

Service	Stage	Count	Percent
	Breached	9	2.74%
Telephone Services	Achieved	320	99.07%
	Breached	3	0.93%
Academic Systems Application Support	Achieved	244	80.26%
	Breached	60	19.74%
Consultation Service	Achieved	274	97.51%
	Breached	7	2.49%
Academic Learning Management Systems	Achieved	218	100%
Website Consulting and Hosting	Achieved	165	87.77%
	Breached	23	12.23%
Software	Achieved	118	100%
Identity and Access Management	Achieved	105	89.74%
	Breached	12	10.26%
Specialized Desktop Services	Achieved	99	89.19%
	Breached	12	10.81%
ITS Internal	Achieved	99	98.02%
	Breached	2	1.98%

Service	Stage	Count	Percent
Google Apps Service	Achieved	84	92.31%
	Breached	7	7.69%
Divisional Services	Achieved	75	84.27%
	Breached	14	15.73%
Facilities Application Services	Achieved	57	66.28%
	Breached	29	33.72%
Video Conferencing	Achieved	79	91.86%
	Breached	7	8.14%
Door Locks	Achieved	63	100%
Printing	Achieved	55	93.22%
	Breached	4	6.78%
Data Center Managed Services	Achieved	48	84.21%
	Breached	9	15.79%
IT Request (Business Service)	Achieved	51	91.07%
	Breached	5	8.93%
Physical Security Services	Achieved	55	98.21%
	Breached	1	1.79%

Service	Stage	Count	Percent
APO Application Support	Achieved	51	100%
Copyright/DMCA Notice	Achieved	44	100%
Databases	Achieved	29	69.05%
	Breached	13	30.95%
Police Department IT	Achieved	32	82.05%
	Breached	7	17.95%
Administrative Tools	Achieved	32	86.49%
	Breached	5	13.51%
Integrated Library System (ILS)	Achieved	33	89.19%
	Breached	4	10.81%
Computer Labs	Achieved	32	91.43%
	Breached	3	8.57%
Unix Timeshare	Achieved	33	94.29%
	Breached	2	5.71%
Application Infrastructure Hosting	Achieved	23	69.7%
	Breached	10	30.3%

Service	Stage	Count	Percent
Equipment Checkout	Achieved	28	84.85%
	Breached	5	15.15%
Firewall Services	Achieved	28	84.85%
	Breached	5	15.15%
Classroom Support	Achieved	32	100%
Dining Application Services	Achieved	19	59.38%
	Breached	13	40.63%
Active Directory	Achieved	30	96.77%
	Breached	1	3.23%
Other Help Needed	Achieved	29	93.55%
	Breached	2	6.45%
Media Equipment and Support	Achieved	30	100%
Hosting (Data Center)	Achieved	23	88.46%
	Breached	3	11.54%
Application Support	Achieved	19	86.36%
	Breached	3	13.64%
Information Security Management	Achieved	12	70.59%

Service	Stage	Count	Percent
	Breached	5	29.41%
Campus Directory	Achieved	15	100%
Endpoint Management	Achieved	11	78.57%
	Breached	3	21.43%
Student Administrative Applications	Achieved	11	91.67%
	Breached	1	8.33%
Other	Achieved	158	89.27%
	Breached	19	10.73%
Total		9,572	