### Quarterly SLA Report: Resolution – All Services (Total %)

<table>
<thead>
<tr>
<th>Stage Totals</th>
<th>Count Totals</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achieved Totals</td>
<td>15141</td>
<td>94.79%</td>
</tr>
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</table>

Report Title: Quarterly SLA Report: Resolution - All Services (Total %)
Run Date & Time: 04-01-2014 01:00 AM PDT
Run By: Janine Roeth
Table name: incident_sla
Query Condition: SLA = Incident Time to Resolution for High .or. SLA = Incident Time to Resolution for Low .or. SLA = Incident Time to Resolution for Moderate .or. SLA = Incident Time to Resolution for Urgent AND Opened on Last quarter AND Stage != Cancelled AND Stage != Paused
Group by: Stage
<table>
<thead>
<tr>
<th>Stage Totals</th>
<th>Count Totals</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breached Totals</td>
<td>616</td>
<td>3.86%</td>
</tr>
<tr>
<td>In progress Totals</td>
<td>217</td>
<td>1.36%</td>
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<table>
<thead>
<tr>
<th>Stage</th>
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<th>Count</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Achieved</td>
<td>Achieved</td>
<td>15,141</td>
<td>100%</td>
</tr>
<tr>
<td>Breached</td>
<td>Breached</td>
<td>616</td>
<td>100%</td>
</tr>
<tr>
<td>In progress</td>
<td>In progress</td>
<td>217</td>
<td>100%</td>
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| Total                  | 15,974       |
Quarterly SLA Report: Resolution - Service SLAs (service)

Run Date & Time: 04-01-2014 01:00 AM PDT
Run By: Janine Roeth
Table name: incident_sla
Query Condition: Opened on Last quarter AND Stage IN (Achieved, Breached) AND Service = eCommons or. Service = My Computer .or. Service = Accounts & Passwords .or. Service = Email, Calendar & Google Apps AND SLA = Incident Time to Resolution for High .or. SLA = Incident Time to Resolution for Low .or. SLA = Incident Time to Resolution for Moderate .or. SLA = Incident Time to Resolution for Urgent
Group by: Stage

Quarterly SLA Report: Resolution - Service SLAs (service)

<table>
<thead>
<tr>
<th>Service</th>
<th>Count Totals</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts &amp; Passwords Totals</td>
<td>9656</td>
<td>80.53%</td>
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</table>
### Service Totals

<table>
<thead>
<tr>
<th>Service</th>
<th>Count Totals</th>
<th>Percent</th>
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</thead>
<tbody>
<tr>
<td>eCommons Totals</td>
<td>1045</td>
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</tr>
<tr>
<td>My Computer Totals</td>
<td>929</td>
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<tr>
<td>Email, Calendar &amp; Google Apps Totals</td>
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### Service Stage

<table>
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<th>Percent</th>
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</thead>
<tbody>
<tr>
<td>Accounts &amp; Passwords</td>
<td>Achieved</td>
<td>9,540</td>
<td>98.8%</td>
</tr>
<tr>
<td></td>
<td>Breached</td>
<td>116</td>
<td>1.2%</td>
</tr>
<tr>
<td>eCommons</td>
<td>Achieved</td>
<td>1,036</td>
<td>99.14%</td>
</tr>
<tr>
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<td>Breached</td>
<td>9</td>
<td>0.86%</td>
</tr>
<tr>
<td>My Computer</td>
<td>Achieved</td>
<td>881</td>
<td>94.83%</td>
</tr>
<tr>
<td></td>
<td>Breached</td>
<td>48</td>
<td>5.17%</td>
</tr>
<tr>
<td>Email, Calendar &amp; Google Apps</td>
<td>Achieved</td>
<td>344</td>
<td>95.29%</td>
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<tr>
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<td>Breached</td>
<td>17</td>
<td>4.71%</td>
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### Total

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Quarterly SLA Report: Resolution - All Services

Run Date & Time: 04-01-2014 01:00 AM PDT
Run By: Janine Roeth
Table name: incident_sla
Query Condition: SLA = Incident Time to Resolution for High .or. SLA = Incident Time to Resolution for Low .or. SLA = Incident Time to Resolution for Moderate .or. SLA = Incident Time to Resolution for Urgent AND Opened on Last quarter AND Stage != Cancelled AND Stage != Paused
Group by: Stage

Service Totals

<table>
<thead>
<tr>
<th>Service Totals</th>
<th>Count Totals</th>
<th>Percent</th>
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<tbody>
<tr>
<td>Accounts &amp; Passwords</td>
<td>9739</td>
<td>60.97%</td>
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</tbody>
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Run by: Janine Roeth

04-01-2014 01:00 AM PDT
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<thead>
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<th>Service Totals</th>
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<th>Percent</th>
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<tbody>
<tr>
<td>eCommons Totals</td>
<td>1051</td>
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<tr>
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<tr>
<td>Email, Calendar &amp; Google Apps Totals</td>
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<tr>
<td>Network, Wireless &amp; Telephone Totals</td>
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<tr>
<td>Software Totals</td>
<td>314</td>
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</tr>
<tr>
<td>Data Center &amp; Servers Totals</td>
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<tr>
<td>Security (Physical, IT &amp; Policy) Totals</td>
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<tr>
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</tr>
<tr>
<td><strong>Total</strong></td>
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</tr>
</tbody>
</table>