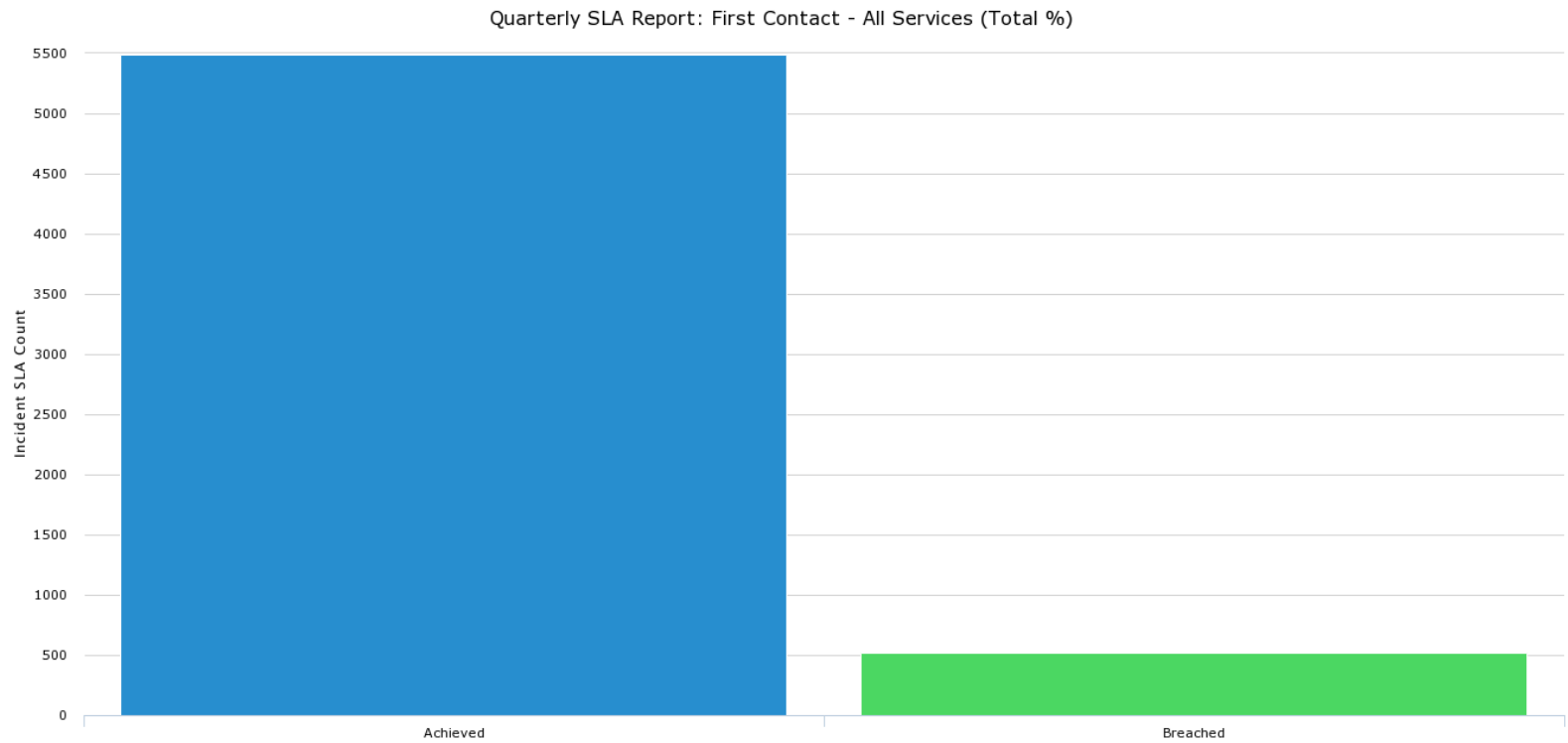
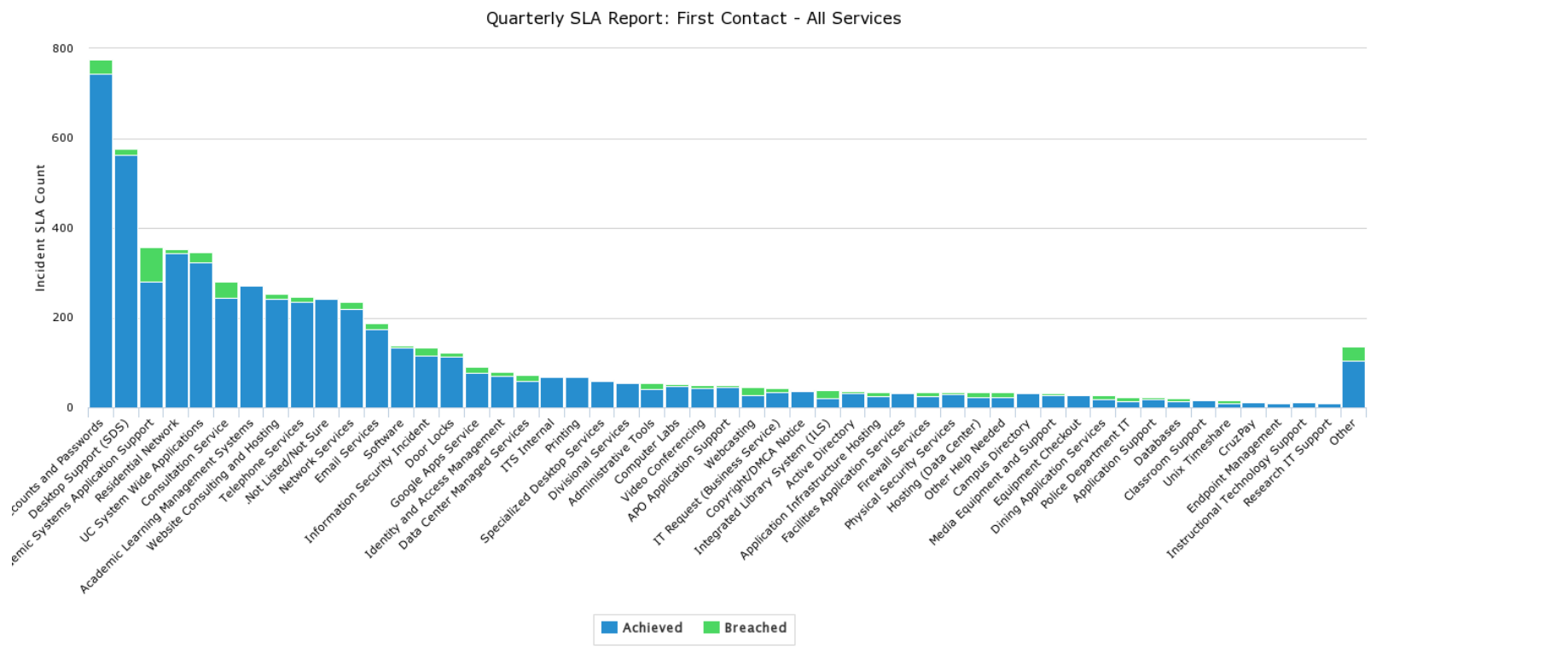


Report Title: Quarterly SLA Report: First Contact - All Services (Total %)
Run Date and Time: 01-01-2018 01:01 AM PST
Run By: Janine Roeth
Table name: incident_sla
Query Condition: Sys/App (CI) != SPAM Tickets - Invalid AND Stage != Cancelled AND SLA definition = First Contact AND Created on Last quarter AND Stage in (Achieved, Breached)
Group by: Stage



Stage	Count	Percent
Achieved	5,487	91.28%
Breached	524	8.72%
Total	6,011	

Report Title: Quarterly SLA Report: First Contact - All Services
Run Date and Time: 01-01-2018 01:00 AM PST
Run By: Janine Roeth
Table name: incident_sla
Query Condition: Sys/App (CI) != SPAM Tickets - Invalid AND Stage != Cancelled AND SLA definition = First Contact AND Created on Last quarter AND Stage in (Achieved, Breached)
Group by: Service



Service Totals	Count Totals	Percent
Accounts and Passwords Total	775	12.89%
Desktop Support (SDS) Total	576	9.58%
Academic Systems Application Support Total	356	5.92%

Service Totals	Count Totals	Percent
Residential Network Total	352	5.86%
UC System Wide Applications Total	346	5.76%
Consultation Service Total	281	4.67%
Academic Learning Management Systems Total	271	4.51%
Website Consulting and Hosting Total	254	4.23%
Telephone Services Total	247	4.11%
.Not Listed/Not Sure Total	244	4.06%
Network Services Total	234	3.89%
Email Services Total	187	3.11%
Software Total	138	2.3%
Information Security Incident Total	133	2.21%
Door Locks Total	121	2.01%
Google Apps Service Total	90	1.5%
Identity and Access Management Total	80	1.33%
Data Center Managed Services Total	72	1.2%
ITS Internal Total	68	1.13%
Printing Total	68	1.13%
Specialized Desktop Services Total	62	1.03%
Divisional Services Total	55	0.91%
Administrative Tools Total	54	0.9%
Computer Labs Total	51	0.85%
Video Conferencing Total	50	0.83%
APO Application Support Total	49	0.82%
Webcasting Total	45	0.75%
IT Request (Business Service) Total	44	0.73%

Service Totals	Count Totals	Percent
Copyright/DMCA Notice Total	38	0.63%
Integrated Library System (ILS) Total	38	0.63%
Active Directory Total	36	0.6%
Application Infrastructure Hosting Total	35	0.58%
Facilities Application Services Total	35	0.58%
Firewall Services Total	34	0.57%
Physical Security Services Total	34	0.57%
Hosting (Data Center) Total	33	0.55%
Other Help Needed Total	33	0.55%
Campus Directory Total	32	0.53%
Media Equipment and Support Total	32	0.53%
Equipment Checkout Total	28	0.47%
Dining Application Services Total	26	0.43%
Police Department IT Total	23	0.38%
Application Support Total	22	0.37%
Databases Total	20	0.33%
Classroom Support Total	16	0.27%
Unix Timeshare Total	15	0.25%
CruzPay Total	11	0.18%
Endpoint Management Total	11	0.18%
Instructional Technology Support Total	11	0.18%
Research IT Support Total	10	0.17%
Other Total	135	2.25%

Service	Stage	Count	Percent
Accounts and Passwords	Achieved	743	95.87%

Service	Stage	Count	Percent
	Breached	32	4.13%
Desktop Support (SDS)	Achieved	563	97.74%
	Breached	13	2.26%
Academic Systems Application Support	Achieved	280	78.65%
	Breached	76	21.35%
Residential Network	Achieved	344	97.73%
	Breached	8	2.27%
UC System Wide Applications	Achieved	323	93.35%
	Breached	23	6.65%
Consultation Service	Achieved	244	86.83%
	Breached	37	13.17%
Academic Learning Management Systems	Achieved	271	100%
Website Consulting and Hosting	Achieved	241	94.88%
	Breached	13	5.12%
Telephone Services	Achieved	235	95.14%
	Breached	12	4.86%
.Not Listed/Not Sure	Achieved	241	98.77%

Service	Stage	Count	Percent
	Breached	3	1.23%
Network Services	Achieved	220	94.02%
	Breached	14	5.98%
Email Services	Achieved	174	93.05%
	Breached	13	6.95%
Software	Achieved	133	96.38%
	Breached	5	3.62%
Information Security Incident	Achieved	116	87.22%
	Breached	17	12.78%
Door Locks	Achieved	112	92.56%
	Breached	9	7.44%
Google Apps Service	Achieved	76	84.44%
	Breached	14	15.56%
Identity and Access Management	Achieved	69	86.25%
	Breached	11	13.75%
Data Center Managed Services	Achieved	58	80.56%
	Breached	14	19.44%

Service	Stage	Count	Percent
ITS Internal	Achieved	67	98.53%
	Breached	1	1.47%
Printing	Achieved	68	100%
Specialized Desktop Services	Achieved	59	95.16%
	Breached	3	4.84%
Divisional Services	Achieved	54	98.18%
	Breached	1	1.82%
Administrative Tools	Achieved	40	74.07%
	Breached	14	25.93%
Computer Labs	Achieved	48	94.12%
	Breached	3	5.88%
Video Conferencing	Achieved	43	86%
	Breached	7	14%
APO Application Support	Achieved	45	91.84%
	Breached	4	8.16%
Webcasting	Achieved	26	57.78%
	Breached	19	42.22%

Service	Stage	Count	Percent
IT Request (Business Service)	Achieved	35	79.55%
	Breached	9	20.45%
Copyright/DMCA Notice	Achieved	36	94.74%
	Breached	2	5.26%
Integrated Library System (ILS)	Achieved	21	55.26%
	Breached	17	44.74%
Active Directory	Achieved	32	88.89%
	Breached	4	11.11%
Application Infrastructure Hosting	Achieved	24	68.57%
	Breached	11	31.43%
Facilities Application Services	Achieved	32	91.43%
	Breached	3	8.57%
Firewall Services	Achieved	24	70.59%
	Breached	10	29.41%
Physical Security Services	Achieved	29	85.29%
	Breached	5	14.71%
Hosting (Data Center)	Achieved	23	69.7%
	Breached	10	30.3%

Service	Stage	Count	Percent
Other Help Needed	Achieved	23	69.7%
	Breached	10	30.3%
Campus Directory	Achieved	31	96.88%
	Breached	1	3.13%
Media Equipment and Support	Achieved	26	81.25%
	Breached	6	18.75%
Equipment Checkout	Achieved	26	92.86%
	Breached	2	7.14%
Dining Application Services	Achieved	17	65.38%
	Breached	9	34.62%
Police Department IT	Achieved	13	56.52%
	Breached	10	43.48%
Application Support	Achieved	18	81.82%
	Breached	4	18.18%
Databases	Achieved	13	65%
	Breached	7	35%
Classroom Support	Achieved	15	93.75%

Service	Stage	Count	Percent
	Breached	1	6.25%
Unix Timeshare	Achieved	10	66.67%
	Breached	5	33.33%
CruzPay	Achieved	11	100%
Endpoint Management	Achieved	10	90.91%
	Breached	1	9.09%
Instructional Technology Support	Achieved	11	100%
Research IT Support	Achieved	9	90%
	Breached	1	10%
Other	Achieved	105	77.78%
	Breached	30	22.22%
Total		6,011	