



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

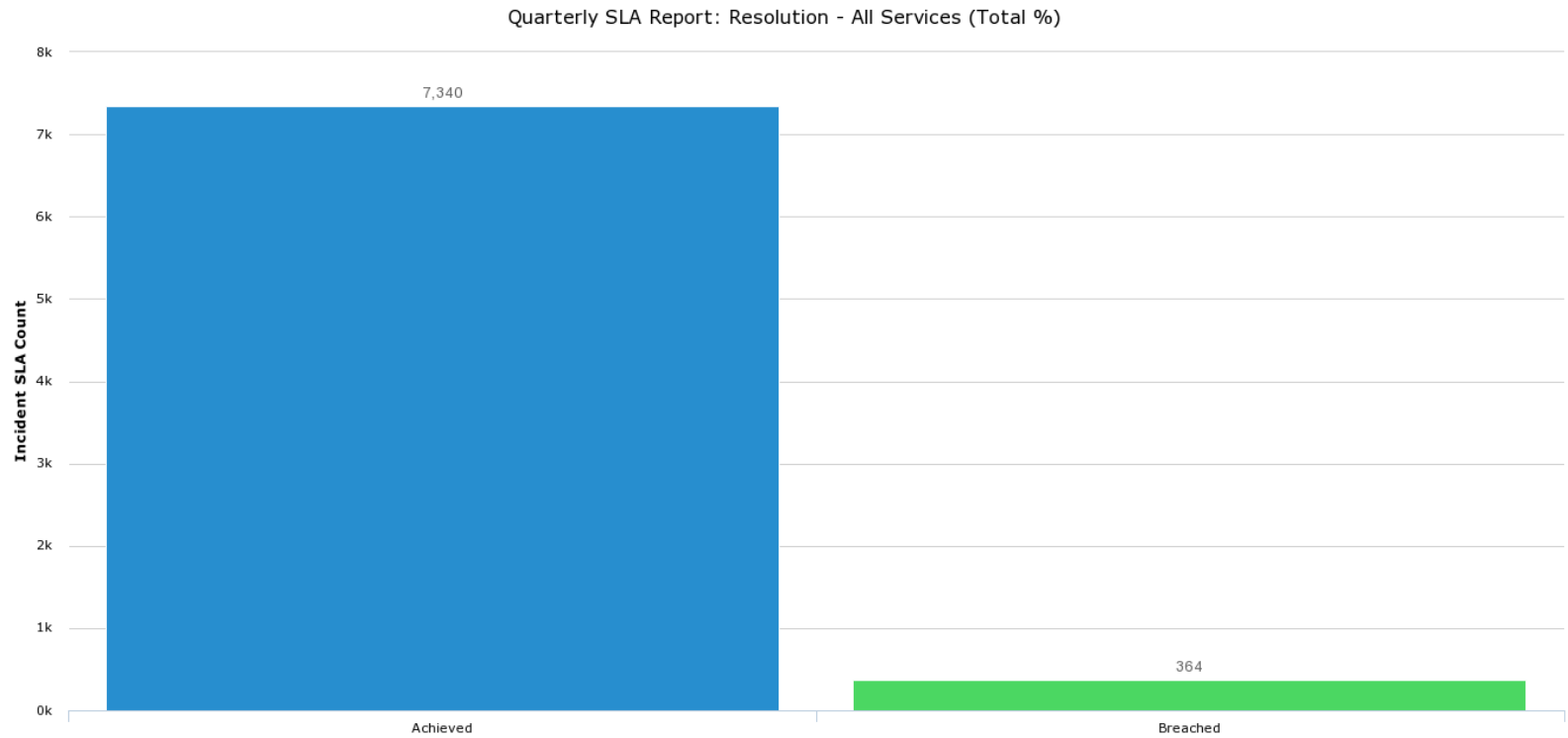
**Run Date and Time:** 04-01-2018 01:00 AM PDT

**Run By:** Janine Roeth

**Table name:** incident\_sla

**Query Condition:** Sys/App (CI) != SPAM Tickets - Invalid .or. Sys/App (CI) is empty AND Stage != Cancelled 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 AND Created on Last quarter AND Stage in (Achieved, Breached)

**Group by:** Stage



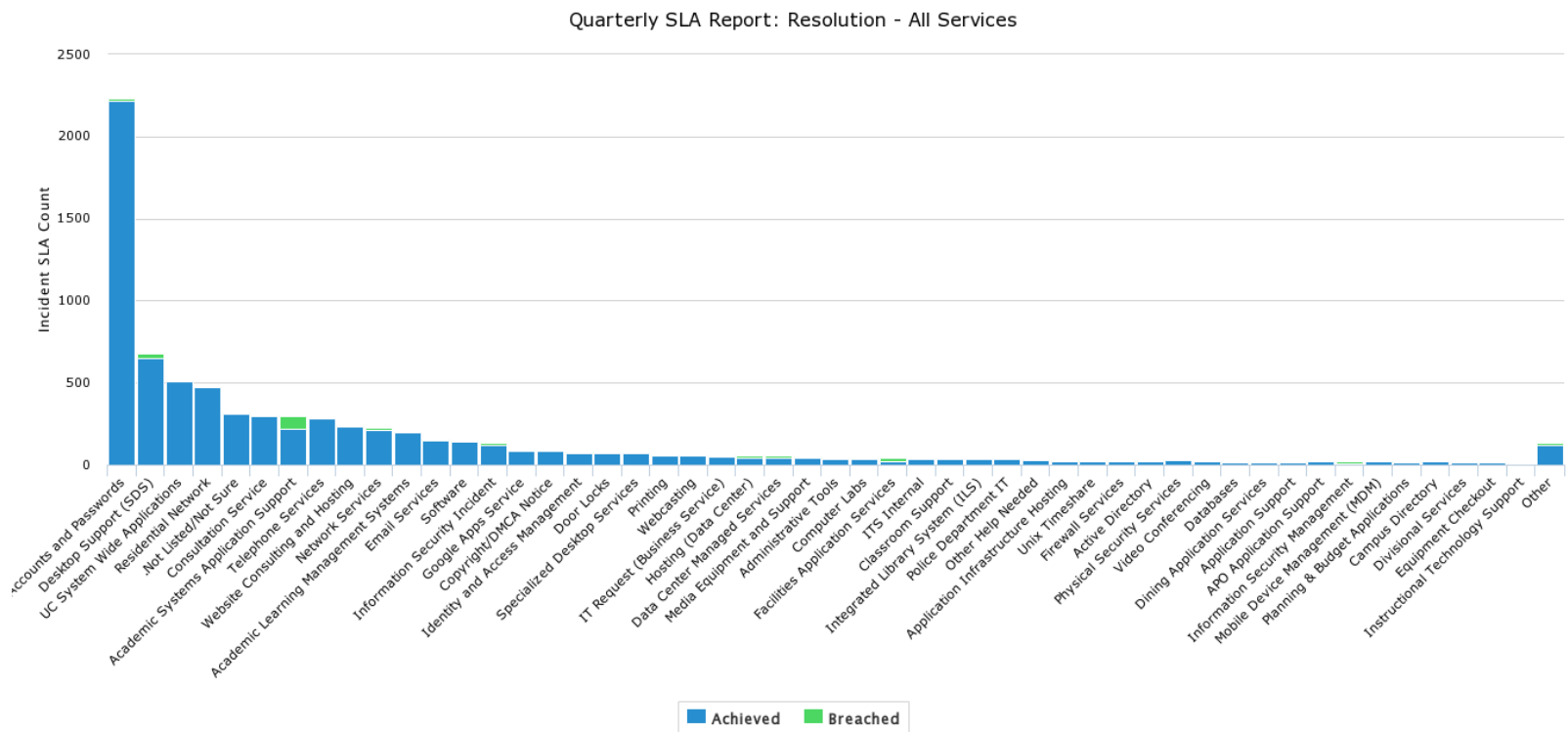
Stage	Count	Percent
Achieved	7,340	95.28%
Breached	364	4.72%



Stage	Count	Percent
<b>Total</b>	<b>7,704</b>	



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**Group by:** Service



Service Totals	Count Totals	Percent
<b>Accounts and Passwords Total</b>	<b>2,229</b>	<b>28.93%</b>
<b>Desktop Support (SDS) Total</b>	<b>679</b>	<b>8.81%</b>



Service Totals	Count Totals	Percent
UC System Wide Applications Total	512	6.65%
Residential Network Total	473	6.14%
.Not Listed/Not Sure Total	318	4.13%
Consultation Service Total	301	3.91%
Academic Systems Application Support Total	295	3.83%
Telephone Services Total	282	3.66%
Website Consulting and Hosting Total	242	3.14%
Network Services Total	227	2.95%
Academic Learning Management Systems Total	196	2.54%
Email Services Total	154	2%
Software Total	145	1.88%
Information Security Incident Total	133	1.73%
Google Apps Service Total	89	1.16%
Copyright/DMCA Notice Total	88	1.14%
Identity and Access Management Total	79	1.03%
Door Locks Total	77	1%
Specialized Desktop Services Total	73	0.95%
Printing Total	60	0.78%
Webcasting Total	59	0.77%
IT Request (Business Service) Total	58	0.75%
Hosting (Data Center) Total	57	0.74%
Data Center Managed Services Total	54	0.7%
Media Equipment and Support Total	47	0.61%
Administrative Tools Total	41	0.53%
Computer Labs Total	39	0.51%



Service Totals	Count Totals	Percent
Facilities Application Services Total	39	0.51%
ITS Internal Total	35	0.45%
Classroom Support Total	34	0.44%
Integrated Library System (ILS) Total	34	0.44%
Police Department IT Total	34	0.44%
Other Help Needed Total	32	0.42%
Application Infrastructure Hosting Total	31	0.4%
Unix Timeshare Total	29	0.38%
Firewall Services Total	28	0.36%
Active Directory Total	27	0.35%
Physical Security Services Total	26	0.34%
Video Conferencing Total	24	0.31%
Databases Total	22	0.29%
Dining Application Services Total	22	0.29%
Application Support Total	21	0.27%
APO Application Support Total	19	0.25%
Information Security Management Total	19	0.25%
Mobile Device Management (MDM) Total	19	0.25%
Planning & Budget Applications Total	19	0.25%
Campus Directory Total	18	0.23%
Divisional Services Total	12	0.16%
Equipment Checkout Total	12	0.16%
Instructional Technology Support Total	9	0.12%
Other Total	132	1.71%



Service	Stage	Count	Percent
Accounts and Passwords	Achieved	2,217	99.46%
	Breached	12	0.54%
Desktop Support (SDS)	Achieved	651	95.88%
	Breached	28	4.12%
UC System Wide Applications	Achieved	511	99.8%
	Breached	1	0.2%
Residential Network	Achieved	472	99.79%
	Breached	1	0.21%
.Not Listed/Not Sure	Achieved	310	97.48%
	Breached	8	2.52%
Consultation Service	Achieved	297	98.67%
	Breached	4	1.33%
Academic Systems Application Support	Achieved	216	73.22%
	Breached	79	26.78%
Telephone Services	Achieved	280	99.29%
	Breached	2	0.71%
Website Consulting and Hosting	Achieved	230	95.04%
	Breached	12	4.96%



Service	Stage	Count	Percent
Network Services	Achieved	212	93.39%
	Breached	15	6.61%
Academic Learning Management Systems	Achieved	196	100%
Email Services	Achieved	148	96.1%
	Breached	6	3.9%
Software	Achieved	138	95.17%
	Breached	7	4.83%
Information Security Incident	Achieved	119	89.47%
	Breached	14	10.53%
Google Apps Service	Achieved	83	93.26%
	Breached	6	6.74%
Copyright/DMCA Notice	Achieved	87	98.86%
	Breached	1	1.14%
Identity and Access Management	Achieved	72	91.14%
	Breached	7	8.86%
Door Locks	Achieved	71	92.21%
	Breached	6	7.79%



Service	Stage	Count	Percent
Specialized Desktop Services	Achieved	71	97.26%
	Breached	2	2.74%
Printing	Achieved	57	95%
	Breached	3	5%
Webcasting	Achieved	58	98.31%
	Breached	1	1.69%
IT Request (Business Service)	Achieved	52	89.66%
	Breached	6	10.34%
Hosting (Data Center)	Achieved	42	73.68%
	Breached	15	26.32%
Data Center Managed Services	Achieved	45	83.33%
	Breached	9	16.67%
Media Equipment and Support	Achieved	44	93.62%
	Breached	3	6.38%
Administrative Tools	Achieved	32	78.05%
	Breached	9	21.95%
Computer Labs	Achieved	33	84.62%





Service	Stage	Count	Percent
	Breached	6	15.38%
Facilities Application Services	Achieved	21	53.85%
	Breached	18	46.15%
ITS Internal	Achieved	34	97.14%
	Breached	1	2.86%
Classroom Support	Achieved	34	100%
Integrated Library System (ILS)	Achieved	34	100%
Police Department IT	Achieved	32	94.12%
	Breached	2	5.88%
Other Help Needed	Achieved	30	93.75%
	Breached	2	6.25%
Application Infrastructure Hosting	Achieved	24	77.42%
	Breached	7	22.58%
Unix Timeshare	Achieved	21	72.41%
	Breached	8	27.59%
Firewall Services	Achieved	22	78.57%
	Breached	6	21.43%



Service	Stage	Count	Percent
Active Directory	Achieved	24	88.89%
	Breached	3	11.11%
Physical Security Services	Achieved	25	96.15%
	Breached	1	3.85%
Video Conferencing	Achieved	24	100%
Databases	Achieved	17	77.27%
	Breached	5	22.73%
Dining Application Services	Achieved	12	54.55%
	Breached	10	45.45%
Application Support	Achieved	17	80.95%
	Breached	4	19.05%
APO Application Support	Achieved	19	100%
Information Security Management	Achieved	7	36.84%
	Breached	12	63.16%
Mobile Device Management (MDM)	Achieved	18	94.74%
	Breached	1	5.26%



Service	Stage	Count	Percent
Planning & Budget Applications	Achieved	15	78.95%
	Breached	4	21.05%
Campus Directory	Achieved	18	100%
Divisional Services	Achieved	11	91.67%
	Breached	1	8.33%
Equipment Checkout	Achieved	11	91.67%
	Breached	1	8.33%
Instructional Technology Support	Achieved	9	100%
Other	Achieved	117	88.64%
	Breached	15	11.36%
<b>Total</b>		<b>7,704</b>	