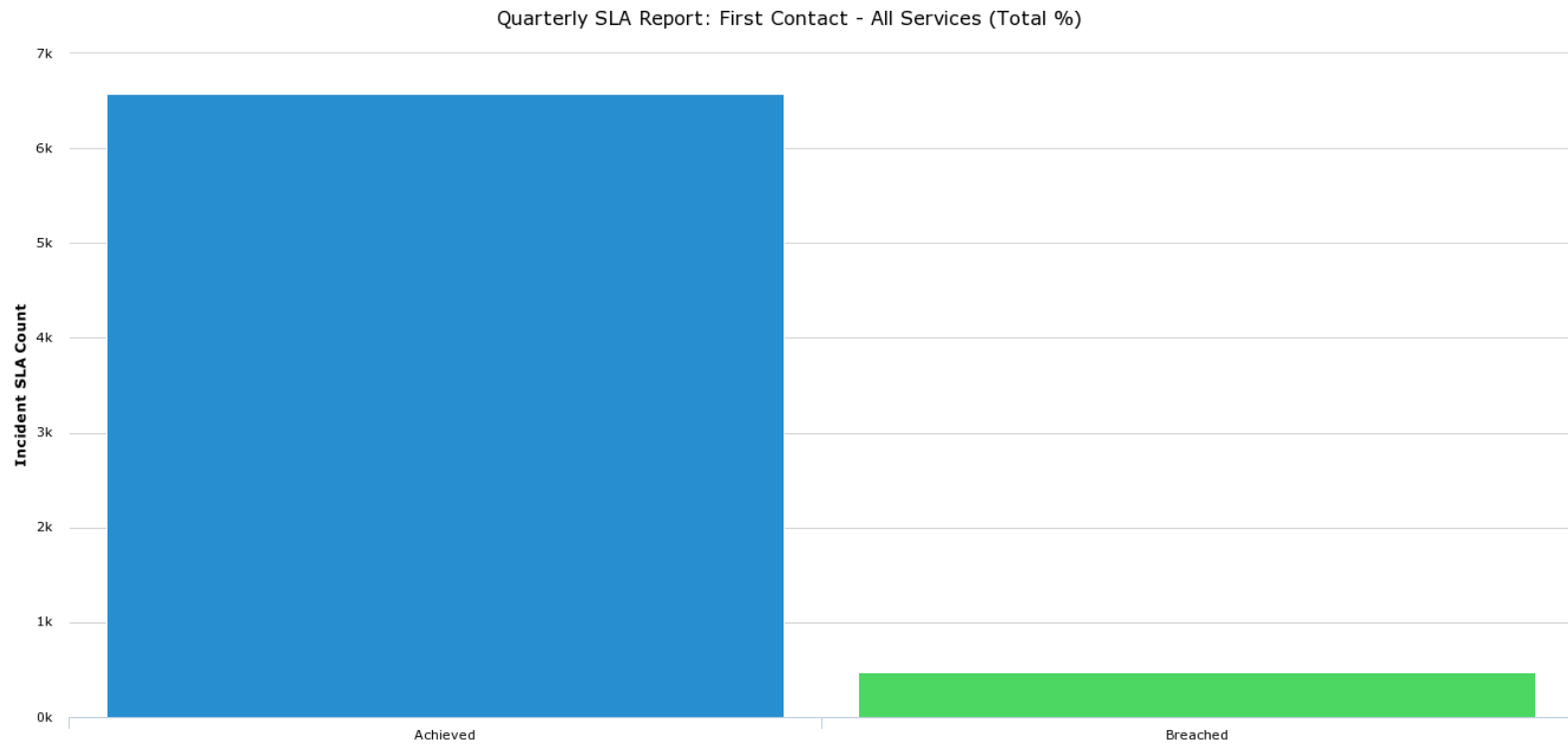




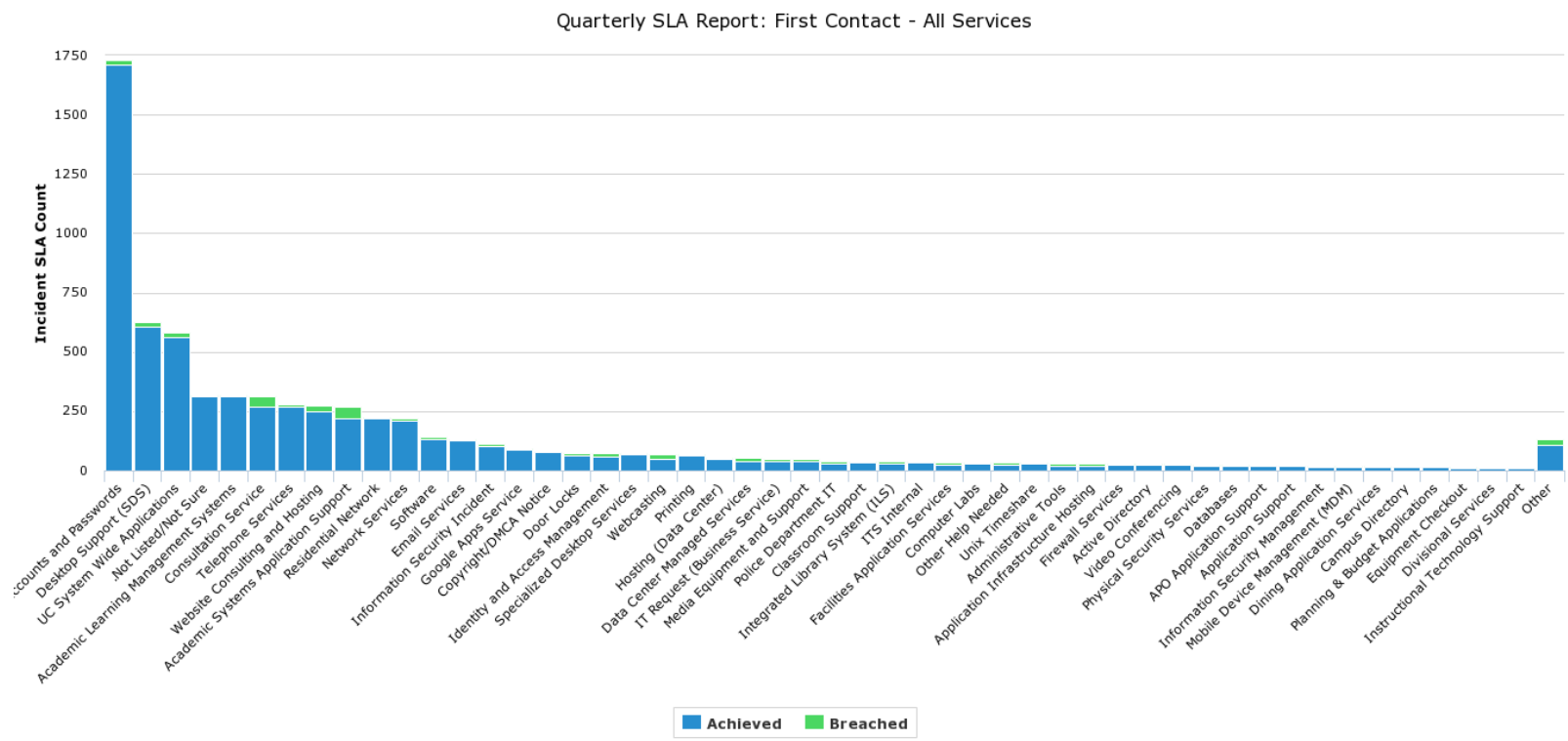
Report Title: Quarterly SLA Report: First Contact - All Services (Total %)
Run Date and Time: 04-01-2018 01:00 AM PDT
Run By: Janine Roeth
Table name: incident_sla
Query Condition: Sys/App (CI) != SPAM Tickets - Invalid .or. Sys/App (CI) is empty AND Stage != Cancelled AND SLA = First Contact AND Created on Last quarter AND Stage in (Achieved, Breached)
Group by: Stage



Stage	Count	Percent
Achieved	6,573	93.29%
Breached	473	6.71%
Total	7,046	



Report Title: Quarterly SLA Report: First Contact - All Services
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 = First Contact AND Created on Last quarter AND Stage in (Achieved, Breached)
Group by: Service



Service Totals	Count Totals	Percent
Accounts and Passwords Total	1,732	24.58%
Desktop Support (SDS) Total	627	8.9%
UC System Wide Applications Total	581	8.25%



Service Totals	Count Totals	Percent
.Not Listed/Not Sure Total	320	4.54%
Academic Learning Management Systems Total	318	4.51%
Consultation Service Total	315	4.47%
Telephone Services Total	280	3.97%
Website Consulting and Hosting Total	274	3.89%
Academic Systems Application Support Total	270	3.83%
Residential Network Total	227	3.22%
Network Services Total	218	3.09%
Software Total	141	2%
Email Services Total	132	1.87%
Information Security Incident Total	110	1.56%
Google Apps Service Total	93	1.32%
Copyright/DMCA Notice Total	77	1.09%
Door Locks Total	71	1.01%
Identity and Access Management Total	71	1.01%
Specialized Desktop Services Total	71	1.01%
Webcasting Total	67	0.95%
Printing Total	66	0.94%
Hosting (Data Center) Total	55	0.78%
Data Center Managed Services Total	53	0.75%
IT Request (Business Service) Total	47	0.67%
Media Equipment and Support Total	47	0.67%
Police Department IT Total	39	0.55%
Classroom Support Total	37	0.53%
Integrated Library System (ILS) Total	37	0.53%



Service Totals	Count Totals	Percent
ITS Internal Total	37	0.53%
Facilities Application Services Total	36	0.51%
Computer Labs Total	34	0.48%
Other Help Needed Total	32	0.45%
Unix Timeshare Total	32	0.45%
Administrative Tools Total	31	0.44%
Application Infrastructure Hosting Total	31	0.44%
Firewall Services Total	31	0.44%
Active Directory Total	28	0.4%
Video Conferencing Total	28	0.4%
Physical Security Services Total	24	0.34%
Databases Total	23	0.33%
APO Application Support Total	21	0.3%
Application Support Total	21	0.3%
Information Security Management Total	21	0.3%
Mobile Device Management (MDM) Total	21	0.3%
Dining Application Services Total	18	0.26%
Campus Directory Total	17	0.24%
Planning & Budget Applications Total	17	0.24%
Equipment Checkout Total	14	0.2%
Divisional Services Total	12	0.17%
Instructional Technology Support Total	10	0.14%
Other Total	131	1.86%

Service	Stage	Count	Percent
Accounts and Passwords	Achieved	1,711	98.79%



Service	Stage	Count	Percent
	Breached	21	1.21%
Desktop Support (SDS)	Achieved	608	96.97%
	Breached	19	3.03%
UC System Wide Applications	Achieved	560	96.39%
	Breached	21	3.61%
.Not Listed/Not Sure	Achieved	315	98.44%
	Breached	5	1.56%
Academic Learning Management Systems	Achieved	312	98.11%
	Breached	6	1.89%
Consultation Service	Achieved	269	85.4%
	Breached	46	14.6%
Telephone Services	Achieved	271	96.79%
	Breached	9	3.21%
Website Consulting and Hosting	Achieved	248	90.51%
	Breached	26	9.49%
Academic Systems Application Support	Achieved	219	81.11%
	Breached	51	18.89%



Service	Stage	Count	Percent
Residential Network	Achieved	220	96.92%
	Breached	7	3.08%
Network Services	Achieved	208	95.41%
	Breached	10	4.59%
Software	Achieved	130	92.2%
	Breached	11	7.8%
Email Services	Achieved	129	97.73%
	Breached	3	2.27%
Information Security Incident	Achieved	101	91.82%
	Breached	9	8.18%
Google Apps Service	Achieved	88	94.62%
	Breached	5	5.38%
Copyright/DMCA Notice	Achieved	76	98.7%
	Breached	1	1.3%
Door Locks	Achieved	63	88.73%
	Breached	8	11.27%
Identity and Access Management	Achieved	61	85.92%
	Breached	10	14.08%



Service	Stage	Count	Percent
Specialized Desktop Services	Achieved	70	98.59%
	Breached	1	1.41%
Webcasting	Achieved	49	73.13%
	Breached	18	26.87%
Printing	Achieved	65	98.48%
	Breached	1	1.52%
Hosting (Data Center)	Achieved	47	85.45%
	Breached	8	14.55%
Data Center Managed Services	Achieved	39	73.58%
	Breached	14	26.42%
IT Request (Business Service)	Achieved	40	85.11%
	Breached	7	14.89%
Media Equipment and Support	Achieved	40	85.11%
	Breached	7	14.89%
Police Department IT	Achieved	29	74.36%
	Breached	10	25.64%
Classroom Support	Achieved	35	94.59%



Service	Stage	Count	Percent
	Breached	2	5.41%
Integrated Library System (ILS)	Achieved	29	78.38%
	Breached	8	21.62%
ITS Internal	Achieved	33	89.19%
	Breached	4	10.81%
Facilities Application Services	Achieved	23	63.89%
	Breached	13	36.11%
Computer Labs	Achieved	28	82.35%
	Breached	6	17.65%
Other Help Needed	Achieved	25	78.13%
	Breached	7	21.88%
Unix Timeshare	Achieved	29	90.63%
	Breached	3	9.38%
Administrative Tools	Achieved	20	64.52%
	Breached	11	35.48%
Application Infrastructure Hosting	Achieved	21	67.74%
	Breached	10	32.26%



Service	Stage	Count	Percent
Firewall Services	Achieved	22	70.97%
	Breached	9	29.03%
Active Directory	Achieved	26	92.86%
	Breached	2	7.14%
Video Conferencing	Achieved	25	89.29%
	Breached	3	10.71%
Physical Security Services	Achieved	21	87.5%
	Breached	3	12.5%
Databases	Achieved	18	78.26%
	Breached	5	21.74%
APO Application Support	Achieved	21	100%
Application Support	Achieved	18	85.71%
	Breached	3	14.29%
Information Security Management	Achieved	13	61.9%
	Breached	8	38.1%
Mobile Device Management (MDM)	Achieved	16	76.19%
	Breached	5	23.81%



Service	Stage	Count	Percent
Dining Application Services	Achieved	13	72.22%
	Breached	5	27.78%
Campus Directory	Achieved	14	82.35%
	Breached	3	17.65%
Planning & Budget Applications	Achieved	15	88.24%
	Breached	2	11.76%
Equipment Checkout	Achieved	11	78.57%
	Breached	3	21.43%
Divisional Services	Achieved	10	83.33%
	Breached	2	16.67%
Instructional Technology Support	Achieved	10	100%
Other	Achieved	109	83.21%
	Breached	22	16.79%
Total		7,046	