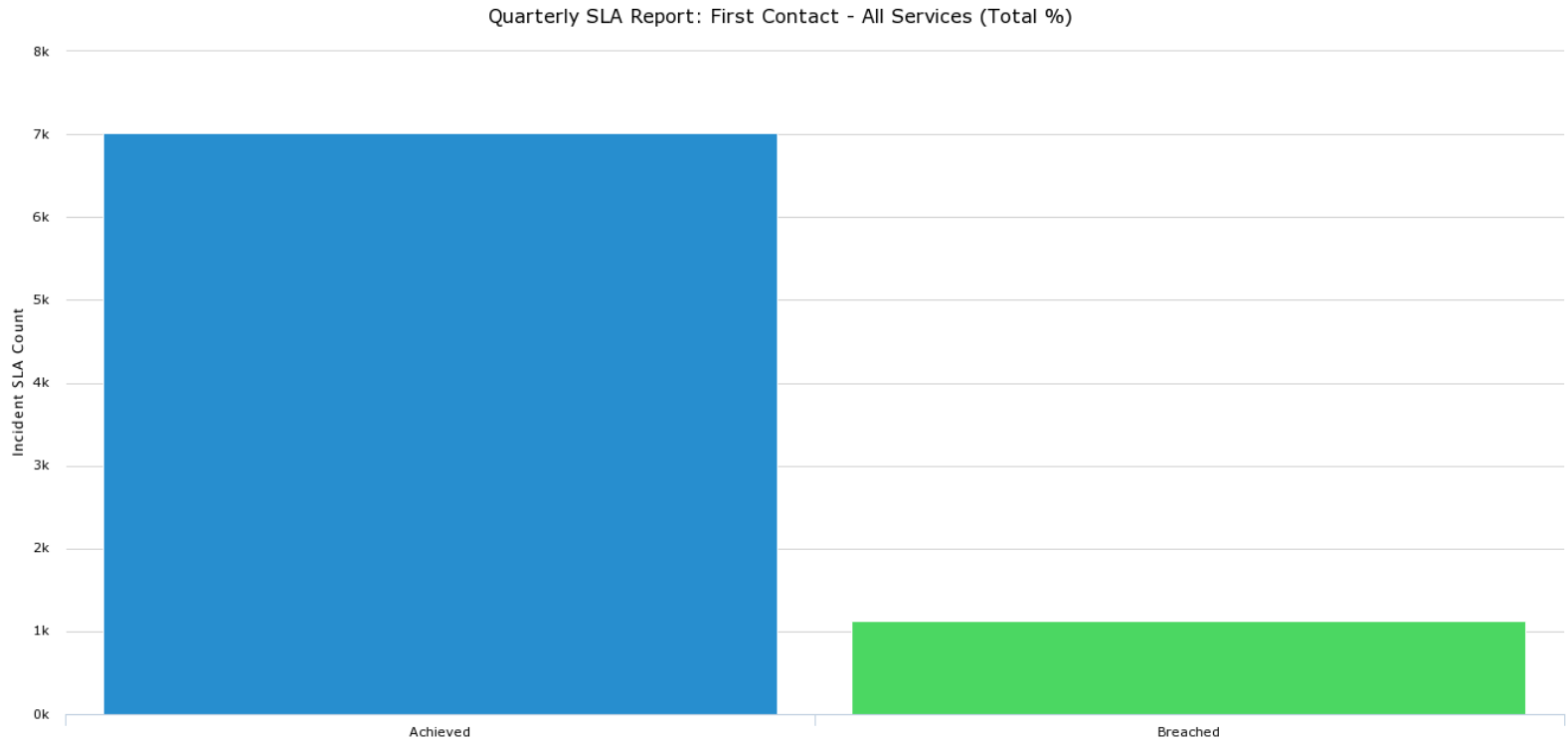|	
Report Title:	Quarterly SLA Report: First Contact - All Services (Total %)
Run Date and Time:	07-01-2017 01:00 AM PDT
Run By:	Janine Roeth
Table name:	incident_sla
Query Condition:	Sys/App (CI) != SPAM Tickets - Invalid AND Stage != Cancelled AND SLA definition = First Contact AND Created on Last quarter AND Stage in (Achieved, Breached)
Group by:	Stage

Quarterly SLA Report: First Contact - All Services (Total %)

Stage	Count	Percent
Achieved	7,011	86.14%
Breached	1,128	13.86%
Total	**8,139**	

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

Quarterly SLA Report: First Contact - All Services
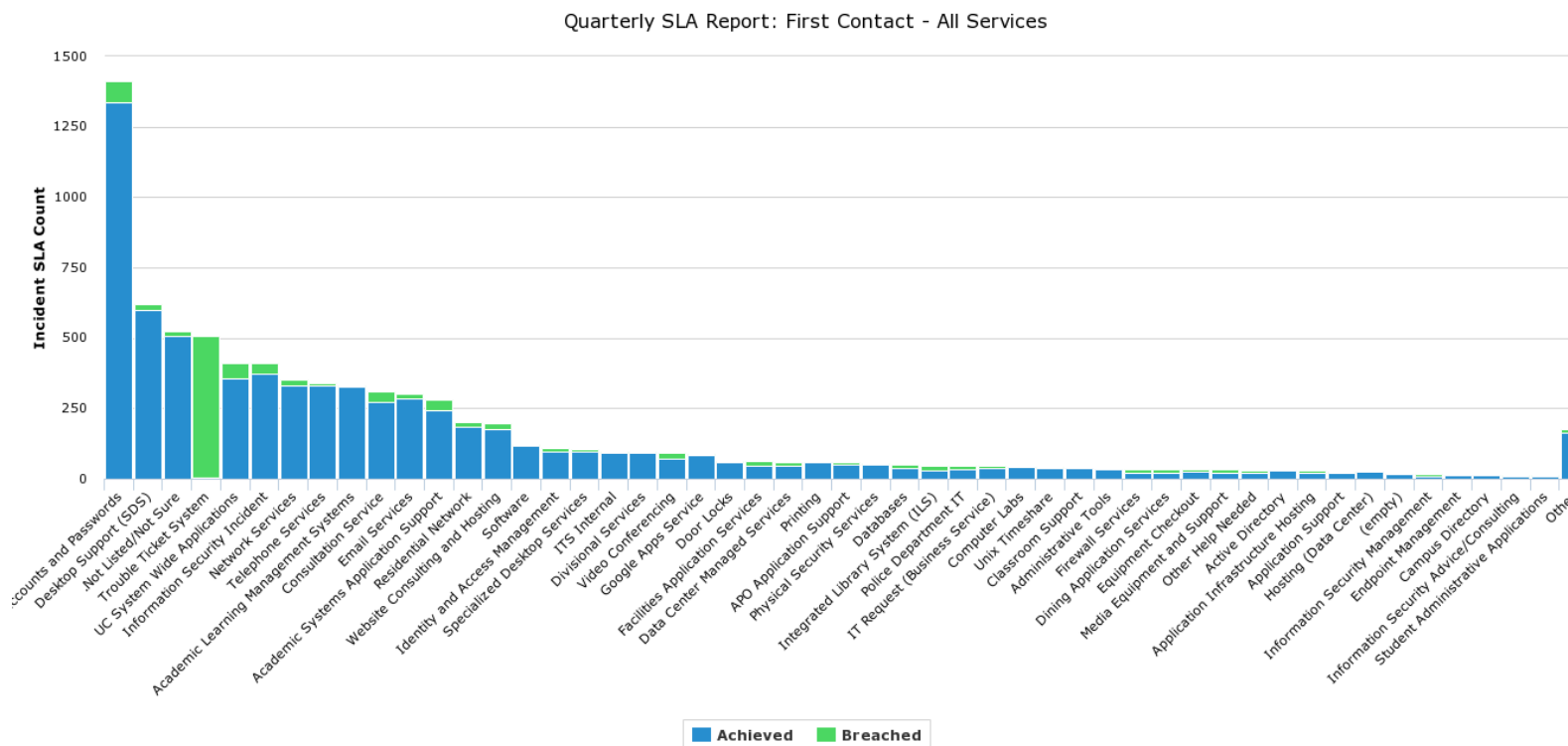
Service Totals	Count Totals	Percent
Accounts and Passwords Total	**1,414**	**17.37%**
Desktop Support (SDS) Total	**620**	**7.62%**
.Not Listed/Not Sure Total	**523**	**6.43%**

Service Totals	Count Totals	Percent
Trouble Ticket System Total	509	6.25%
UC System Wide Applications Total	410	5.04%
Information Security Incident Total	409	5.03%
Network Services Total	351	4.31%
Telephone Services Total	341	4.19%
Academic Learning Management Systems Total	329	4.04%
Consultation Service Total	308	3.78%
Email Services Total	301	3.7%
Academic Systems Application Support Total	280	3.44%
Residential Network Total	201	2.47%
Website Consulting and Hosting Total	196	2.41%
Software Total	121	1.49%
Identity and Access Management Total	111	1.36%
Specialized Desktop Services Total	105	1.29%
ITS Internal Total	98	1.2%
Divisional Services Total	97	1.19%
Video Conferencing Total	94	1.15%
Google Apps Service Total	89	1.09%
Door Locks Total	63	0.77%
Facilities Application Services Total	63	0.77%
Data Center Managed Services Total	58	0.71%
Printing Total	58	0.71%
APO Application Support Total	57	0.7%
Physical Security Services Total	56	0.69%
Databases Total	49	0.6%

Service Totals	Count Totals	Percent
Integrated Library System (ILS) Total	46	0.57%
Police Department IT Total	46	0.57%
IT Request (Business Service) Total	45	0.55%
Computer Labs Total	41	0.5%
Unix Timeshare Total	40	0.49%
Classroom Support Total	37	0.45%
Administrative Tools Total	35	0.43%
Firewall Services Total	35	0.43%
Dining Application Services Total	33	0.41%
Equipment Checkout Total	33	0.41%
Media Equipment and Support Total	33	0.41%
Other Help Needed Total	31	0.38%
Active Directory Total	30	0.37%
Application Infrastructure Hosting Total	30	0.37%
Application Support Total	26	0.32%
Hosting (Data Center) Total	25	0.31%
(empty) Total	18	0.22%
Information Security Management Total	17	0.21%
Endpoint Management Total	14	0.17%
Campus Directory Total	12	0.15%
Information Security Advice/Consulting Total	12	0.15%
Student Administrative Applications Total	11	0.14%
Other Total	178	2.19%

Service	Stage	Count	Percent
Accounts and Passwords	Achieved	1,335	94.41%

Service	Stage	Count	Percent
	Breached	79	5.59%
Desktop Support (SDS)	Achieved	598	96.45%
	Breached	22	3.55%
.Not Listed/Not Sure	Achieved	509	97.32%
	Breached	14	2.68%
Trouble Ticket System	Achieved	3	0.59%
	Breached	506	99.41%
UC System Wide Applications	Achieved	356	86.83%
	Breached	54	13.17%
Information Security Incident	Achieved	375	91.69%
	Breached	34	8.31%
Network Services	Achieved	330	94.02%
	Breached	21	5.98%
Telephone Services	Achieved	333	97.65%
	Breached	8	2.35%
Academic Learning Management Systems	Achieved	325	98.78%
	Breached	4	1.22%

Service	Stage	Count	Percent
Consultation Service	Achieved	272	88.31%
	Breached	36	11.69%
Email Services	Achieved	285	94.68%
	Breached	16	5.32%
Academic Systems Application Support	Achieved	242	86.43%
	Breached	38	13.57%
Residential Network	Achieved	184	91.54%
	Breached	17	8.46%
Website Consulting and Hosting	Achieved	178	90.82%
	Breached	18	9.18%
Software	Achieved	117	96.69%
	Breached	4	3.31%
Identity and Access Management	Achieved	97	87.39%
	Breached	14	12.61%
Specialized Desktop Services	Achieved	97	92.38%
	Breached	8	7.62%
ITS Internal	Achieved	93	94.9%
	Breached	5	5.1%

Service	Stage	Count	Percent
Divisional Services	Achieved	92	94.85%
	Breached	5	5.15%
Video Conferencing	Achieved	70	74.47%
	Breached	24	25.53%
Google Apps Service	Achieved	84	94.38%
	Breached	5	5.62%
Door Locks	Achieved	60	95.24%
	Breached	3	4.76%
Facilities Application Services	Achieved	48	76.19%
	Breached	15	23.81%
Data Center Managed Services	Achieved	48	82.76%
	Breached	10	17.24%
Printing	Achieved	58	100%
APO Application Support	Achieved	52	91.23%
	Breached	5	8.77%
Physical Security Services	Achieved	51	91.07%
	Breached	5	8.93%

Service	Stage	Count	Percent
Databases	Achieved	37	75.51%
	Breached	12	24.49%
Integrated Library System (ILS)	Achieved	31	67.39%
	Breached	15	32.61%
Police Department IT	Achieved	32	69.57%
	Breached	14	30.43%
IT Request (Business Service)	Achieved	38	84.44%
	Breached	7	15.56%
Computer Labs	Achieved	40	97.56%
	Breached	1	2.44%
Unix Timeshare	Achieved	36	90%
	Breached	4	10%
Classroom Support	Achieved	36	97.3%
	Breached	1	2.7%
Administrative Tools	Achieved	32	91.43%
	Breached	3	8.57%
Firewall Services	Achieved	21	60%

Service	Stage	Count	Percent
	Breached	14	40%
Dining Application Services	Achieved	19	57.58%
	Breached	14	42.42%
Equipment Checkout	Achieved	26	78.79%
	Breached	7	21.21%
Media Equipment and Support	Achieved	23	69.7%
	Breached	10	30.3%
Other Help Needed	Achieved	22	70.97%
	Breached	9	29.03%
Active Directory	Achieved	28	93.33%
	Breached	2	6.67%
Application Infrastructure Hosting	Achieved	22	73.33%
	Breached	8	26.67%
Application Support	Achieved	22	84.62%
	Breached	4	15.38%
Hosting (Data Center)	Achieved	24	96%
	Breached	1	4%

Service	Stage	Count	Percent
(empty)	Achieved	18	100%
Information Security Management	Achieved	10	58.82%
	Breached	7	41.18%
Endpoint Management	Achieved	11	78.57%
	Breached	3	21.43%
Campus Directory	Achieved	11	91.67%
	Breached	1	8.33%
Information Security Advice/Consulting	Achieved	10	83.33%
	Breached	2	16.67%
Student Administrative Applications	Achieved	8	72.73%
	Breached	3	27.27%
Other	Achieved	162	91.01%
	Breached	16	8.99%
Total		**8,139**	