



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

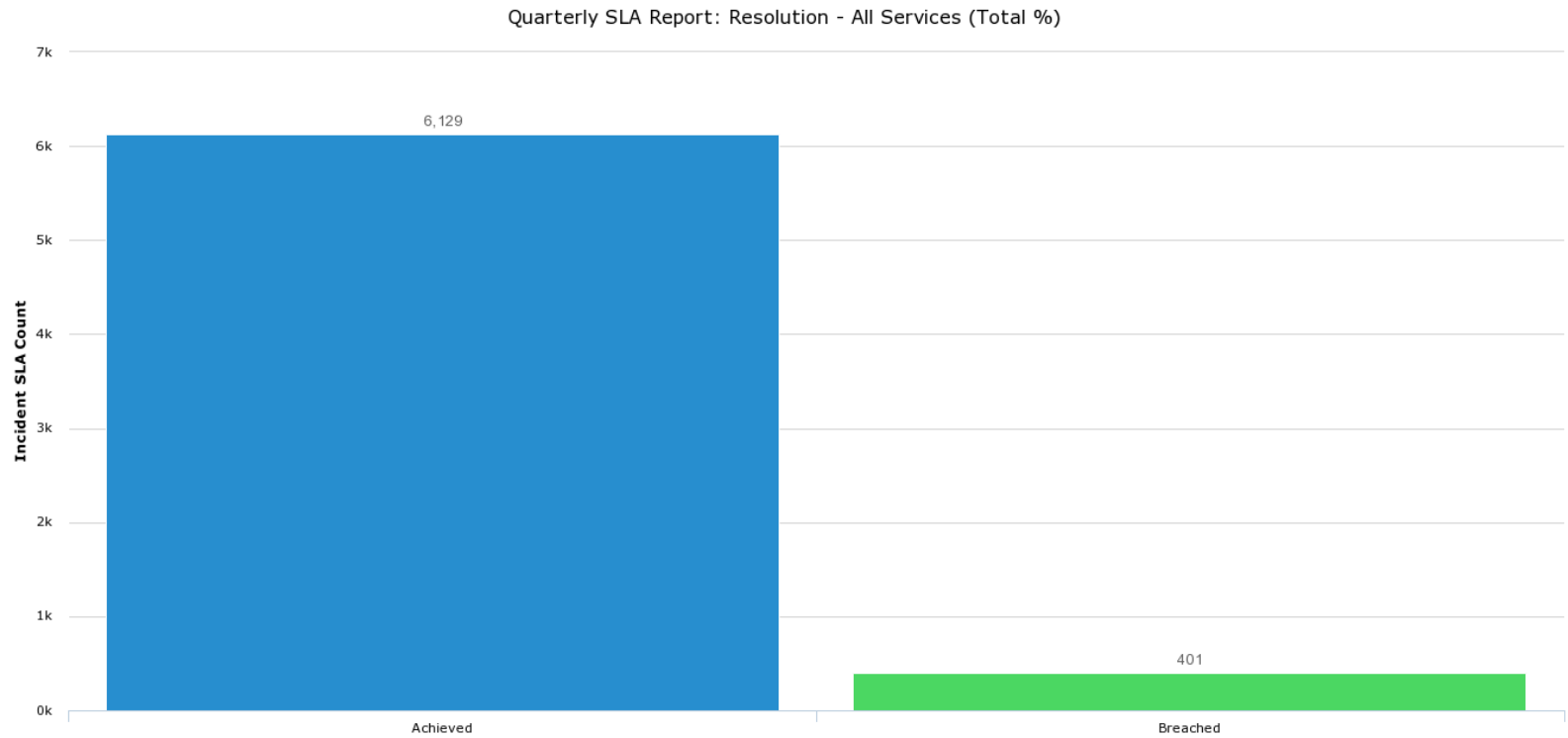
Run Date and Time: 07-01-2018 01:00 AM PDT

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	6,129	93.86%
Breached	401	6.14%



Stage	Count	Percent
Total	6,530	



Report Title: Quarterly SLA Report: Resolution - All Services

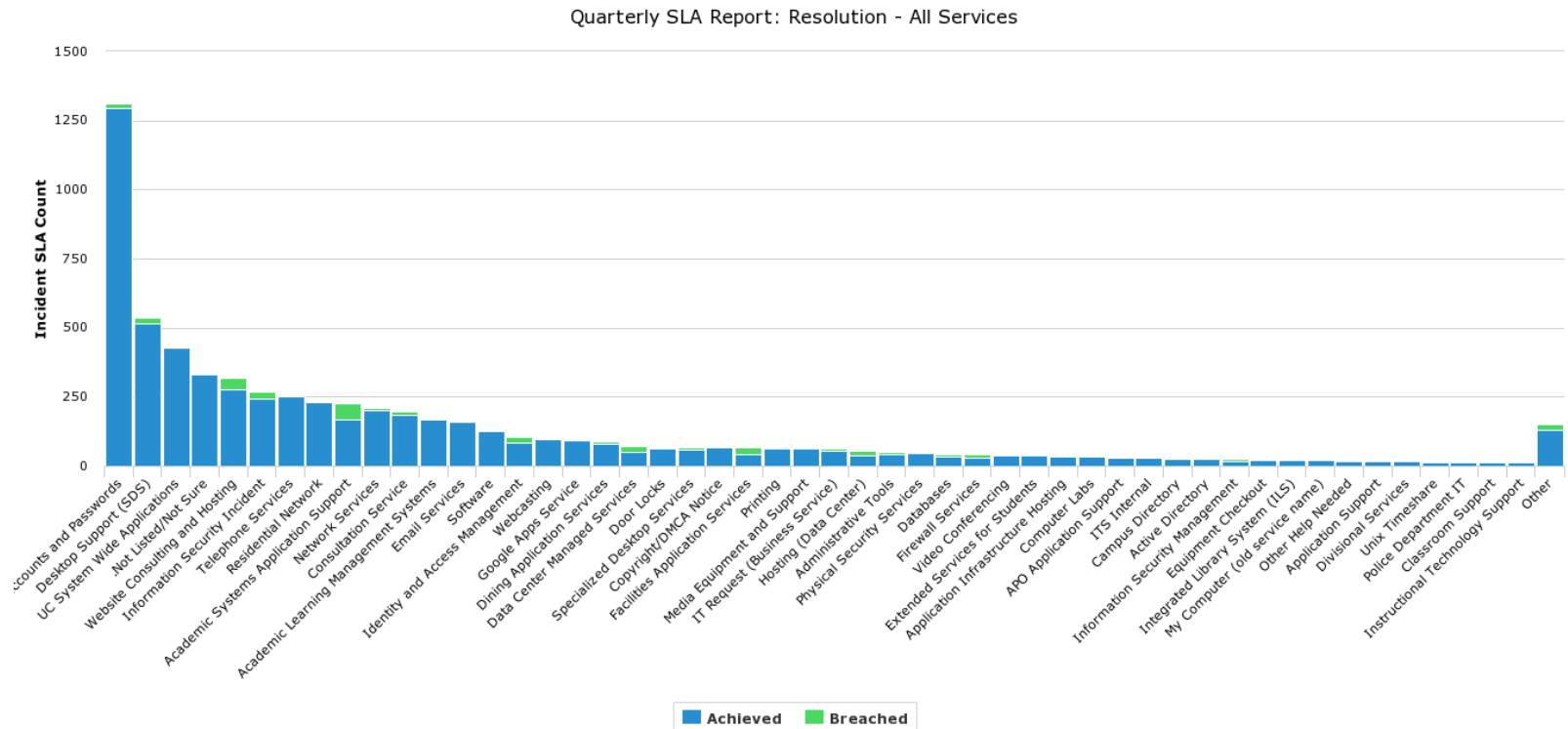
Run Date and Time: 07-01-2018 01:00 AM PDT

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: Service



Service Totals	Count Totals	Percent
Accounts and Passwords Total	1,311	20.08%
Desktop Support (SDS) Total	536	8.21%



Service Totals	Count Totals	Percent
UC System Wide Applications Total	429	6.57%
.Not Listed/Not Sure Total	335	5.13%
Website Consulting and Hosting Total	317	4.85%
Information Security Incident Total	270	4.13%
Telephone Services Total	254	3.89%
Residential Network Total	235	3.6%
Academic Systems Application Support Total	226	3.46%
Network Services Total	211	3.23%
Consultation Service Total	199	3.05%
Academic Learning Management Systems Total	169	2.59%
Email Services Total	163	2.5%
Software Total	128	1.96%
Identity and Access Management Total	103	1.58%
Webcasting Total	98	1.5%
Google Apps Service Total	92	1.41%
Dining Application Services Total	88	1.35%
Data Center Managed Services Total	70	1.07%
Door Locks Total	69	1.06%
Specialized Desktop Services Total	68	1.04%
Copyright/DMCA Notice Total	66	1.01%
Facilities Application Services Total	66	1.01%
Printing Total	65	1%
Media Equipment and Support Total	63	0.96%
IT Request (Business Service) Total	61	0.93%
Hosting (Data Center) Total	53	0.81%



Service Totals	Count Totals	Percent
Administrative Tools Total	52	0.8%
Physical Security Services Total	48	0.74%
Databases Total	41	0.63%
Firewall Services Total	40	0.61%
Video Conferencing Total	39	0.6%
Extended Services for Students Total	37	0.57%
Application Infrastructure Hosting Total	36	0.55%
Computer Labs Total	33	0.51%
APO Application Support Total	29	0.44%
ITS Internal Total	29	0.44%
Campus Directory Total	28	0.43%
Active Directory Total	26	0.4%
Information Security Management Total	24	0.37%
Equipment Checkout Total	20	0.31%
Integrated Library System (ILS) Total	20	0.31%
My Computer (old service name) Total	20	0.31%
Other Help Needed Total	20	0.31%
Application Support Total	18	0.28%
Divisional Services Total	18	0.28%
Unix Timeshare Total	17	0.26%
Police Department IT Total	16	0.25%
Classroom Support Total	14	0.21%
Instructional Technology Support Total	11	0.17%
Other Total	149	2.28%



Service	Stage	Count	Percent
Accounts and Passwords	Achieved	1,295	98.78%
	Breached	16	1.22%
Desktop Support (SDS)	Achieved	515	96.08%
	Breached	21	3.92%
UC System Wide Applications	Achieved	429	100%
.Not Listed/Not Sure	Achieved	331	98.81%
	Breached	4	1.19%
Website Consulting and Hosting	Achieved	276	87.07%
	Breached	41	12.93%
Information Security Incident	Achieved	242	89.63%
	Breached	28	10.37%
Telephone Services	Achieved	250	98.43%
	Breached	4	1.57%
Residential Network	Achieved	232	98.72%
	Breached	3	1.28%
Academic Systems Application Support	Achieved	169	74.78%
	Breached	57	25.22%



Service	Stage	Count	Percent
Network Services	Achieved	200	94.79%
	Breached	11	5.21%
Consultation Service	Achieved	186	93.47%
	Breached	13	6.53%
Academic Learning Management Systems	Achieved	169	100%
Email Services	Achieved	160	98.16%
	Breached	3	1.84%
Software	Achieved	125	97.66%
	Breached	3	2.34%
Identity and Access Management	Achieved	85	82.52%
	Breached	18	17.48%
Webcasting	Achieved	96	97.96%
	Breached	2	2.04%
Google Apps Service	Achieved	91	98.91%
	Breached	1	1.09%
Dining Application Services	Achieved	79	89.77%
	Breached	9	10.23%



Service	Stage	Count	Percent
Data Center Managed Services	Achieved	52	74.29%
	Breached	18	25.71%
Door Locks	Achieved	61	88.41%
	Breached	8	11.59%
Specialized Desktop Services	Achieved	57	83.82%
	Breached	11	16.18%
Copyright/DMCA Notice	Achieved	66	100%
Facilities Application Services	Achieved	41	62.12%
	Breached	25	37.88%
Printing	Achieved	61	93.85%
	Breached	4	6.15%
Media Equipment and Support	Achieved	63	100%
IT Request (Business Service)	Achieved	56	91.8%
	Breached	5	8.2%
Hosting (Data Center)	Achieved	38	71.7%
	Breached	15	28.3%
Administrative Tools	Achieved	41	78.85%



Service	Stage	Count	Percent
	Breached	11	21.15%
Physical Security Services	Achieved	46	95.83%
	Breached	2	4.17%
Databases	Achieved	33	80.49%
	Breached	8	19.51%
Firewall Services	Achieved	29	72.5%
	Breached	11	27.5%
Video Conferencing	Achieved	38	97.44%
	Breached	1	2.56%
Extended Services for Students	Achieved	36	97.3%
	Breached	1	2.7%
Application Infrastructure Hosting	Achieved	34	94.44%
	Breached	2	5.56%
Computer Labs	Achieved	32	96.97%
	Breached	1	3.03%
APO Application Support	Achieved	29	100%
ITS Internal	Achieved	28	96.55%



Service	Stage	Count	Percent
	Breached	1	3.45%
Campus Directory	Achieved	27	96.43%
	Breached	1	3.57%
Active Directory	Achieved	24	92.31%
	Breached	2	7.69%
Information Security Management	Achieved	17	70.83%
	Breached	7	29.17%
Equipment Checkout	Achieved	20	100%
Integrated Library System (ILS)	Achieved	19	95%
	Breached	1	5%
My Computer (old service name)	Achieved	20	100%
Other Help Needed	Achieved	17	85%
	Breached	3	15%
Application Support	Achieved	17	94.44%
	Breached	1	5.56%
Divisional Services	Achieved	17	94.44%
	Breached	1	5.56%



Service	Stage	Count	Percent
Unix Timeshare	Achieved	11	64.71%
	Breached	6	35.29%
Police Department IT	Achieved	14	87.5%
	Breached	2	12.5%
Classroom Support	Achieved	14	100%
Instructional Technology Support	Achieved	11	100%
Other	Achieved	130	87.25%
	Breached	19	12.75%
Total		6,530	