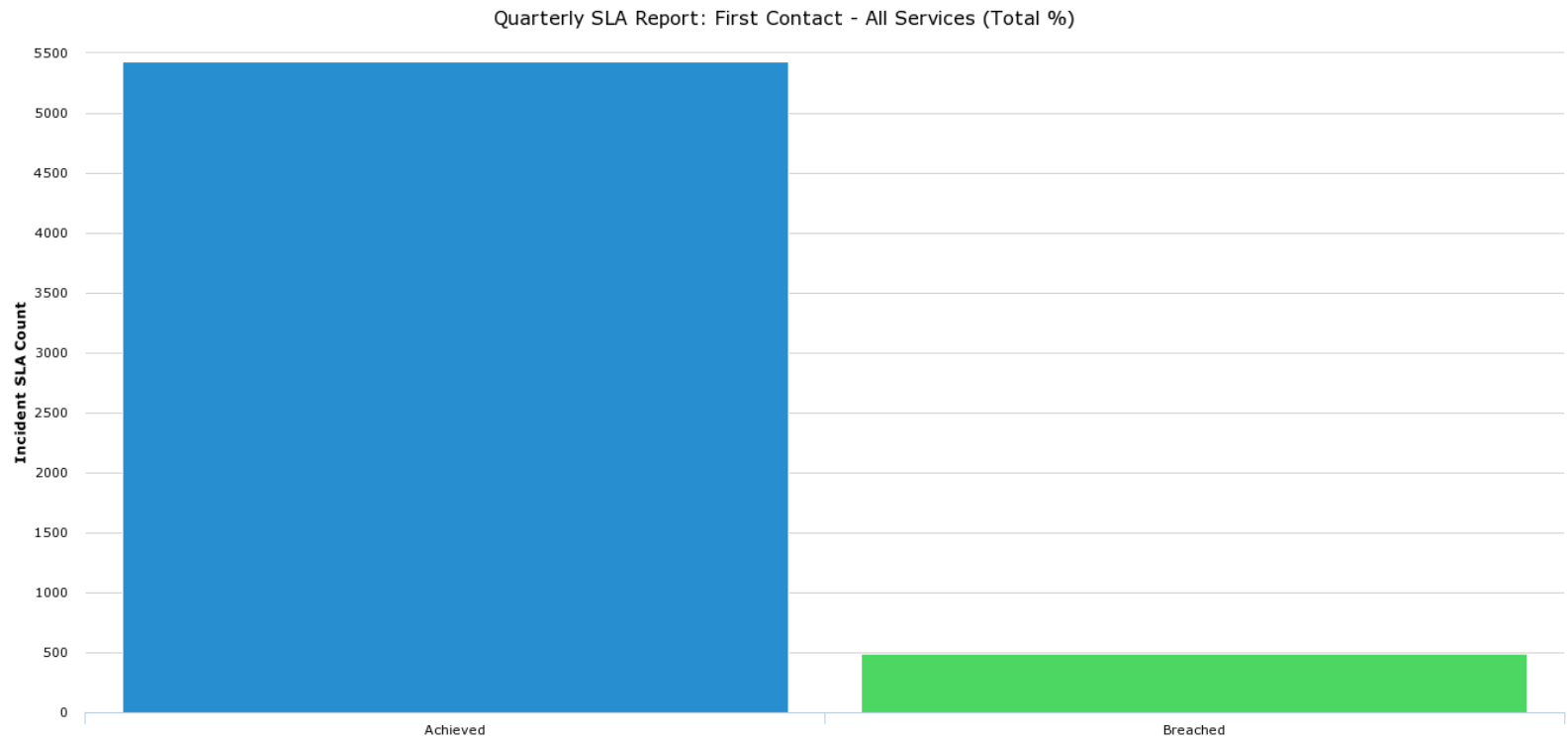|	
Report Title:	Quarterly SLA Report: First Contact - All Services (Total %)
Run Date and Time:	07-01-2018 01:00 AM PDT
Run By:	Janine Roeth
Table name:	incident_sla
Query Condition:	Sys/App (CI) != SPAM Tickets - Invalid .or. Sys/App (CI) is empty AND Stage != Cancelled AND SLA = First Contact AND Created on Last quarter AND Stage in (Achieved, Breached)
Group by:	Stage

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

Stage	Count	Percent
Achieved	5,428	91.78%
Breached	486	8.22%
Total	**5,914**	

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

Quarterly SLA Report: First Contact - All Services
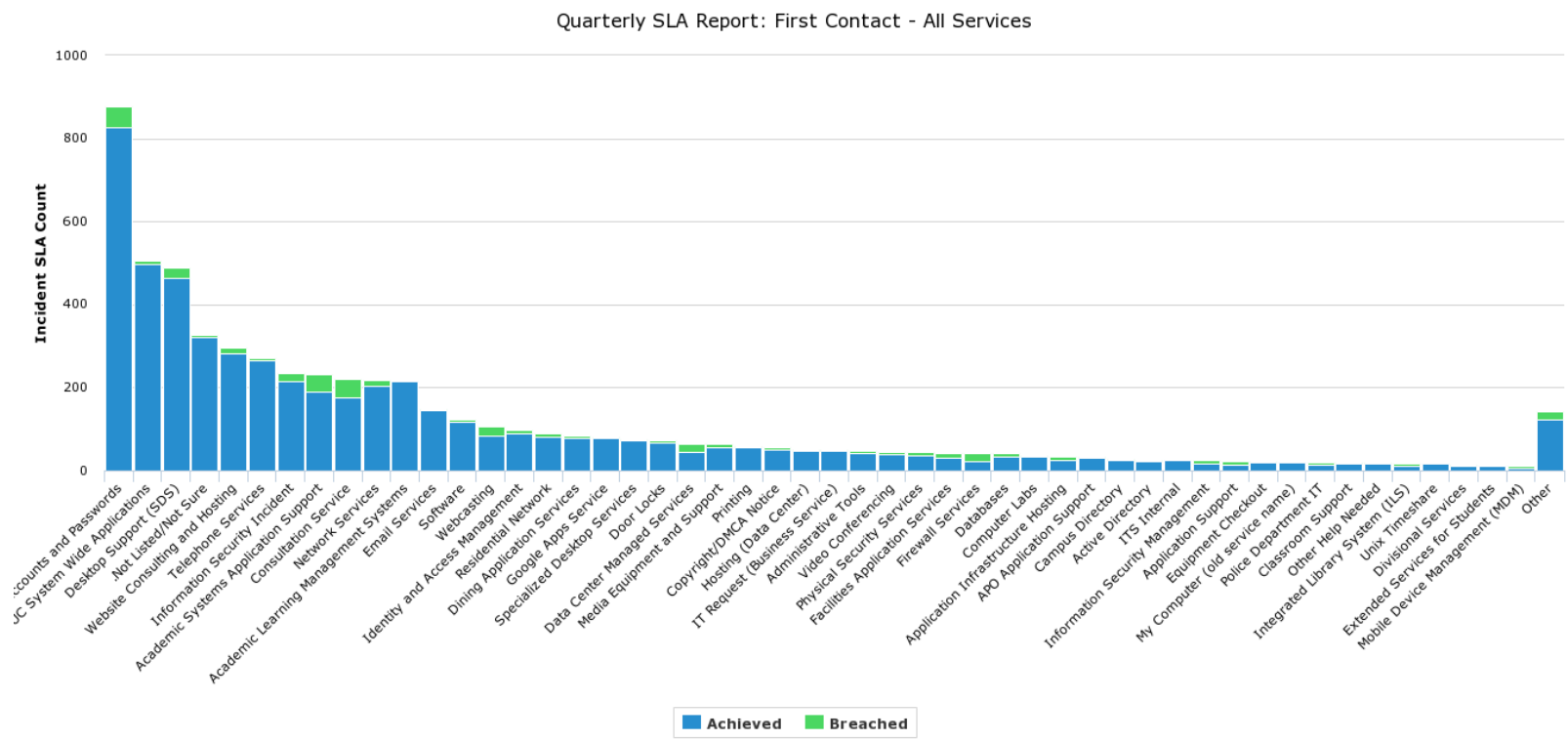
Service Totals	Count Totals	Percent
Accounts and Passwords Total	**876**	**14.81%**
UC System Wide Applications Total	**505**	**8.54%**
Desktop Support (SDS) Total	**489**	**8.27%**

Service Totals	Count Totals	Percent
.Not Listed/Not Sure Total	327	5.53%
Website Consulting and Hosting Total	297	5.02%
Telephone Services Total	270	4.57%
Information Security Incident Total	235	3.97%
Academic Systems Application Support Total	231	3.91%
Consultation Service Total	221	3.74%
Network Services Total	217	3.67%
Academic Learning Management Systems Total	216	3.65%
Email Services Total	148	2.5%
Software Total	123	2.08%
Webcasting Total	106	1.79%
Identity and Access Management Total	98	1.66%
Residential Network Total	89	1.5%
Dining Application Services Total	84	1.42%
Google Apps Service Total	81	1.37%
Specialized Desktop Services Total	75	1.27%
Door Locks Total	72	1.22%
Data Center Managed Services Total	65	1.1%
Media Equipment and Support Total	64	1.08%
Printing Total	59	1%
Copyright/DMCA Notice Total	57	0.96%
Hosting (Data Center) Total	51	0.86%
IT Request (Business Service) Total	51	0.86%
Administrative Tools Total	48	0.81%
Video Conferencing Total	46	0.78%

Service Totals	Count Totals	Percent
Physical Security Services Total	**44**	**0.74%**
Facilities Application Services Total	**42**	**0.71%**
Firewall Services Total	**42**	**0.71%**
Databases Total	**41**	**0.69%**
Computer Labs Total	**37**	**0.63%**
Application Infrastructure Hosting Total	**34**	**0.57%**
APO Application Support Total	**33**	**0.56%**
Campus Directory Total	**29**	**0.49%**
Active Directory Total	**26**	**0.44%**
ITS Internal Total	**25**	**0.42%**
Information Security Management Total	**24**	**0.41%**
Application Support Total	**22**	**0.37%**
Equipment Checkout Total	**22**	**0.37%**
My Computer (old service name) Total	**20**	**0.34%**
Police Department IT Total	**20**	**0.34%**
Classroom Support Total	**19**	**0.32%**
Other Help Needed Total	**19**	**0.32%**
Integrated Library System (ILS) Total	**18**	**0.3%**
Unix Timeshare Total	**18**	**0.3%**
Divisional Services Total	**14**	**0.24%**
Extended Services for Students Total	**12**	**0.2%**
Mobile Device Management (MDM) Total	**10**	**0.17%**
Other Total	**142**	**2.4%**

Service	Stage	Count	Percent
Accounts and Passwords	Achieved	828	94.52%

Service	Stage	Count	Percent
	Breached	48	5.48%
UC System Wide Applications	Achieved	498	98.61%
	Breached	7	1.39%
Desktop Support (SDS)	Achieved	465	95.09%
	Breached	24	4.91%
.Not Listed/Not Sure	Achieved	322	98.47%
	Breached	5	1.53%
Website Consulting and Hosting	Achieved	281	94.61%
	Breached	16	5.39%
Telephone Services	Achieved	264	97.78%
	Breached	6	2.22%
Information Security Incident	Achieved	216	91.91%
	Breached	19	8.09%
Academic Systems Application Support	Achieved	191	82.68%
	Breached	40	17.32%
Consultation Service	Achieved	175	79.19%
	Breached	46	20.81%

Service	Stage	Count	Percent
Network Services	Achieved	203	93.55%
	Breached	14	6.45%
Academic Learning Management Systems	Achieved	215	99.54%
	Breached	1	0.46%
Email Services	Achieved	144	97.3%
	Breached	4	2.7%
Software	Achieved	118	95.93%
	Breached	5	4.07%
Webcasting	Achieved	85	80.19%
	Breached	21	19.81%
Identity and Access Management	Achieved	88	89.8%
	Breached	10	10.2%
Residential Network	Achieved	82	92.13%
	Breached	7	7.87%
Dining Application Services	Achieved	78	92.86%
	Breached	6	7.14%
Google Apps Service	Achieved	78	96.3%
	Breached	3	3.7%

Service	Stage	Count	Percent
Specialized Desktop Services	Achieved	72	96%
	Breached	3	4%
Door Locks	Achieved	66	91.67%
	Breached	6	8.33%
Data Center Managed Services	Achieved	44	67.69%
	Breached	21	32.31%
Media Equipment and Support	Achieved	57	89.06%
	Breached	7	10.94%
Printing	Achieved	57	96.61%
	Breached	2	3.39%
Copyright/DMCA Notice	Achieved	50	87.72%
	Breached	7	12.28%
Hosting (Data Center)	Achieved	47	92.16%
	Breached	4	7.84%
IT Request (Business Service)	Achieved	47	92.16%
	Breached	4	7.84%
Administrative Tools	Achieved	41	85.42%

Service	Stage	Count	Percent
	Breached	7	14.58%
Video Conferencing	Achieved	39	84.78%
	Breached	7	15.22%
Physical Security Services	Achieved	37	84.09%
	Breached	7	15.91%
Facilities Application Services	Achieved	30	71.43%
	Breached	12	28.57%
Firewall Services	Achieved	21	50%
	Breached	21	50%
Databases	Achieved	34	82.93%
	Breached	7	17.07%
Computer Labs	Achieved	33	89.19%
	Breached	4	10.81%
Application Infrastructure Hosting	Achieved	25	73.53%
	Breached	9	26.47%
APO Application Support	Achieved	30	90.91%
	Breached	3	9.09%

Service	Stage	Count	Percent
Campus Directory	Achieved	24	82.76%
	Breached	5	17.24%
Active Directory	Achieved	23	88.46%
	Breached	3	11.54%
ITS Internal	Achieved	24	96%
	Breached	1	4%
Information Security Management	Achieved	16	66.67%
	Breached	8	33.33%
Application Support	Achieved	15	68.18%
	Breached	7	31.82%
Equipment Checkout	Achieved	19	86.36%
	Breached	3	13.64%
My Computer (old service name)	Achieved	20	100%
Police Department IT	Achieved	13	65%
	Breached	7	35%
Classroom Support	Achieved	17	89.47%
	Breached	2	10.53%

Service	Stage	Count	Percent
Other Help Needed	Achieved	16	84.21%
	Breached	3	15.79%
Integrated Library System (ILS)	Achieved	12	66.67%
	Breached	6	33.33%
Unix Timeshare	Achieved	18	100%
Divisional Services	Achieved	10	71.43%
	Breached	4	28.57%
Extended Services for Students	Achieved	11	91.67%
	Breached	1	8.33%
Mobile Device Management (MDM)	Achieved	6	60%
	Breached	4	40%
Other	Achieved	123	86.62%
	Breached	19	13.38%
Total		**5,914**	