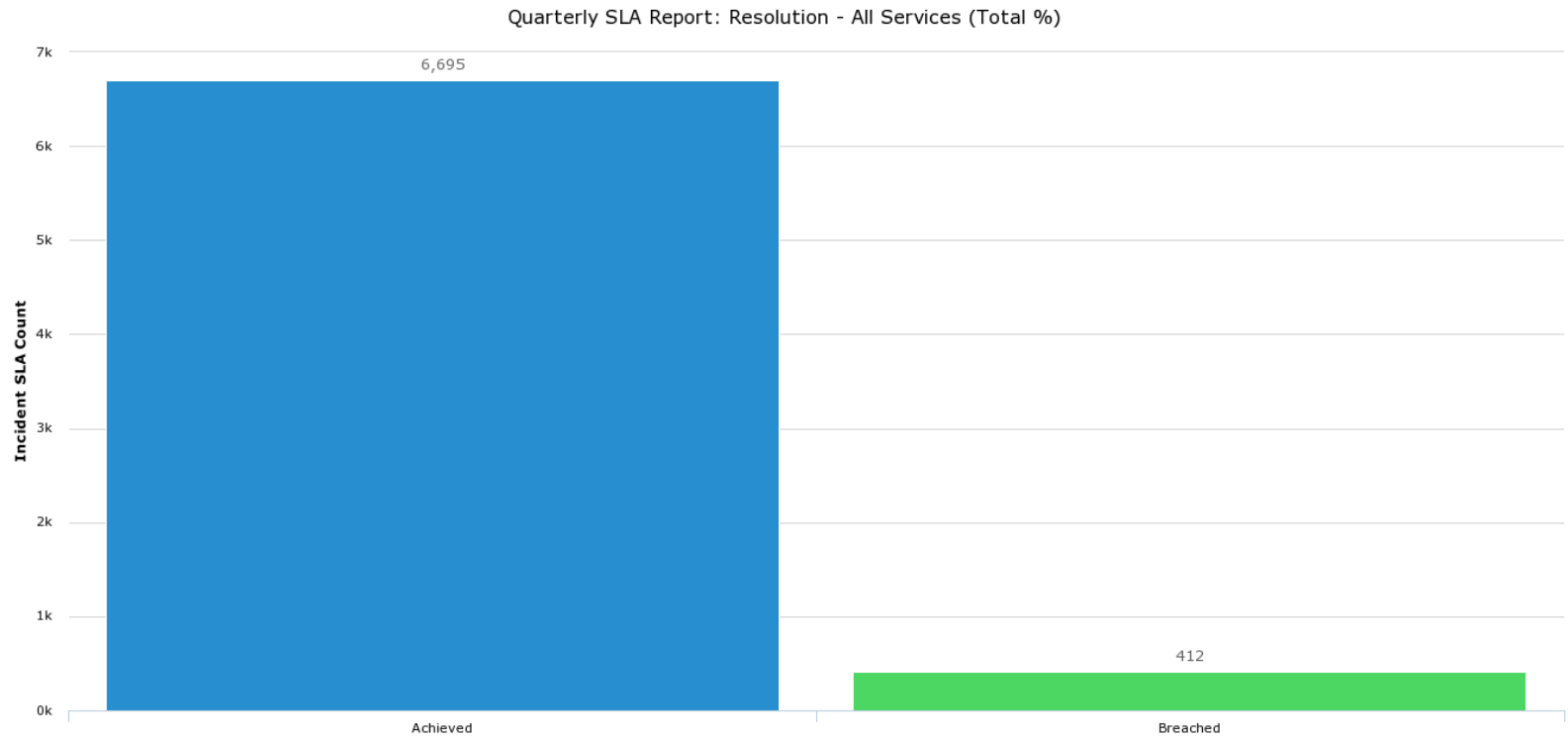


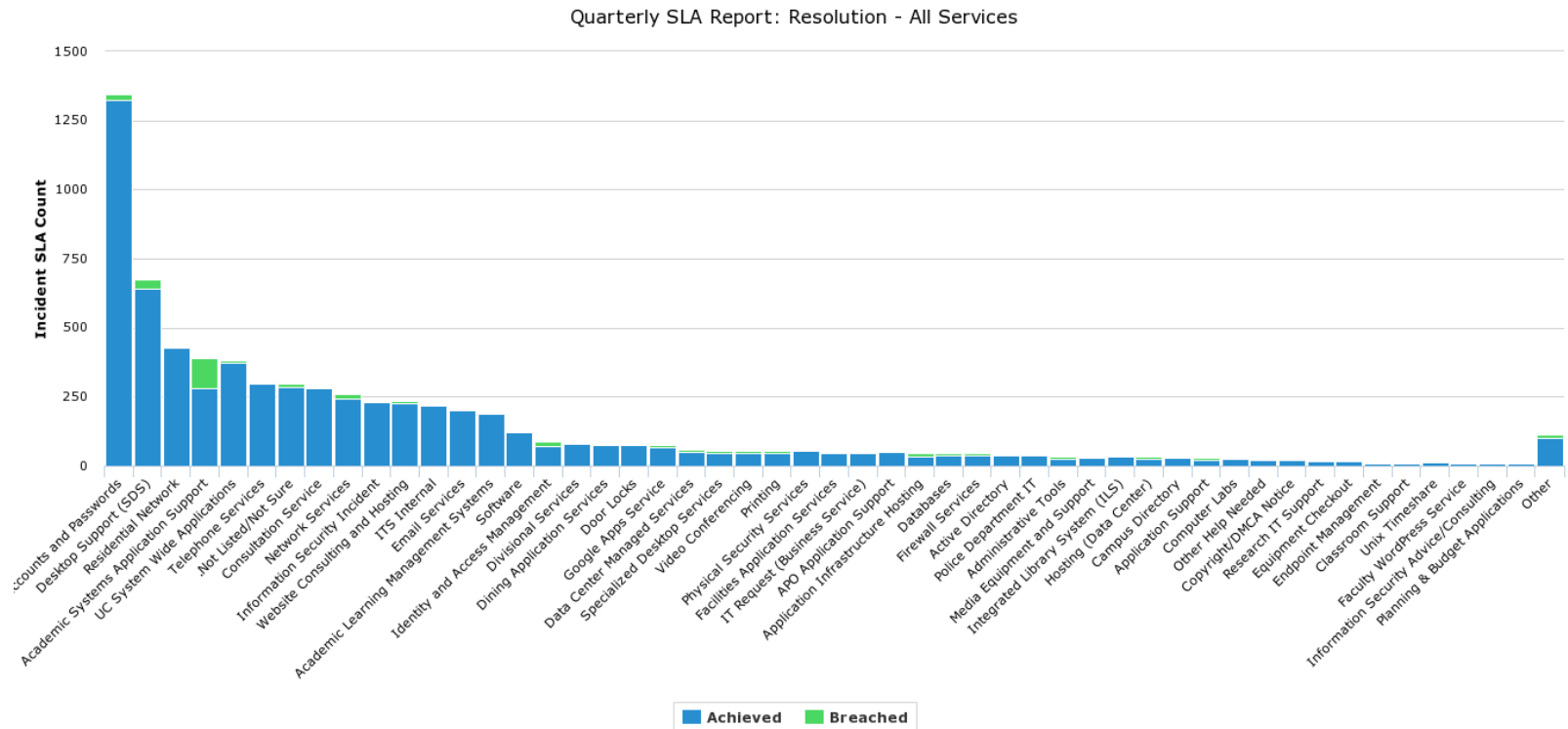
**Report Title:** Quarterly SLA Report: Resolution - All Services (Total %)  
**Run Date and Time:** 10-01-2017 01:00 AM PDT  
**Run By:** Janine Roeth  
**Table name:** incident\_sla  
**Query Condition:** Sys/App (CI) != SPAM Tickets - Invalid AND Stage != Cancelled AND SLA definition = Incident Time to Resolution for High .or. SLA definition = Incident Time to Resolution for Low .or. SLA definition = Incident Time to Resolution for Moderate .or. SLA definition = Incident Time to Resolution for Urgent AND Created on Last quarter AND Stage in (Achieved, Breached)  
**Group by:** Stage



Stage	Count	Percent
Achieved	6,695	94.2%
Breached	412	5.8%

Stage	Count	Percent
<b>Total</b>	<b>7,107</b>	

**Report Title:** Quarterly SLA Report: Resolution - All Services  
**Run Date and Time:** 10-01-2017 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 = Incident Time to Resolution for High .or. SLA definition = Incident Time to Resolution for Low .or. SLA definition = Incident Time to Resolution for Moderate .or. SLA definition = Incident Time to Resolution for Urgent AND Created on Last quarter AND Stage in (Achieved, Breached)  
**Group by:** Service



Service Totals	Count Totals	Percent
<b>Accounts and Passwords Total</b>	<b>1,347</b>	<b>18.95%</b>
<b>Desktop Support (SDS) Total</b>	<b>673</b>	<b>9.47%</b>

Service Totals	Count Totals	Percent
Residential Network Total	431	6.06%
Academic Systems Application Support Total	388	5.46%
UC System Wide Applications Total	381	5.36%
Telephone Services Total	303	4.26%
.Not Listed/Not Sure Total	298	4.19%
Consultation Service Total	284	4%
Network Services Total	258	3.63%
Information Security Incident Total	235	3.31%
Website Consulting and Hosting Total	234	3.29%
ITS Internal Total	220	3.1%
Email Services Total	206	2.9%
Academic Learning Management Systems Total	190	2.67%
Software Total	122	1.72%
Identity and Access Management Total	89	1.25%
Divisional Services Total	85	1.2%
Dining Application Services Total	81	1.14%
Door Locks Total	77	1.08%
Google Apps Service Total	74	1.04%
Data Center Managed Services Total	58	0.82%
Specialized Desktop Services Total	55	0.77%
Video Conferencing Total	55	0.77%
Printing Total	54	0.76%
Physical Security Services Total	53	0.75%
Facilities Application Services Total	51	0.72%
IT Request (Business Service) Total	50	0.7%

Service Totals	Count Totals	Percent
APO Application Support Total	49	0.69%
Application Infrastructure Hosting Total	46	0.65%
Databases Total	46	0.65%
Firewall Services Total	44	0.62%
Active Directory Total	42	0.59%
Police Department IT Total	41	0.58%
Administrative Tools Total	35	0.49%
Media Equipment and Support Total	35	0.49%
Integrated Library System (ILS) Total	34	0.48%
Hosting (Data Center) Total	33	0.46%
Campus Directory Total	32	0.45%
Application Support Total	29	0.41%
Computer Labs Total	26	0.37%
Other Help Needed Total	26	0.37%
Copyright/DMCA Notice Total	21	0.3%
Research IT Support Total	21	0.3%
Equipment Checkout Total	19	0.27%
Endpoint Management Total	13	0.18%
Classroom Support Total	12	0.17%
Unix Timeshare Total	11	0.15%
Faculty WordPress Service Total	10	0.14%
Information Security Advice/Consulting Total	9	0.13%
Planning & Budget Applications Total	9	0.13%
Other Total	112	1.58%

Service	Stage	Count	Percent
Accounts and Passwords	Achieved	1,323	98.22%
	Breached	24	1.78%
Desktop Support (SDS)	Achieved	643	95.54%
	Breached	30	4.46%
Residential Network	Achieved	429	99.54%
	Breached	2	0.46%
Academic Systems Application Support	Achieved	280	72.16%
	Breached	108	27.84%
UC System Wide Applications	Achieved	375	98.43%
	Breached	6	1.57%
Telephone Services	Achieved	297	98.02%
	Breached	6	1.98%
.Not Listed/Not Sure	Achieved	287	96.31%
	Breached	11	3.69%
Consultation Service	Achieved	279	98.24%
	Breached	5	1.76%
Network Services	Achieved	242	93.8%
	Breached	16	6.2%

Service	Stage	Count	Percent
Information Security Incident	Achieved	229	97.45%
	Breached	6	2.55%
Website Consulting and Hosting	Achieved	226	96.58%
	Breached	8	3.42%
ITS Internal	Achieved	219	99.55%
	Breached	1	0.45%
Email Services	Achieved	200	97.09%
	Breached	6	2.91%
Academic Learning Management Systems	Achieved	190	100%
Software	Achieved	120	98.36%
	Breached	2	1.64%
Identity and Access Management	Achieved	73	82.02%
	Breached	16	17.98%
Divisional Services	Achieved	80	94.12%
	Breached	5	5.88%
Dining Application Services	Achieved	74	91.36%
	Breached	7	8.64%

Service	Stage	Count	Percent
Door Locks	Achieved	77	100%
Google Apps Service	Achieved	66	89.19%
	Breached	8	10.81%
Data Center Managed Services	Achieved	50	86.21%
	Breached	8	13.79%
Specialized Desktop Services	Achieved	45	81.82%
	Breached	10	18.18%
Video Conferencing	Achieved	48	87.27%
	Breached	7	12.73%
Printing	Achieved	47	87.04%
	Breached	7	12.96%
Physical Security Services	Achieved	53	100%
Facilities Application Services	Achieved	44	86.27%
	Breached	7	13.73%
IT Request (Business Service)	Achieved	44	88%
	Breached	6	12%



Service	Stage	Count	Percent
APO Application Support	Achieved	49	100%
Application Infrastructure Hosting	Achieved	34	73.91%
	Breached	12	26.09%
Databases	Achieved	39	84.78%
	Breached	7	15.22%
Firewall Services	Achieved	37	84.09%
	Breached	7	15.91%
Active Directory	Achieved	38	90.48%
	Breached	4	9.52%
Police Department IT	Achieved	36	87.8%
	Breached	5	12.2%
Administrative Tools	Achieved	27	77.14%
	Breached	8	22.86%
Media Equipment and Support	Achieved	31	88.57%
	Breached	4	11.43%
Integrated Library System (ILS)	Achieved	34	100%
Hosting (Data Center)	Achieved	26	78.79%

Service	Stage	Count	Percent
	Breached	7	21.21%
Campus Directory	Achieved	29	90.63%
	Breached	3	9.38%
Application Support	Achieved	20	68.97%
	Breached	9	31.03%
Computer Labs	Achieved	25	96.15%
	Breached	1	3.85%
Other Help Needed	Achieved	22	84.62%
	Breached	4	15.38%
Copyright/DMCA Notice	Achieved	21	100%
Research IT Support	Achieved	17	80.95%
	Breached	4	19.05%
Equipment Checkout	Achieved	16	84.21%
	Breached	3	15.79%
Endpoint Management	Achieved	10	76.92%
	Breached	3	23.08%
Classroom Support	Achieved	10	83.33%

Service	Stage	Count	Percent
	Breached	2	16.67%
Unix Timeshare	Achieved	11	100%
Faculty WordPress Service	Achieved	9	90%
	Breached	1	10%
Information Security Advice/Consulting	Achieved	8	88.89%
	Breached	1	11.11%
Planning & Budget Applications	Achieved	7	77.78%
	Breached	2	22.22%
Other	Achieved	99	88.39%
	Breached	13	11.61%
<b>Total</b>		<b>7,107</b>	