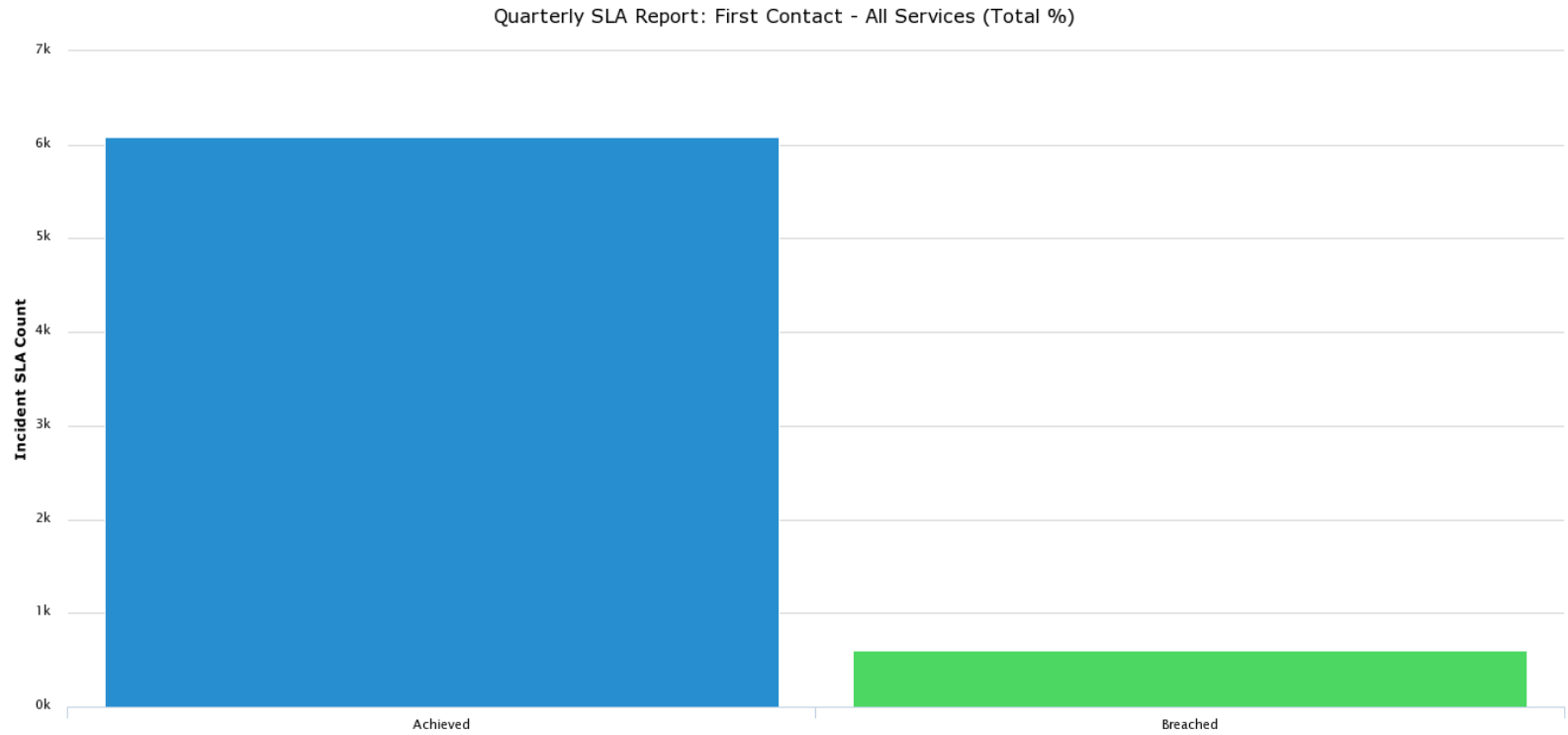
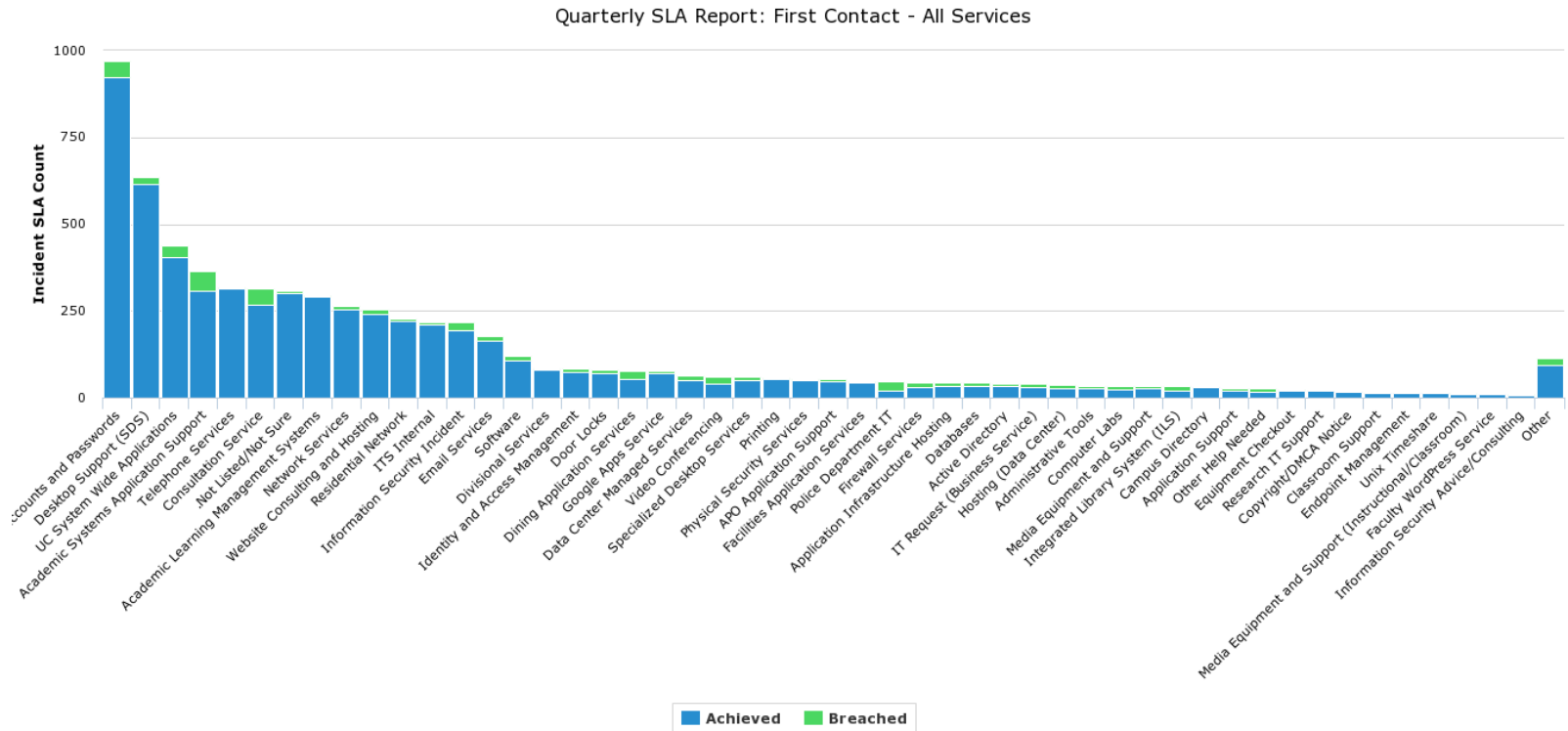


Report Title: Quarterly SLA Report: First Contact - All Services (Total %)
Run Date and Time: 10-01-2017 01:00 AM PDT
Run By: Janine Roeth
Table name: incident_sla
Query Condition: Sys/App (CI) != SPAM Tickets - Invalid AND Stage != Cancelled AND SLA definition = First Contact AND Created on Last quarter AND Stage in (Achieved, Breached)
Group by: Stage



Stage	Count	Percent
Achieved	6,086	91.07%
Breached	597	8.93%
Total	6,683	

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



Service Totals	Count Totals	Percent
Accounts and Passwords Total	970	14.51%
Desktop Support (SDS) Total	637	9.53%
UC System Wide Applications Total	438	6.55%

Service Totals	Count Totals	Percent
Academic Systems Application Support Total	364	5.45%
Telephone Services Total	317	4.74%
Consultation Service Total	313	4.68%
.Not Listed/Not Sure Total	308	4.61%
Academic Learning Management Systems Total	294	4.4%
Network Services Total	263	3.94%
Website Consulting and Hosting Total	254	3.8%
Residential Network Total	226	3.38%
ITS Internal Total	219	3.28%
Information Security Incident Total	217	3.25%
Email Services Total	178	2.66%
Software Total	120	1.8%
Divisional Services Total	84	1.26%
Identity and Access Management Total	84	1.26%
Door Locks Total	79	1.18%
Dining Application Services Total	76	1.14%
Google Apps Service Total	76	1.14%
Data Center Managed Services Total	63	0.94%
Video Conferencing Total	61	0.91%
Specialized Desktop Services Total	60	0.9%
Printing Total	58	0.87%
Physical Security Services Total	53	0.79%
APO Application Support Total	52	0.78%
Facilities Application Services Total	48	0.72%
Police Department IT Total	47	0.7%

Service Totals	Count Totals	Percent
Firewall Services Total	45	0.67%
Application Infrastructure Hosting Total	44	0.66%
Databases Total	43	0.64%
Active Directory Total	41	0.61%
IT Request (Business Service) Total	39	0.58%
Hosting (Data Center) Total	38	0.57%
Administrative Tools Total	35	0.52%
Computer Labs Total	35	0.52%
Media Equipment and Support Total	35	0.52%
Integrated Library System (ILS) Total	33	0.49%
Campus Directory Total	31	0.46%
Application Support Total	28	0.42%
Other Help Needed Total	26	0.39%
Equipment Checkout Total	23	0.34%
Research IT Support Total	21	0.31%
Copyright/DMCA Notice Total	17	0.25%
Classroom Support Total	15	0.22%
Endpoint Management Total	15	0.22%
Unix Timeshare Total	13	0.19%
Media Equipment and Support (Instructional/Classroom) Total	12	0.18%
Faculty WordPress Service Total	11	0.16%
Information Security Advice/Consulting Total	9	0.13%
Other Total	115	1.72%

Service	Stage	Count	Percent
Accounts and Passwords	Achieved	922	95.05%

Service	Stage	Count	Percent
	Breached	48	4.95%
Desktop Support (SDS)	Achieved	617	96.86%
	Breached	20	3.14%
UC System Wide Applications	Achieved	405	92.47%
	Breached	33	7.53%
Academic Systems Application Support	Achieved	308	84.62%
	Breached	56	15.38%
Telephone Services	Achieved	313	98.74%
	Breached	4	1.26%
Consultation Service	Achieved	268	85.62%
	Breached	45	14.38%
.Not Listed/Not Sure	Achieved	300	97.4%
	Breached	8	2.6%
Academic Learning Management Systems	Achieved	290	98.64%
	Breached	4	1.36%
Network Services	Achieved	254	96.58%
	Breached	9	3.42%

Service	Stage	Count	Percent
Website Consulting and Hosting	Achieved	242	95.28%
	Breached	12	4.72%
Residential Network	Achieved	220	97.35%
	Breached	6	2.65%
ITS Internal	Achieved	210	95.89%
	Breached	9	4.11%
Information Security Incident	Achieved	195	89.86%
	Breached	22	10.14%
Email Services	Achieved	163	91.57%
	Breached	15	8.43%
Software	Achieved	108	90%
	Breached	12	10%
Divisional Services	Achieved	80	95.24%
	Breached	4	4.76%
Identity and Access Management	Achieved	73	86.9%
	Breached	11	13.1%
Door Locks	Achieved	71	89.87%
	Breached	8	10.13%

Service	Stage	Count	Percent
Dining Application Services	Achieved	55	72.37%
	Breached	21	27.63%
Google Apps Service	Achieved	69	90.79%
	Breached	7	9.21%
Data Center Managed Services	Achieved	50	79.37%
	Breached	13	20.63%
Video Conferencing	Achieved	41	67.21%
	Breached	20	32.79%
Specialized Desktop Services	Achieved	50	83.33%
	Breached	10	16.67%
Printing	Achieved	54	93.1%
	Breached	4	6.9%
Physical Security Services	Achieved	49	92.45%
	Breached	4	7.55%
APO Application Support	Achieved	47	90.38%
	Breached	5	9.62%
Facilities Application Services	Achieved	42	87.5%

Service	Stage	Count	Percent
	Breached	6	12.5%
Police Department IT	Achieved	21	44.68%
	Breached	26	55.32%
Firewall Services	Achieved	29	64.44%
	Breached	16	35.56%
Application Infrastructure Hosting	Achieved	34	77.27%
	Breached	10	22.73%
Databases	Achieved	34	79.07%
	Breached	9	20.93%
Active Directory	Achieved	35	85.37%
	Breached	6	14.63%
IT Request (Business Service)	Achieved	31	79.49%
	Breached	8	20.51%
Hosting (Data Center)	Achieved	26	68.42%
	Breached	12	31.58%
Administrative Tools	Achieved	27	77.14%
	Breached	8	22.86%

Service	Stage	Count	Percent
Computer Labs	Achieved	25	71.43%
	Breached	10	28.57%
Media Equipment and Support	Achieved	28	80%
	Breached	7	20%
Integrated Library System (ILS)	Achieved	20	60.61%
	Breached	13	39.39%
Campus Directory	Achieved	29	93.55%
	Breached	2	6.45%
Application Support	Achieved	20	71.43%
	Breached	8	28.57%
Other Help Needed	Achieved	18	69.23%
	Breached	8	30.77%
Equipment Checkout	Achieved	19	82.61%
	Breached	4	17.39%
Research IT Support	Achieved	20	95.24%
	Breached	1	4.76%
Copyright/DMCA Notice	Achieved	17	100%

Service	Stage	Count	Percent
Classroom Support	Achieved	13	86.67%
	Breached	2	13.33%
Endpoint Management	Achieved	12	80%
	Breached	3	20%
Unix Timeshare	Achieved	12	92.31%
	Breached	1	7.69%
Media Equipment and Support (Instructional/Classroom)	Achieved	10	83.33%
	Breached	2	16.67%
Faculty WordPress Service	Achieved	10	90.91%
	Breached	1	9.09%
Information Security Advice/Consulting	Achieved	7	77.78%
	Breached	2	22.22%
Other	Achieved	93	80.87%
	Breached	22	19.13%
Total		6,683	