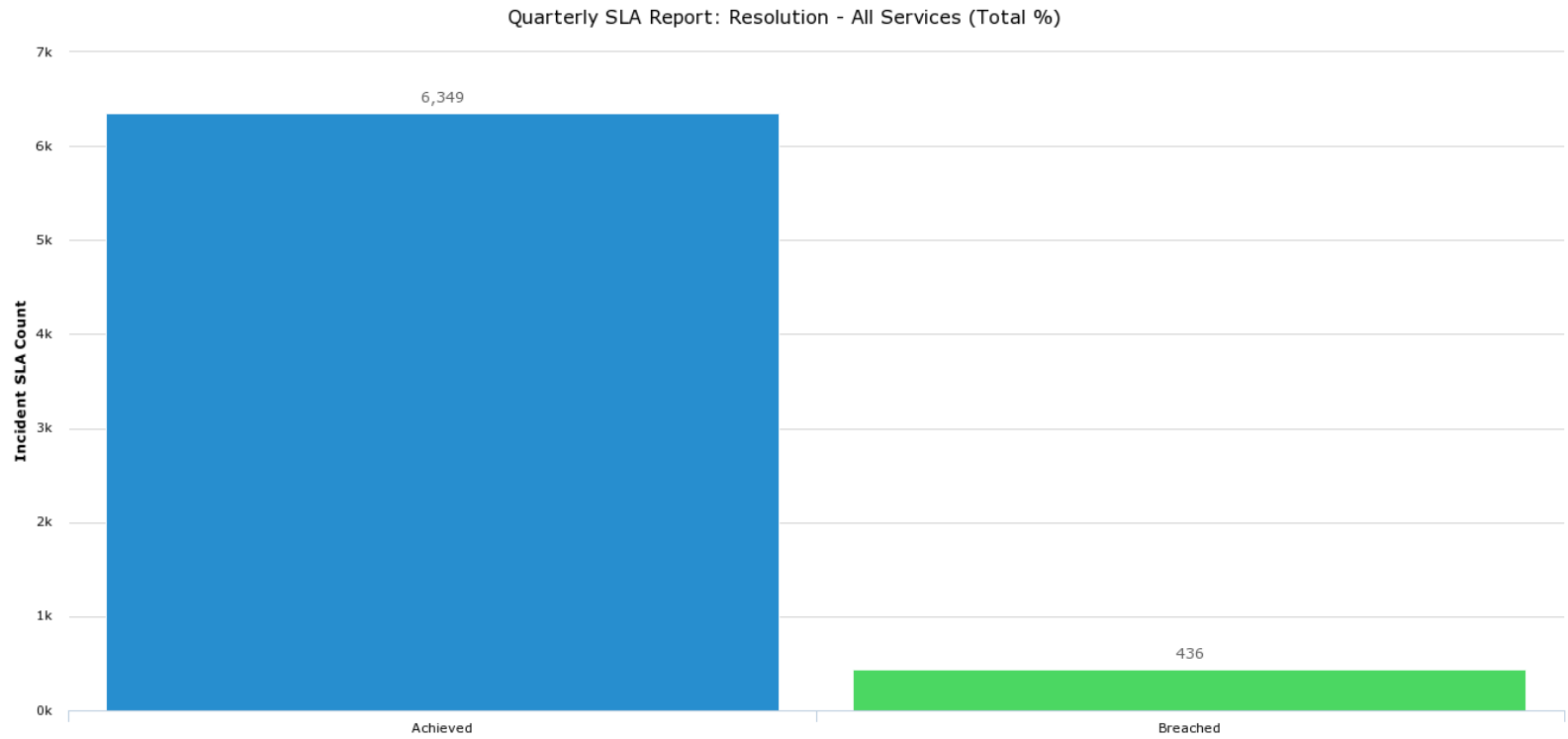


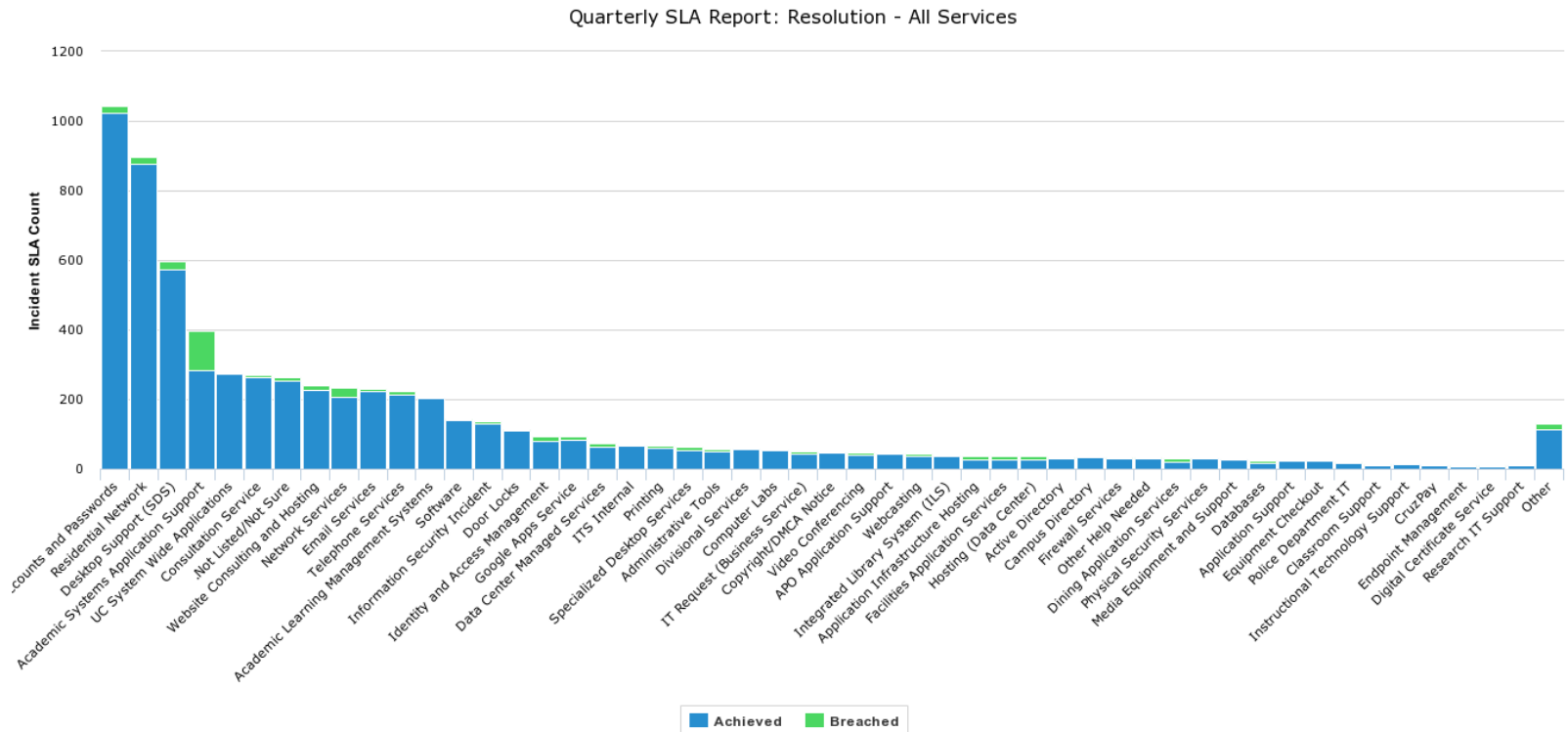
Report Title: Quarterly SLA Report: Resolution - All Services (Total %)
Run Date and Time: 01-01-2018 01:00 AM PST
Run By: Janine Roeth
Table name: incident_sla
Query Condition: Sys/App (CI) != SPAM Tickets - Invalid AND Stage != Cancelled AND SLA definition = Incident Time to Resolution for High .or. 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	6,349	93.57%
Breached	436	6.43%

Stage	Count	Percent
Total	6,785	

Report Title: Quarterly SLA Report: Resolution - All Services
Run Date and Time: 01-01-2018 01:00 AM PST
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
Accounts and Passwords Total	1,045	15.4%
Residential Network Total	896	13.21%

Service Totals	Count Totals	Percent
Desktop Support (SDS) Total	598	8.81%
Academic Systems Application Support Total	398	5.87%
UC System Wide Applications Total	275	4.05%
Consultation Service Total	271	3.99%
.Not Listed/Not Sure Total	262	3.86%
Website Consulting and Hosting Total	241	3.55%
Network Services Total	232	3.42%
Email Services Total	231	3.4%
Telephone Services Total	222	3.27%
Academic Learning Management Systems Total	205	3.02%
Software Total	142	2.09%
Information Security Incident Total	138	2.03%
Door Locks Total	115	1.69%
Identity and Access Management Total	95	1.4%
Google Apps Service Total	94	1.39%
Data Center Managed Services Total	72	1.06%
ITS Internal Total	68	1%
Printing Total	67	0.99%
Specialized Desktop Services Total	63	0.93%
Administrative Tools Total	57	0.84%
Divisional Services Total	57	0.84%
Computer Labs Total	55	0.81%
IT Request (Business Service) Total	50	0.74%
Copyright/DMCA Notice Total	47	0.69%
Video Conferencing Total	46	0.68%

Service Totals	Count Totals	Percent
APO Application Support Total	44	0.65%
Webcasting Total	42	0.62%
Integrated Library System (ILS) Total	38	0.56%
Application Infrastructure Hosting Total	36	0.53%
Facilities Application Services Total	36	0.53%
Hosting (Data Center) Total	36	0.53%
Active Directory Total	34	0.5%
Campus Directory Total	34	0.5%
Firewall Services Total	34	0.5%
Other Help Needed Total	34	0.5%
Dining Application Services Total	31	0.46%
Physical Security Services Total	29	0.43%
Media Equipment and Support Total	27	0.4%
Databases Total	25	0.37%
Application Support Total	23	0.34%
Equipment Checkout Total	22	0.32%
Police Department IT Total	21	0.31%
Classroom Support Total	12	0.18%
Instructional Technology Support Total	12	0.18%
CruzPay Total	11	0.16%
Endpoint Management Total	11	0.16%
Digital Certificate Service Total	10	0.15%
Research IT Support Total	10	0.15%
Other Total	131	1.93%

Service	Stage	Count	Percent
Accounts and Passwords	Achieved	1,025	98.09%
	Breached	20	1.91%
Residential Network	Achieved	878	97.99%
	Breached	18	2.01%
Desktop Support (SDS)	Achieved	572	95.65%
	Breached	26	4.35%
Academic Systems Application Support	Achieved	285	71.61%
	Breached	113	28.39%
UC System Wide Applications	Achieved	274	99.64%
	Breached	1	0.36%
Consultation Service	Achieved	263	97.05%
	Breached	8	2.95%
.Not Listed/Not Sure	Achieved	252	96.18%
	Breached	10	3.82%
Website Consulting and Hosting	Achieved	228	94.61%
	Breached	13	5.39%
Network Services	Achieved	208	89.66%
	Breached	24	10.34%

Service	Stage	Count	Percent
Email Services	Achieved	225	97.4%
	Breached	6	2.6%
Telephone Services	Achieved	213	95.95%
	Breached	9	4.05%
Academic Learning Management Systems	Achieved	205	100%
Software	Achieved	139	97.89%
	Breached	3	2.11%
Information Security Incident	Achieved	130	94.2%
	Breached	8	5.8%
Door Locks	Achieved	109	94.78%
	Breached	6	5.22%
Identity and Access Management	Achieved	79	83.16%
	Breached	16	16.84%
Google Apps Service	Achieved	85	90.43%
	Breached	9	9.57%
Data Center Managed Services	Achieved	63	87.5%
	Breached	9	12.5%

Service	Stage	Count	Percent
ITS Internal	Achieved	68	100%
Printing	Achieved	61	91.04%
	Breached	6	8.96%
Specialized Desktop Services	Achieved	53	84.13%
	Breached	10	15.87%
Administrative Tools	Achieved	50	87.72%
	Breached	7	12.28%
Divisional Services	Achieved	56	98.25%
	Breached	1	1.75%
Computer Labs	Achieved	52	94.55%
	Breached	3	5.45%
IT Request (Business Service)	Achieved	44	88%
	Breached	6	12%
Copyright/DMCA Notice	Achieved	47	100%
Video Conferencing	Achieved	39	84.78%
	Breached	7	15.22%

Service	Stage	Count	Percent
APO Application Support	Achieved	44	100%
Webcasting	Achieved	37	88.1%
	Breached	5	11.9%
Integrated Library System (ILS)	Achieved	36	94.74%
	Breached	2	5.26%
Application Infrastructure Hosting	Achieved	28	77.78%
	Breached	8	22.22%
Facilities Application Services	Achieved	26	72.22%
	Breached	10	27.78%
Hosting (Data Center)	Achieved	28	77.78%
	Breached	8	22.22%
Active Directory	Achieved	31	91.18%
	Breached	3	8.82%
Campus Directory	Achieved	33	97.06%
	Breached	1	2.94%
Firewall Services	Achieved	29	85.29%
	Breached	5	14.71%

Service	Stage	Count	Percent
Other Help Needed	Achieved	29	85.29%
	Breached	5	14.71%
Dining Application Services	Achieved	20	64.52%
	Breached	11	35.48%
Physical Security Services	Achieved	29	100%
Media Equipment and Support	Achieved	26	96.3%
	Breached	1	3.7%
Databases	Achieved	18	72%
	Breached	7	28%
Application Support	Achieved	22	95.65%
	Breached	1	4.35%
Equipment Checkout	Achieved	22	100%
Police Department IT	Achieved	18	85.71%
	Breached	3	14.29%
Classroom Support	Achieved	11	91.67%
	Breached	1	8.33%
Instructional Technology Support	Achieved	12	100%

Service	Stage	Count	Percent
CruzPay	Achieved	11	100%
Endpoint Management	Achieved	7	63.64%
	Breached	4	36.36%
Digital Certificate Service	Achieved	7	70%
	Breached	3	30%
Research IT Support	Achieved	9	90%
	Breached	1	10%
Other	Achieved	113	86.26%
	Breached	18	13.74%
Total		6,785	