



IOT Incident Management Report

July 2016



Customer Service Area	Target	Tickets	Compliant	Compliance
Level 1 Resolution Rate	90% of Calls Resolved by Customer Service	3,363	3,127	93.0%
HelpDesk Assistant Response Rate	98% Response within 1 IOT Business Hour	6,666	6,658	99.9%
User Sampling Survey	95% of Reports: 'Meets' to 'Outstanding'	1658	1604	96.7%
GMIS	80% of Calls Resolved within 24 IOT Bus Hrs	1111	1009	90.8%
Resolution Of Incidents On Time	90% of Calls Resolved On Time	12839	12253	95.4%
Account Management	Resolved within 8 IOT Business Hours	6816	6703	98.3%
Applications	Resolved within 16 IOT Business Hours	2691	2410	89.6%
Data Management	Resolved within 32 IOT Business Hours	344	332	96.5%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	230	217	94.3%
Hardware	Resolved within 40 IOT Business Hours	1679	1571	93.6%
Network	Resolved within 40 IOT Business Hours	127	123	96.9%
Operating System	Resolved within 24 IOT Business Hours	82	73	89.0%
Telecomm	Resolved within 16 IOT Business Hours	671	637	94.9%
Unified Communications	Resolved within 16 IOT Business Hours	199	187	94.0%
Account Management				
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	1313	1309	99.7%
New Network Account Requests	99.0% Created within 2 IOT Business Days	1481	1475	99.6%
Field Operations				
New Workstation Installations	98.0% Installed within 5 IOT Business Days	77	75	97.4%
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	498	474	95.2%
Customer Service Area				
	Target	Calls	Compliance	
Call Abandonment Rate	Less than 5% Abandonment	8,033	1.0%	
Speed to Answer Calls	90% Calls Answered Under 60 Seconds	7,870	85.6%	
Network Availability				
	Target	Devices	Compliance	
CAN	99.9% within IOT Business Hours	-	100.0%	
Switch	99.9% within IOT Business Hours	-	99.7%	
VPN	99.9% within IOT Business Hours	-	100.0%	
WAN	98.9% within IOT Business Hours	-	99.8%	
Overall Average Mainframe Availability				
DB2 Connect	99.9% within IOT Business Hours	-	99.9%	
IBM Mainframe	99.9% within IOT Business Hours	-	99.9%	
IMS Region	99.9% within IOT Business Hours	-	99.9%	
Overall Average Windows, Linux Server Availability				
		1,939	99.6%	
Citrix (Farm)	99.9% within IOT Business Hours	156	100.0%	
Email (Farm)	99.9% within IOT Business Hours	24	100.0%	
Shared File	99.9% within IOT Business Hours	957	99.1%	
SQL / Oracle	99.9% within IOT Business Hours	220	99.5%	
Web / Applications	99.9% within IOT Business Hours	582	99.3%	