



IOT Incident Management Report

March 2016



Customer Service Area	Target	Tickets	Compliant	Compliance
Level 1 Resolution Rate	90% of Calls Resolved by Customer Service	3,219	3,125	97.1%
Email (HDA) Response Rate	98% Response within 1 IOT Business Hour	6,132	6,111	99.7%
User Sampling Survey	95% of Reports: 'Meets' to 'Outstanding'	1604	1553	96.8%
GMIS	80% of Calls Resolved within 24 IOT Bus Hrs	1,169	1,059	90.6%
Resolution Of Incidents On Time	90% of Calls Resolved On Time	13,462	12,413	92.2%
Account Management	Resolved within 8 IOT Business Hours	6,442	6,314	98.0%
Applications	Resolved within 16 IOT Business Hours	2,769	2,325	84.0%
Data Management	Resolved within 32 IOT Business Hours	525	487	92.8%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	203	180	88.7%
Hardware	Resolved within 40 IOT Business Hours	2,169	1,914	88.2%
Network	Resolved within 40 IOT Business Hours	145	127	87.6%
Operating System	Resolved within 24 IOT Business Hours	180	158	87.8%
Telecomm	Resolved within 12 IOT Business Hours	565	468	82.8%
Unified Communications	Resolved within 16 IOT Business Hours	464	440	94.8%

Account Management

New Account Requests	99.0% Created within 2 IOT Business Days	1,467	1,464	99.8%
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	999	997	99.8%

Field Operations

Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	638	614	96.2%
New Workstation Installations	98.0% Installed within 5 IOT Business Days	71	65	91.5%

Customer Service Area

	Target	Calls	Compliance
Call Abandonment Rate	Less than 5% Abandonment	8,020	1.6%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds	7,835	86.1%

Network Availability

	Target	Devices	Compliance
CAN	99.9% within IOT Business Hours	-	99.9%
Switch	99.9% within IOT Business Hours	-	100.0%
VPN	99.9% within IOT Business Hours	-	100.0%
WAN	98.9% within IOT Business Hours	-	99.9%

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

		1,214	99.5%
Citrix (Farm)	99.9% within IOT Business Hours	160	100.0%
Email (Farm)	99.9% within IOT Business Hours	24	100.0%
Shared File	99.9% within IOT Business Hours	501	99.5%
SQL / Oracle	99.9% within IOT Business Hours	167	99.2%
Web / Applications	99.9% within IOT Business Hours	362	98.8%