



# IOT Incident Management Report

February 2016



Customer Service Area	Target	Tickets	Compliant	Compliance
<b>Level 1 Resolution Rate</b>	90% of Calls Resolved by Customer Service	<b>3,243</b>	<b>3,149</b>	97.1%
<b>Email ( HDA ) Response Rate</b>	98% Response within 1 IOT Business Hour	<b>6,125</b>	<b>6,086</b>	99.4%
<b>User Sampling Survey</b>	95% of Reports: 'Meets' to 'Outstanding'	<b>1668</b>	<b>1595</b>	95.6%
<b>GMIS</b>	80% of Calls Resolved within 24 IOT Bus Hrs	<b>1,012</b>	<b>929</b>	91.8%
<b>Resolution Of Incidents On Time</b>	90% of Calls Resolved On Time	<b>13,075</b>	<b>12,256</b>	93.7%
Account Management	Resolved within 8 IOT Business Hours	<b>6,232</b>	<b>6,048</b>	97.0%
Applications	Resolved within 16 IOT Business Hours	<b>2,900</b>	<b>2,596</b>	89.5%
Data Management	Resolved within 32 IOT Business Hours	<b>521</b>	<b>487</b>	93.5%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	<b>230</b>	<b>213</b>	92.6%
Hardware	Resolved within 40 IOT Business Hours	<b>1,982</b>	<b>1,813</b>	91.5%
Network	Resolved within 40 IOT Business Hours	<b>148</b>	<b>139</b>	93.9%
Operating System	Resolved within 24 IOT Business Hours	<b>162</b>	<b>154</b>	95.1%
Telecomm	Resolved within 12 IOT Business Hours	<b>599</b>	<b>519</b>	86.6%
Unified Communications	Resolved within 16 IOT Business Hours	<b>301</b>	<b>287</b>	95.3%
<b>Account Managment</b>				
New Account Requests	99.0% Created within 2 IOT Business Days	<b>1,716</b>	<b>1,705</b>	99.4%
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	<b>821</b>	<b>820</b>	99.9%
<b>Field Operations</b>				
Peripheral & Softare Installations	98.0% Installed within 3 IOT Business Days	<b>698</b>	<b>676</b>	96.8%
New Workstation Installations	98.0% Installed within 5 IOT Business Days	<b>84</b>	<b>80</b>	95.2%
<b>Customer Service Area</b>	<b>Target</b>		<b>Calls</b>	<b>Compliance</b>
Call Abandonment Rate	Less than 5% Abandonment		8,659	5.8%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		8,072	71.3%
<b>Network Availability</b>	<b>Target</b>		<b>Devices</b>	<b>Compliance</b>
CAN	99.9% within IOT Business Hours			99.8%
Switch	99.9% within IOT Business Hours			100.0%
VPN	99.9% within IOT Business Hours			99.9%
WAN	98.9% within IOT Business Hours			100.0%
<b>Overall Average Mainframe Availability</b>				99.9%
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%
<b>Overall Average Windows, Linux Server Availability</b>			<b>1,190</b>	<b>100.0%</b>
Citrix (Farm)	99.9% within IOT Business Hours		146	100.0%
Email (Farm)	99.9% within IOT Business Hours		24	100.0%
Shared File	99.9% within IOT Business Hours		486	100.0%
SQL / Oracle	99.9% within IOT Business Hours		135	100.0%
Web / Applications	99.9% within IOT Business Hours		399	100.0%