



IOT Incident Management Report

May 2016



Customer Service Area	Target	Tickets	Compliant	Compliance
Level 1 Resolution Rate	90% of Calls Resolved by Customer Service	3,607	3,418	94.8%
HelpDesk Assistant Response Rate	98% Response within 1 IOT Business Hour	6,813	6,788	99.6%
User Sampling Survey	95% of Reports: 'Meets' to 'Outstanding'	1599	1552	97.1%
GMIS	80% of Calls Resolved within 24 IOT Bus Hrs	1334	1185	88.8%
Resolution Of Incidents On Time	90% of Calls Resolved On Time	14100	13140	93.2%
Account Management	Resolved within 8 IOT Business Hours	6976	6789	97.3%
Applications	Resolved within 16 IOT Business Hours	3154	2690	85.3%
Data Management	Resolved within 32 IOT Business Hours	400	370	92.5%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	237	214	90.3%
Hardware	Resolved within 40 IOT Business Hours	2005	1845	92.0%
Network	Resolved within 40 IOT Business Hours	146	135	92.5%
Operating System	Resolved within 24 IOT Business Hours	178	171	96.1%
Telecomm	Resolved within 16 IOT Business Hours	742	688	92.7%
Unified Communications	Resolved within 16 IOT Business Hours	262	238	90.8%
Account Management				
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	927	925	99.8%
New Network Account Requests	99.0% Created within 2 IOT Business Days	1825	1819	99.7%
Field Operations				
New Workstation Installations	98.0% Installed within 5 IOT Business Days	97	87	89.7%
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	633	621	98.1%
Customer Service Area	Target	Calls	Compliance	
Call Abandonment Rate	Less than 5% Abandonment	8,728	2.0%	
Speed to Answer Calls	90% Calls Answered Under 60 Seconds	8,498	82.6%	
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			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%	
Overall Average Windows, Linux Server Availability		1,263	100.0%	
Citrix (Farm)	99.9% within IOT Business Hours	152	100.0%	
Email (Farm)	99.9% within IOT Business Hours	24	100.0%	
Shared File	99.9% within IOT Business Hours	503	100.0%	
SQL / Oracle	99.9% within IOT Business Hours	152	100.0%	
Web / Applications	99.9% within IOT Business Hours	432	100.0%	