



IOT Incident Management Report

November 2016



Customer Service Area	Target	Tickets	Compliant	Compliance
Level 1 Resolution Rate	90% of Calls Resolved by Customer Service	3,550	3,310	93.2%
HelpDesk Assistant Response Rate	98% Response within 1 IOT Business Hour	6,276	6,260	99.7%
User Sampling Survey	95% of Reports: 'Meets' to 'Outstanding'	1422	1370	96.3%
GMIS	80% of Calls Resolved within 24 IOT Bus Hrs	1196	1080	90.3%
Resolution Of Incidents On Time	90% of Calls Resolved On Time	12167	11755	96.6%
Account Management	Resolved within 8 IOT Business Hours	6636	6536	98.5%
Applications	Resolved within 16 IOT Business Hours	2336	2214	94.8%
Data Management	Resolved within 32 IOT Business Hours	391	377	96.4%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	210	194	92.4%
Hardware	Resolved within 40 IOT Business Hours	1578	1479	93.7%
Network	Resolved within 40 IOT Business Hours	105	94	89.5%
Operating System	Resolved within 24 IOT Business Hours	87	84	96.6%
Telecomm	Resolved within 16 IOT Business Hours	629	590	93.8%
Unified Communications	Resolved within 16 IOT Business Hours	195	187	95.9%
Account Management				
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	869	867	99.8%
New Network Account Requests	99.0% Created within 2 IOT Business Days	1469	1463	99.6%
Field Operations				
New Workstation Installations	98.0% Installed within 5 IOT Business Days	51	49	96.1%
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	485	465	95.9%
Customer Service Area	Target	Calls	Compliance	
Call Abandonment Rate	Less than 5% Abandonment	8,366	0.1%	
Speed to Answer Calls	90% Calls Answered Under 60 Seconds	8,053	76.1%	
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			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		2,111	99.2%	
Citrix (Farm)	99.9% within IOT Business Hours	194	100.0%	
Email (Farm)	99.9% within IOT Business Hours	24	100.0%	
Shared File	99.9% within IOT Business Hours	1,024	98.6%	
SQL / Oracle	99.9% within IOT Business Hours	221	98.8%	
Web / Applications	99.9% within IOT Business Hours	648	98.5%	