



# IOT Incident Management Report

September 2016



Customer Service Area	Target	Tickets	Compliant	Compliance
<b>Level 1 Resolution Rate</b>	90% of Calls Resolved by Customer Service	<b>3,758</b>	<b>3,499</b>	93.1%
<b>HelpDesk Assistant Response Rate</b>	98% Response within 1 IOT Business Hour	<b>7,090</b>	<b>7,080</b>	99.9%
<b>User Sampling Survey</b>	95% of Reports: 'Meets' to 'Outstanding'	<b>1773</b>	<b>1709</b>	96.4%
<b>GMIS</b>	80% of Calls Resolved within 24 IOT Bus Hrs	<b>1120</b>	<b>981</b>	87.6%
<b>Resolution Of Incidents On Time</b>	90% of Calls Resolved On Time	<b>14060</b>	<b>13316</b>	94.7%
Account Management	Resolved within 8 IOT Business Hours	<b>7478</b>	<b>7373</b>	98.6%
Applications	Resolved within 16 IOT Business Hours	<b>2656</b>	<b>2420</b>	91.1%
Data Management	Resolved within 32 IOT Business Hours	<b>444</b>	<b>429</b>	96.6%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	<b>273</b>	<b>259</b>	94.9%
Hardware	Resolved within 40 IOT Business Hours	<b>1855</b>	<b>1748</b>	94.2%
Network	Resolved within 40 IOT Business Hours	<b>119</b>	<b>110</b>	92.4%
Operating System	Resolved within 24 IOT Business Hours	<b>90</b>	<b>84</b>	93.3%
Telecomm	Resolved within 16 IOT Business Hours	<b>910</b>	<b>663</b>	72.9%
Unified Communications	Resolved within 16 IOT Business Hours	<b>235</b>	<b>230</b>	97.9%
<b>Account Management</b>				
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	<b>1150</b>	<b>1143</b>	99.4%
New Network Account Requests	99.0% Created within 2 IOT Business Days	<b>1534</b>	<b>1527</b>	99.5%
<b>Field Operations</b>				
New Workstation Installations	98.0% Installed within 5 IOT Business Days	<b>90</b>	<b>87</b>	96.7%
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	<b>575</b>	<b>561</b>	97.6%
<b>Customer Service Area</b>	<b>Target</b>	<b>Calls</b>	<b>Compliance</b>	
Call Abandonment Rate	Less than 5% Abandonment	8,874	0.4%	
Speed to Answer Calls	90% Calls Answered Under 60 Seconds	8,794	91.1%	
<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	-	99.8%	
VPN	99.9% within IOT Business Hours	-	100.0%	
WAN	98.9% within IOT Business Hours	-	99.9%	
<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>1,967</b>		99.6%
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	940	99.1%	
SQL / Oracle	99.9% within IOT Business Hours	221	99.9%	
Web / Applications	99.9% within IOT Business Hours	588	99.2%	