



IOT Incident Management Report

April 2016



Customer Service Area	Target	Tickets	Compliant	Compliance
Level 1 Resolution Rate	90% of Calls Resolved by Customer Service	3,069	2,973	96.9%
HelpDesk Assistant Response Rate	98% Response within 1 IOT Business Hour	6,183	6,179	99.9%
User Sampling Survey	95% of Reports: 'Meets' to 'Outstanding'	1548	1514	97.8%
GMIS	80% of Calls Resolved within 24 IOT Bus Hrs	1155	1092	94.5%
Resolution Of Incidents On Time	90% of Calls Resolved On Time	12767	12132	95.0%
Account Management	Resolved within 8 IOT Business Hours	6332	6226	98.3%
Applications	Resolved within 16 IOT Business Hours	2621	2383	90.9%
Data Management	Resolved within 32 IOT Business Hours	441	415	94.1%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	174	155	89.1%
Hardware	Resolved within 40 IOT Business Hours	2023	1865	92.2%
Network	Resolved within 40 IOT Business Hours	122	118	96.7%
Operating System	Resolved within 24 IOT Business Hours	204	185	90.7%
Telecomm	Resolved within 16 IOT Business Hours	581	529	91.0%
Unified Communications	Resolved within 16 IOT Business Hours	269	256	95.2%
Account Management				
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	864	864	100.0%
New Network Account Requests	99.0% Created within 2 IOT Business Days	1581	1577	99.7%
Field Operations				
New Workstation Installations	98.0% Installed within 5 IOT Business Days	72	69	95.8%
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	582	560	96.2%
Customer Service Area				
	Target		Calls	Compliance
Call Abandonment Rate	Less than 5% Abandonment		8,155	1.0%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		8,038	89.4%
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		-	99.8%
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				
			1,247	100.0%
Citrix (Farm)	99.9% within IOT Business Hours		173	100.0%
Email (Farm)	99.9% within IOT Business Hours		24	100.0%
Shared File	99.9% within IOT Business Hours		500	100.0%
SQL / Oracle	99.9% within IOT Business Hours		148	100.0%
Web / Applications	99.9% within IOT Business Hours		402	99.9%