



IOT Incident Management Report

June 2016



Customer Service Area	Target	Tickets	Compliant	Compliance
Level 1 Resolution Rate	90% of Calls Resolved by Customer Service	4,445	4,109	92.4%
HelpDesk Assistant Response Rate	98% Response within 1 IOT Business Hour	7,965	7,918	99.4%
User Sampling Survey	95% of Reports: 'Meets' to 'Outstanding'	1617	1555	96.2%
GMIS	80% of Calls Resolved within 24 IOT Bus Hrs	1189	1053	88.6%
Resolution Of Incidents On Time	90% of Calls Resolved On Time	14856	14151	95.3%
Account Management	Resolved within 8 IOT Business Hours	8141	7959	97.8%
Applications	Resolved within 16 IOT Business Hours	2681	2447	91.3%
Data Management	Resolved within 32 IOT Business Hours	427	417	97.7%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	218	205	94.0%
Hardware	Resolved within 40 IOT Business Hours	2195	2029	92.4%
Network	Resolved within 40 IOT Business Hours	130	122	93.8%
Operating System	Resolved within 24 IOT Business Hours	148	143	96.6%
Telecomm	Resolved within 16 IOT Business Hours	699	636	91.0%
Unified Communications	Resolved within 16 IOT Business Hours	217	193	88.9%
Account Management				
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	988	986	99.8%
New Network Account Requests	99.0% Created within 2 IOT Business Days	2047	2032	99.3%
Field Operations				
New Workstation Installations	98.0% Installed within 5 IOT Business Days	80	69	86.3%
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	584	571	97.8%
Customer Service Area				
	Target		Calls	Compliance
Call Abandonment Rate	Less than 5% Abandonment		10,180	1.0%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		9,974	86.6%
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				
			1,915	99.5%
Citrix (Farm)	99.9% within IOT Business Hours		156	100.0%
Email (Farm)	99.9% within IOT Business Hours		24	98.8%
Shared File	99.9% within IOT Business Hours		948	99.4%
SQL / Oracle	99.9% within IOT Business Hours		222	99.9%
Web / Applications	99.9% within IOT Business Hours		565	99.4%