



# IOT Incident Management Report

September 2017



Customer Service Area	Target	Tickets	Compliant	Compliance
<b>Level 1 Resolution Rate</b>	90% of Calls Resolved by Customer Service	<b>3,090</b>	<b>2,793</b>	90.4%
<b>HelpDesk Assistant Response Rate</b>	98% Response within 1 IOT Business Hour	<b>7,795</b>	<b>7,787</b>	99.9%
<b>User Sampling Survey</b>	95% of Reports: 'Meets' to 'Outstanding'	<b>1882</b>	<b>1816</b>	96.5%
<b>GMIS</b>	80% of Calls Resolved within 24 IOT Bus Hrs	<b>1030</b>	<b>951</b>	92.3%
<b>Resolution Of Incidents On Time</b>	90% of Calls Resolved On Time	<b>13249</b>	<b>12608</b>	95.2%
Account Management	Resolved within 8 IOT Business Hours	<b>6470</b>	<b>6298</b>	97.3%
Applications	Resolved within 16 IOT Business Hours	<b>2875</b>	<b>2644</b>	92.0%
Data Management	Resolved within 32 IOT Business Hours	<b>739</b>	<b>698</b>	94.5%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	<b>182</b>	<b>173</b>	95.1%
Hardware	Resolved within 40 IOT Business Hours	<b>2180</b>	<b>2033</b>	93.3%
Network	Resolved within 40 IOT Business Hours	<b>256</b>	<b>251</b>	98.0%
Operating System	Resolved within 24 IOT Business Hours	<b>157</b>	<b>151</b>	96.2%
Telecomm	Resolved within 16 IOT Business Hours	<b>297</b>	<b>273</b>	91.9%
Unified Communications	Resolved within 16 IOT Business Hours	<b>93</b>	<b>87</b>	93.5%
<b>Account Management</b>				
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	<b>1108</b>	<b>1105</b>	99.7%
New Network Account Requests	99.0% Created within 2 IOT Business Days	<b>1858</b>	<b>1843</b>	99.2%
<b>Field Operations</b>				
New Workstation Installations	98.0% Installed within 5 IOT Business Days	<b>88</b>	<b>87</b>	98.9%
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	<b>599</b>	<b>583</b>	97.3%
<b>Customer Service Area</b>	<b>Target</b>	<b>Calls</b>	<b>Compliance</b>	
Call Abandonment Rate	Less than 5% Abandonment	8,994	2.4%	
Speed to Answer Calls	90% Calls Answered Under 60 Seconds	8,579	85.0%	
<b>Network Availability</b>	<b>Target</b>	<b>Devices</b>	<b>Compliance</b>	
CAN	99.9% within IOT Business Hours	-	99.9%	
Switch	99.9% within IOT Business Hours	-	99.9%	
VPN	99.9% within IOT Business Hours	-	100.0%	
WAN	98.9% within IOT Business Hours	-	99.8%	
<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>2,758</b>		99.5%
Citrix (Farm)	99.9% within IOT Business Hours	161	100.0%	
Email (Farm)	99.9% within IOT Business Hours	24	100.0%	
Shared File	99.9% within IOT Business Hours	1,299	99.3%	
SQL / Oracle	99.9% within IOT Business Hours	338	99.5%	
Web / Applications	99.9% within IOT Business Hours	936	98.9%	