



# IOT Incident Management Report

August 2016



Customer Service Area	Target	Tickets	Compliant	Compliance
<b>Level 1 Resolution Rate</b>	90% of Calls Resolved by Customer Service	<b>4,137</b>	<b>3,836</b>	92.7%
<b>HelpDesk Assistant Response Rate</b>	98% Response within 1 IOT Business Hour	<b>7,404</b>	<b>7,393</b>	99.9%
<b>User Sampling Survey</b>	95% of Reports: 'Meets' to 'Outstanding'	<b>1804</b>	<b>1740</b>	96.5%
<b>GMIS</b>	80% of Calls Resolved within 24 IOT Bus Hrs	<b>1261</b>	<b>1148</b>	91.0%
<b>Resolution Of Incidents On Time</b>	90% of Calls Resolved On Time	<b>14796</b>	<b>13926</b>	94.1%
Account Management	Resolved within 8 IOT Business Hours	<b>7810</b>	<b>7706</b>	98.7%
Applications	Resolved within 16 IOT Business Hours	<b>2828</b>	<b>2499</b>	88.4%
Data Management	Resolved within 32 IOT Business Hours	<b>451</b>	<b>426</b>	94.5%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	<b>235</b>	<b>223</b>	94.9%
Hardware	Resolved within 40 IOT Business Hours	<b>2020</b>	<b>1886</b>	93.4%
Network	Resolved within 40 IOT Business Hours	<b>154</b>	<b>142</b>	92.2%
Operating System	Resolved within 24 IOT Business Hours	<b>104</b>	<b>92</b>	88.5%
Telecomm	Resolved within 16 IOT Business Hours	<b>959</b>	<b>723</b>	75.4%
Unified Communications	Resolved within 16 IOT Business Hours	<b>235</b>	<b>229</b>	97.4%
<b>Account Management</b>				
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	<b>1404</b>	<b>1403</b>	99.9%
New Network Account Requests	99.0% Created within 2 IOT Business Days	<b>1851</b>	<b>1819</b>	98.3%
<b>Field Operations</b>				
New Workstation Installations	98.0% Installed within 5 IOT Business Days	<b>105</b>	<b>98</b>	93.3%
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	<b>587</b>	<b>565</b>	96.3%
<b>Customer Service Area</b>	<b>Target</b>	<b>Calls</b>	<b>Compliance</b>	
Call Abandonment Rate	Less than 5% Abandonment	9,327	0.5%	
Speed to Answer Calls	90% Calls Answered Under 60 Seconds	9,232	91.1%	
<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	-	99.8%	
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>1,997</b>		99.5%
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	968	98.9%	
SQL / Oracle	99.9% within IOT Business Hours	229	99.7%	
Web / Applications	99.9% within IOT Business Hours	582	98.9%	