Enterprise Incident Report April 2012

As of **5/1/2012**

GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	FCR Total
GOED	Application Services	Dustin Crump	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Joe Benson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	2 0
	Help Desk	Brenda Treadway	0 0	3 2	3 2
		James Stearns	0 0	1 1	1 1
		Assigned to Individual Total	0 0	4 3	4 3
	Metro A Desktop Support	Robert Wall	0 0	23 13	23 13

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GOED

			High	Low	FCR Total
GOED	Metro A Desktop Support	**Assigned to Individual**	0	23	23
		Total	0	13	13
	Metro A Help Desk	Cindy Schroeder	0	6	6
			0	5	5
		Ed Conrad	0	6	6
			0	5	5
		Assigned to Individual	0	12	12
		Total	0	10	10
	Network Operations	Dave Bodily	0	2	2
			0	0	0
		Robert Ryan	0	2	2
			0	0	0
		Assigned to Individual	0	4	4
		Total	0	0	0
	Voice Operations	Leon Owen	0	2	2
			0	0	0
		Romanza Hamblin Sorensen	0	2	2
			0	2	2
		Assigned to Individual	0	4	4
		Total	0	2	2
	Assigned Group Total		2	50	52
			0	28	28
Customer Company Total			2	50	52
			0	28	28

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As of **5/1/2012**

GOED

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	MIR Total
GOED	Application Services	Dustin Crump	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Hosting	Curtis Parker	0 0	1 0	1 0
		Joe Benson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	2 0
	Help Desk	Brenda Treadway	0 0	3 0	3 0
		James Stearns	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro A Desktop Support	Robert Wall	0 0	23 0	23 0

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GOED

			High	Low	MIR Total
GOED	Metro A Desktop Support	**Assigned to Individual**	0	23	23
		Total	0	0	0
	Metro A Help Desk	Cindy Schroeder	0	6	6
			0	0	0
		Ed Conrad	0	6	6
			0	0	0
		Assigned to Individual	0	12	12
		Total	0	0	0
	Network Operations	Dave Bodily	0	2	2
			0	0	0
		Robert Ryan	0	2	2
			0	1	1
		Assigned to Individual	0	4	4
		Total	0	1	1
	Voice Operations	Leon Owen	0	2	2
			0	0	0
		Romanza Hamblin Sorensen	0	2	2
			0	1	1
		Assigned to Individual	0	4	4
		Total	0	1	1
	Assigned Group Total		2	50	52
			0	2	2
Customer Company Total			2	50	52
			0	2	2

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GOED

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	ATTIR Total
GOED	Application Services	Dustin Crump	0 0.00	2 0.31	2 0.31
		Assigned to Individual Total	0 0.00	2 0.31	2 0.31
	Capitol Desktop Support	Chad Poll	1 0.87	0 0.00	1 0.87
		Assigned to Individual Total	1 0.87	0 0.00	1 0.87
	Capitol Hosting	Curtis Parker	0 0.00	1 0.00	1 0.00
		Joe Benson	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total	1 0.15	1 0.00	2 0.07
	Help Desk	Brenda Treadway	0 0.00	3 0.08	3 0.08
		James Stearns	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.06	4 0.06
	Metro A Desktop Support	Robert Wall	0 0.00	23 0.10	23 0.10

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As of **5/1/2012**

GOED

			High	Low	ATTIR Total
GOED	Metro A Desktop Support	**Assigned to Individual Total**	0 0.00	23 0.10	23 0.10
	Metro A Help Desk	Cindy Schroeder	0 0.00	6 0.01	6 0.01
		Ed Conrad	0 0.00	6 0.00	6 0.00
		Assigned to Individual Total	0 0.00	12 0.00	12 0.00
	Network Operations	Dave Bodily	0 0.00	2 0.05	2 0.05
		Robert Ryan	0 0.00	2 1.19	2 1.19
		Assigned to Individual Total	0 0.00	4 0.62	4 0.62
	Voice Operations	Leon Owen	0 0.00	2 0.31	2 0.31
		Romanza Hamblin Sorensen	0 0.00	2 0.69	2 0.69
		Assigned to Individual Total	0 0.00	4 0.50	4 0.50
	Assigned Group Total		2 0.51	50 0.15	52 0.17
Customer Company Total			2 0.51	50 0.15	52 0.17

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As of **5/1/2012**

GOED

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	MR Total
GOED	Application Services	Dustin Crump	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Hosting	Curtis Parker	0 0	1 1	1 1
		Joe Benson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 1	2 1
	Help Desk	Brenda Treadway	0 0	3 0	3 0
		James Stearns	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro A Desktop Support	Robert Wall	0 0	23 0	23 0

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GOED

			High	Low	MR Total
GOED	Metro A Desktop Support	**Assigned to Individual**	0	23	23
		Total	0	0	0
	Metro A Help Desk	Cindy Schroeder	0	6	6
			0	0	0
		Ed Conrad	0	6	6
			0	0	0
		Assigned to Individual	0	12	12
		Total	0	0	0
	Network Operations	Dave Bodily	0	2	2
			0	0	0
		Robert Ryan	0	2	2
			0	1	1
		Assigned to Individual	0	4	4
		Total	0	1	1
	Voice Operations	Leon Owen	0	2	2
			0	0	0
		Romanza Hamblin Sorensen	0	2	2
			0	0	0
		Assigned to Individual	0	4	4
		Total	0	0	0
	Assigned Group Total		2	50	52
			0	2	2
Customer Company Total			2	50	52
			0	2	2

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As of **5/1/2012**

GOED

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	ATTR Total
GOED	Application Services	Dustin Crump	0 0.00	2 0.75	2 0.75
		Assigned to Individual Total	0 0.00	2 0.75	2 0.75
	Capitol Desktop Support	Chad Poll	1 1.45	0 0.00	1 1.45
		Assigned to Individual Total	1 1.45	0 0.00	1 1.45
	Capitol Hosting	Curtis Parker	0 0.00	1 128.43	1 128.43
		Joe Benson	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total	1 0.15	1 128.43	2 64.29
	Help Desk	Brenda Treadway	0 0.00	3 0.08	3 0.08
		James Stearns	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.06	4 0.06
	Metro A Desktop Support	Robert Wall	0 0.00	23 0.55	23 0.55

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GOED

			High	Low	ATTR Total
GOED	Metro A Desktop Support	**Assigned to Individual Total**	0 0.00	23 0.55	23 0.55
	Metro A Help Desk	Cindy Schroeder	0 0.00	6 0.24	6 0.24
		Ed Conrad	0 0.00	6 0.06	6 0.06
		Assigned to Individual Total	0 0.00	12 0.15	12 0.15
	Network Operations	Dave Bodily	0 0.00	2	2
		Robert Ryan	0 0.00	2 3.37	2 3.37
		Assigned to Individual Total	0 0.00	4 3.37	4 3.37
	Voice Operations	Leon Owen	0 0.00	2 0.31	2 0.31
		Romanza Hamblin Sorensen	0 0.00	2 1.33	2 1.33
		Assigned to Individual Total	0 0.00	4 0.82	4 0.82
	Assigned Group Total		2 0.80	50 3.22	52 3.13
Customer Company Total			2 0.80	50 3.22	52 3.13

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GOED

Detail

INC000000483481	Elizabeth Goryunova	None	None	None		TIR Missed:	No	0.15
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.16
INC000000486692	Tamy Dayley	PC/Laptop	Performance	None		TIR Missed:	No	0.09
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.11
INC000000488215	Amy Hamblin	None	None	None		TIR Missed:	No	0.48
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.49
INC000000488602	Chad Davis	Wireless Connectivity	Error	None		TIR Missed:	Yes	1.88
Network Operations		Robert Ryan	GOED	Low	Closed	TTR Missed:	Yes	6.25
INC000000489014	Kelly Day	None	None	None		TIR Missed:	No	0.23
Help Desk		Brenda Treadway	GOED	Low	Closed	TTR Missed:	No	0.23
INC000000490108	Beverly Evans	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.48
Voice Operations		Leon Owen	GOED	Low	Closed	TTR Missed:	No	0.48
INC000000490144	Franz Kolb	Telecom	Area Code	Telephone		TIR Missed:	No	0.14
Voice Operations		Leon Owen	GOED	Low	Closed	TTR Missed:	No	0.14
INC000000490472	Ricky Flores	Application	Error	None		TIR Missed:	No	0.15
Capitol Hosting		Joe Benson	GOED	High	Closed	TTR Missed:	No	0.15
INC000000490620	Trevor McKendrick	Application	Error	Utah Master Directory		TIR Missed:	No	0.00
Capitol Hosting		Curtis Parker	GOED	Low	Resolved	TTR Missed:	Yes	128.43
INC000000490904	Kelly Day	Wireless Connectivity	Performance	None		TIR Missed:	No	0.00
Network Operations		Dave Bodily	GOED	Low	Resolved	TTR Missed:	No	
INC000000490904	Kelly Day	Wireless Connectivity	Performance	None		TIR Missed:	No	0.10
Network Operations		Dave Bodily	GOED	Low	Resolved	TTR Missed:	No	
INC000000491036	Trevor McKendrick	Application	Password	Novell GroupWise		TIR Missed:	No	0.05
Metro A Help Desk		Cindy Schroeder	GOED	Low	Closed	TTR Missed:	No	0.31
INC000000491744	Kelleigh Cole	Application	Password	Financial Information Network		TIR Missed:	No	0.00
Help Desk		James Stearns	GOED	Low	Closed	TTR Missed:	No	0.00
INC000000491800	Austin Becker	None	None	None		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Closed	TTR Missed:	No	0.00
INC000000491805	Trevor McKendrick	None	None	None		TIR Missed:	No	0.01
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.28
INC000000491807	Chad Davis	Wireless Connectivity	Error	None		TIR Missed:	No	0.49
Network Operations		Robert Ryan	GOED	Low	Closed	TTR Missed:	No	0.49

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GOED

INC000000492553	Chuck Spence	Application	Reporting	None		TIR Missed:	No	0.13
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	1.82
INC000000492887	Chuck Spence	None	None	None		TIR Missed:	No	0.21
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.26
INC000000493109	John Bell	Application	Error	Microsoft Excel		TIR Missed:	No	0.00
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	1.81
INC000000493379	Chuck Spence	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Closed	TTR Missed:	No	0.00
INC000000493493	Trevor McKendrick	Network	None	None		TIR Missed:	No	0.19
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.22
INC000000493875	Tamra Villa	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Help Desk		Brenda Treadway	GOED	Low	Closed	TTR Missed:	No	0.00
INC000000494896	Leigh Von Der Esch	Mobile Devices	Error	iPhone		TIR Missed:	No	0.37
Application Services		Dustin Crump	GOED	Low	Closed	TTR Missed:	No	0.60
INC000000494898	Greg Slater	PC/Laptop	None	None		TIR Missed:	No	0.03
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.57
INC000000494906	Tara Thue	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.01
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.53
INC000000494909	Winston Wilkinson	None	None	None		TIR Missed:	No	0.01
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.49
INC000000495162	Sharon Cox	None	None	None		TIR Missed:	No	0.00
Metro A Desktop Support		Robert Wall	GOED	Low	Closed	TTR Missed:	No	0.56
INC000000495680	Chuck Spence	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro A Help Desk		Cindy Schroeder	GOED	Low	Closed	TTR Missed:	No	0.00
INC000000495968	Fred Lange	None	None	State Payroll System		TIR Missed:	No	0.00
Metro A Help Desk		Cindy Schroeder	GOED	Low	Closed	TTR Missed:	No	0.29
INC000000498454	Robbin Williams	Telecom	Voice Mail	Telephone		TIR Missed:	Yes	1.17
Voice Operations		Romanza Hamblin Sorensen	GOED	Low	Resolved	TTR Missed:	No	2.21
INC000000498500	Dave Hansford	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Help Desk		Brenda Treadway	GOED	Low	Resolved	TTR Missed:	No	0.00
INC000000499807	Beverly Evans	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.20
Voice Operations		Romanza Hamblin Sorensen	GOED	Low	Resolved	TTR Missed:	No	0.45
INC000000500305	Lester Prall	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Resolved	TTR Missed:	No	0.20

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INC000000500336	Chuck Spence	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000500387	Lester Prall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Cindy Schroeder	GOED	Low	Resolved	TTR Missed: No	0.11
INC000000500990	John Bell	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.01
INC000000501141	David M Williams	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.87
Capitol Desktop Support		Chad Poll	GOED	High	Resolved	TTR Missed: No	1.45
INC000000501229	Robbin Williams	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro A Help Desk		Cindy Schroeder	GOED	Low	Resolved	TTR Missed: No	0.76
INC000000501237	John Bell	PC/Laptop	Performance	None		TIR Missed: No	0.06
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.08
INC000000502104	Brett Heimburger	None	None	None		TIR Missed: No	0.09
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.09
INC000000502147	Zachary Derr	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.12
INC000000502642	Patty Conner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000502805	Chuck Spence	Application	None	Gmail		TIR Missed: No	0.00
Metro A Help Desk		Cindy Schroeder	GOED	Low	Resolved	TTR Missed: No	0.00
INC000000503100	John Bell	Application	Password	Data Warehouse		TIR Missed: No	0.66
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.69
INC000000504869	John Bell	Application	Error	None		TIR Missed: No	0.00
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.10
INC000000504933	Jenni Osman	None	None	None		TIR Missed: No	0.01
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.04
INC000000504979	Myrna Hill	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Resolved	TTR Missed: No	0.19
INC000000505102	Sophia Dicaro	None	None	None		TIR Missed: No	0.25
Application Services		Dustin Crump	GOED	Low	Resolved	TTR Missed: No	0.89
INC000000505325	Julian Tippets	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.01
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed: No	2.10
INC000000505328	Nathan Lambson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.01
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed: No	2.08

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GOED

INC000000506455	Fred Lange	None	None	Gmail		TIR Missed:	No	0.00
Metro A Help Desk		Ed Conrad	GOED	Low	Resolved	TTR Missed:	No	0.00
INC000000506473	Eric Nay	None	None	None		TIR Missed:	No	0.02
Metro A Desktop Support		Robert Wall	GOED	Low	Resolved	TTR Missed:	No	0.07