Governor's Office Incidents Report

6/1/2010 to **7/1/2010** as of **7/1/2010**

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 - FCR Met

				Low	Total
Application Support	**Network**	**None**	**None**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Capitol Desktop Support	**Application**	**Error**	**Contribute**	1 0	1 0
			Total	1 0	1 0
		None	**iPhone**	1 0	1 0
			Novell GroupWise	1 0	1 0
			Total	2 0	2 0
		Reporting	**BlackBerry Enterprise**	1 0	1 0

				Low	Total
Capitol Desktop Support	Application	Reporting	Total	1 0	1 0
		Total		4 0	4 0
	Mobile Devices	Error	iPhone	1 0	1 0
			None	3 3	3 3
			Total	4 3	4 3
		None	None	2 2	2 2
			Total	2 2	2 2
		Total		6 5	6 5
	Total			10 5	10 5
Capitol Hosting	Application	Reporting	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Help Desk	Application	None	Remedy Asset Management	1 1	1 1
			Utah Master Directory	1 0	1 0
			Total	2 1	2 1

				Low	Total
Help Desk	Application	Password	Utah Master Directory	1 1	1 1
			Total	1 1	1 1
		Total		3 2	3 2
	Total			3 2	3 2
Metro A Desktop Support	_No Tier 2	None	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Application	None	None	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Network	None	None	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	PC/Laptop	None	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0

				Low	Total
Metro A Desktop Support	Print/Copy/Scan/Fax	None	None	10	10
			Total	10	10
		Total		10	10
	Total			52	52
Metro A Help Desk	Application	Password	Novell Messenger	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Voice Operations	Telecom	Call/Receive	None	10	10
			Total	10	10
		Voice Mail	None	10	10
			Total	10	10
		Total		20	20
	Total			20	20
Total				239	239

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

				Low	Total
Application Support	**Network**	**None**	**None**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Capitol Desktop Support	**Application**	**Error**	**Contribute**	1 1	1 1
			Total	1 1	1 1
		None	**iPhone**	1 1	1 1
			Novell GroupWise	1 1	1 1
			Total	2 2	2 2
		Reporting	**BlackBerry Enterprise**	1 0	1 0
			Total	1 0	1 0
		Total		4 3	4 3

				Low	Total
Capitol Desktop Support	Mobile Devices	Error	iPhone	1 0	1 0
			None	3 0	3 0
			Total	4 0	4 0
		None	None	2 0	2 0
			Total	2 0	2 0
		Total		6 0	6 0
	Total			10 3	10 3
Capitol Hosting	Application	Reporting	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Help Desk	Application	None	Remedy Asset Management	1 0	1 0
			Utah Master Directory	1 0	1 0
			Total	2 0	2 0
		Password	Utah Master Directory	1 0	1 0
			Total	1 0	1 0

				Low	Total
Help Desk	Application	Total		30	30
	Total			30	30
Metro A Desktop Support	_No Tier 2	None	None	10	10
			Total	10	10
		Total		10	10
	Application	None	None	10	10
			Total	10	10
		Total		10	10
	Network	None	None	10	10
			Total	10	10
		Total		10	10
	PC/Laptop	None	None	10	10
			Total	10	10
		Total		10	10
	Print/Copy/Scan/Fax	None	None	10	10
			Total	10	10

				Low	Total
Metro A Desktop	Print/Copy/Scan/Fax	Total		10	10
	Total			50	50
Metro A Help Desk	Application	Password	Novell Messenger	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Voice Operations	Telecom	Call/Receive	None	10	10
			Total	10	10
		Voice Mail	None	10	10
			Total	10	10
		Total		20	20
	Total			20	20
Total				233	233

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

				Low	Total
Application Support	**Network**	**None**	**None**	1 0.88	1 0.88
			Total	1 0.88	1 0.88
		Total		1 0.88	1 0.88
	Total			1 0.88	1 0.88
Capitol Desktop Support	**Application**	**Error**	**Contribute**	1 1.01	1 1.01
			Total	1 1.01	1 1.01
		None	**iPhone**	1 1.27	1 1.27
			Novell GroupWise	1 1.63	1 1.63
			Total	2 1.45	2 1.45
		Reporting	**BlackBerry Enterprise**	1 0.11	1 0.11
			Total	1 0.11	1 0.11
		Total		4 1.01	4 1.01

				Low	Total
Capitol Desktop Support	Mobile Devices	Error	iPhone	1 0.99	1 0.99
			None	3 0.00	3 0.00
			Total	4 0.25	4 0.25
		None	None	2 0.00	2 0.00
			Total	2 0.00	2 0.00
		Total		6 0.17	6 0.17
	Total			10 0.50	10 0.50
Capitol Hosting	Application	Reporting	None	1 0.23	1 0.23
			Total	1 0.23	1 0.23
		Total		1 0.23	1 0.23
	Total			1 0.23	1 0.23
Help Desk	Application	None	Remedy Asset Management	1 0.03	1 0.03
			Utah Master Directory	1 0.05	1 0.05
			Total	2 0.04	2 0.04
		Password	Utah Master Directory	1 0.00	1 0.00
			Total	1 0.00	1 0.00

				Low	Total
Help Desk	**Application**	**Total**		3 0.03	3 0.03
	Total			3 0.03	3 0.03
Metro A Desktop Support	**_No Tier 2**	**None**	**None**	1 0.69	1 0.69
			Total	1 0.69	1 0.69
		Total		1 0.69	1 0.69
	Application	**None**	**None**	1 0.01	1 0.01
			Total	1 0.01	1 0.01
		Total		1 0.01	1 0.01
	Network	**None**	**None**	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	PC/Laptop	**None**	**None**	1 0.08	1 0.08
			Total	1 0.08	1 0.08
		Total		1 0.08	1 0.08
	Print/Copy/Scan/Fax	**None**	**None**	1 0.00	1 0.00
			Total	1 0.00	1 0.00

				Low	Total
Metro A Desktop	**Print/Copy/Scan/Fax**	**Total**		1 0.00	1 0.00
	Total			5 0.16	5 0.16
Metro A Help Desk	**Application**	**Password**	**Novell Messenger**	1 0.35	1 0.35
			Total	1 0.35	1 0.35
		Total		1 0.35	1 0.35
	Total			1 0.35	1 0.35
Voice Operations	**Telecom**	**Call/Receive**	**None**	1 0.09	1 0.09
			Total	1 0.09	1 0.09
		Voice Mail	**None**	1 0.12	1 0.12
			Total	1 0.12	1 0.12
		Total		2 0.11	2 0.11
	Total			2 0.11	2 0.11
Total				23 0.33	23 0.33

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

				Low	Total
Application Support	**Network**	**None**	**None**	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			1 1	1 1
Capitol Desktop Support	**Application**	**Error**	**Contribute**	1 0	1 0
			Total	1 0	1 0
		None	**iPhone**	1 0	1 0
			Novell GroupWise	1 0	1 0
			Total	2 0	2 0
		Reporting	**BlackBerry Enterprise**	1 0	1 0
			Total	1 0	1 0
		Total		4 0	4 0
	Mobile Devices	**Error**	**iPhone**	1 0	1 0

				Low	Total
Capitol Desktop Support	Mobile Devices	Error	None	3 0	3 0
			Total	4 0	4 0
		None	None	2 0	2 0
			Total	2 0	2 0
		Total		6 0	6 0
	Total			10 0	10 0
Capitol Hosting	Application	Reporting	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Help Desk	Application	None	Remedy Asset Management	1 0	1 0
			Utah Master Directory	1 0	1 0
			Total	2 0	2 0
		Password	Utah Master Directory	1 0	1 0
			Total	1 0	1 0
		Total		3 0	3 0

				Low	Total
Help Desk	**Total**			30	30
Metro A Desktop Support	**_No Tier 2**	**None**	**None**	10	10
			Total	10	10
		Total		10	10
	Application	**None**	**None**	10	10
			Total	10	10
		Total		10	10
	Network	**None**	**None**	10	10
			Total	10	10
		Total		10	10
	PC/Laptop	**None**	**None**	10	10
			Total	10	10
		Total		10	10
	Print/Copy/Scan/Fax	**None**	**None**	10	10
			Total	10	10
		Total		10	10

				Low	Total
Metro A Desktop	Total			50	50
Metro A Help Desk	Application	Password	Novell Messenger	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Voice Operations	Telecom	Call/Receive	None	10	10
			Total	10	10
		Voice Mail	None	10	10
			Total	10	10
		Total		20	20
	Total			20	20
Total				231	231

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

				Low	Total
Application Support	**Network**	**None**	**None**	1 23.21	1 23.21
			Total	1 23.21	1 23.21
		Total		1 23.21	1 23.21
	Total			1 23.21	1 23.21
Capitol Desktop Support	**Application**	**Error**	**Contribute**	1 1.01	1 1.01
			Total	1 1.01	1 1.01
		None	**iPhone**	1 5.28	1 5.28
			Novell GroupWise	1 2.33	1 2.33
			Total	2 3.81	2 3.81
		Reporting	**BlackBerry Enterprise**	1 0.11	1 0.11
			Total	1 0.11	1 0.11
		Total		4 2.18	4 2.18

				Low	Total
Capitol Desktop Support	Mobile Devices	Error	iPhone	1 3.99	1 3.99
			None	3 0.00	3 0.00
			Total	4 1.00	4 1.00
		None	None	2 0.00	2 0.00
			Total	2 0.00	2 0.00
		Total		6 0.67	6 0.67
	Total			10 1.27	10 1.27
Capitol Hosting	Application	Reporting	None	1 0.26	1 0.26
			Total	1 0.26	1 0.26
		Total		1 0.26	1 0.26
	Total			1 0.26	1 0.26
Help Desk	Application	None	Remedy Asset Management	1 0.03	1 0.03
			Utah Master Directory	1 0.05	1 0.05
			Total	2 0.04	2 0.04
		Password	Utah Master Directory	1 0.00	1 0.00
			Total	1 0.00	1 0.00

				Low	Total
Help Desk	**Application**	**Total**		3 0.03	3 0.03
	Total			3 0.03	3 0.03
Metro A Desktop Support	**_No Tier 2**	**None**	**None**	1 0.69	1 0.69
			Total	1 0.69	1 0.69
		Total		1 0.69	1 0.69
	Application	**None**	**None**	1 0.04	1 0.04
			Total	1 0.04	1 0.04
		Total		1 0.04	1 0.04
	Network	**None**	**None**	1 0.03	1 0.03
			Total	1 0.03	1 0.03
		Total		1 0.03	1 0.03
	PC/Laptop	**None**	**None**	1 0.08	1 0.08
			Total	1 0.08	1 0.08
		Total		1 0.08	1 0.08
	Print/Copy/Scan/Fax	**None**	**None**	1 0.00	1 0.00
			Total	1 0.00	1 0.00

				Low	Total
Metro A Desktop	**Print/Copy/Scan/Fax**	**Total**		1 0.00	1 0.00
	Total			5 0.17	5 0.17
Metro A Help Desk	**Application**	**Password**	**Novell Messenger**	1 0.35	1 0.35
			Total	1 0.35	1 0.35
		Total		1 0.35	1 0.35
	Total			1 0.35	1 0.35
Voice Operations	**Telecom**	**Call/Receive**	**None**	1 0.24	1 0.24
			Total	1 0.24	1 0.24
		Voice Mail	**None**	1 0.20	1 0.20
			Total	1 0.20	1 0.20
		Total		2 0.22	2 0.22
	Total			2 0.22	2 0.22
Total				23 1.65	23 1.65

INC000000143590	_No Tier 2		None		None		TIR Missed:	No	TIR: 0.69
Metro A Desktop Support		GOED		Low		Closed	TTR Missed:	No	TTR: 0.69
Application									
INC000000135508	Application		Password		Utah Master Directory		TIR Missed:	No	TIR: 0.00
Help Desk		GOED		Low		Closed	TTR Missed:	No	TTR: 0.00
INC000000139510	Application		None		Remedy Asset Managem		TIR Missed:	No	TIR: 0.03
Help Desk		GOED		Low		Closed	TTR Missed:	No	TTR: 0.03
INC000000139763	Application		None		None		TIR Missed:	No	TIR: 0.01

	Metro A Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.04
INC000000139997	Application		Error		Contribute		TIR Missed:	Yes	TIR:	1.01
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	1.01
INC000000143005	Application		Reporting		None		TIR Missed:	No	TIR:	0.23
	Capitol Hosting	GOED		Low		Closed	TTR Missed:	No	TTR:	0.26
INC000000143532	Application		None		Utah Master Directory		TIR Missed:	No	TIR:	0.05
	Help Desk	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.05
INC000000144366	Application		Reporting		BlackBerry Enterprise Se		TIR Missed:	No	TIR:	0.11
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.11
INC000000144501	Application		None		Novell GroupWise		TIR Missed:	Yes	TIR:	1.63
	Capitol Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	2.33
INC000000149963	Application		None		iPhone		TIR Missed:	Yes	TIR:	1.27
	Capitol Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	5.28
INC000000150732	Application		Password		Novell Messenger		TIR Missed:	No	TIR:	0.35
	Metro A Help Desk	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.35
Mobile Devices										
INC000000135488	Mobile Devices		Error		None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135489	Mobile Devices		None		None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135497	Mobile Devices		Error		None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135498	Mobile Devices		None		None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135501	Mobile Devices		Error		None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000137124	Mobile Devices		Error		iPhone		TIR Missed:	No	TIR:	0.99
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	3.99
Network										
INC000000126035	Network		None		None		TIR Missed:	No	TIR:	0.88
	Application Support	GOED		Low		Closed	TTR Missed:	Yes	TTR:	23.21
INC000000148205	Network		None		None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.03
PC/Laptop										
INC000000151526	PC/Laptop		None		None		TIR Missed:	No	TIR:	0.08
	Metro A Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.08
Print/Copy/Scan/Fax										
INC000000150269	Print/Copy/Scan/Fax		None		None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.00
Telecom										
INC000000137116	Telecom		Call/Receive		None		TIR Missed:	No	TIR:	0.09
	Voice Operations	GOED		Low		Closed	TTR Missed:	No	TTR:	0.24
INC000000141038	Telecom		Voice Mail		None		TIR Missed:	No	TIR:	0.12
	Voice Operations	GOED		Low		Closed	TTR Missed:	No	TTR:	0.20