Governor's Office Incidents Report

1/1/2010 to **1/31/2010** as of **2/1/2010**

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	Medium	Total
Capitol Desktop Support	**Application**	**Error**	**Microsoft Windows XP**	1 0	0 0	1 0
			Novell GroupWise	3 0	0 0	3 0
			Total	4 0	0 0	4 0
		Password	**Novell GroupWise**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Reporting	**None**	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		5 0	1 0	6 0
	Network	**None**	**Novell Client for 32-bit**	1 0	0 0	1 0
			Total	1 0	0 0	1 0

				Low	Medium	Total
Capitol Desktop Support	Network	Total		1 0	0 0	1 0
	Print/Copy/Scan/Fax	None	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			7 0	1 0	8 0
Help Desk	Application	Error	None	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Total		1 1	0 0	1 1
	Total			1 1	0 0	1 1
Metro A Desktop Support	_No Tier 2	None	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0 0	1 0	1 0
	Application	Error	None	3 1	0 0	3 1
			Total	3 1	0 0	3 1
		None	None	1 1	0 0	1 1
			Total	1 1	0 0	1 1

				Low	Medium	Total
Metro A Desktop Support	Application	Password	None	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Reporting	Novell GroupWise	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		6 3	0 0	6 3
	Network	Password	Novell ConsoleOne	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	PC/Laptop	Error	None	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Hardware	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		None	None	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Performance	None	1 1	0 0	1 1
			Total	1 1	0 0	1 1

				Low	Medium	Total
Metro A Desktop Support	PC/Laptop	Virus	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		4 3	1 0	5 3
	Total			11 6	2 0	13 6
Metro A Help Desk	Application	Error	Public Assistance	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Total		1 1	0 0	1 1
	Total			1 1	0 0	1 1
Voice Operations	Telecom	None	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Voice Mail	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		2 0	0 0	2 0
	Total			2 0	0 0	2 0
Total				22 8	3 0	25 8

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	Medium	Total
Capitol Desktop Support	**Application**	**Error**	**Microsoft Windows XP**	1 1	0 0	1 1
			Novell GroupWise	3 0	0 0	3 0
			Total	4 1	0 0	4 1
		Password	**Novell GroupWise**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Reporting	**None**	0 0	1 1	1 1
			Total	0 0	1 1	1 1
		Total		5 1	1 1	6 2
	Network	**None**	**Novell Client for 32-bit**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Print/Copy/Scan/Fax	**None**	**None**	1 0	0 0	1 0

				Low	Medium	Total
Capitol Desktop Support	Print/Copy/Scan/Fax	None	Total	10	00	10
		Total		10	00	10
	Total			71	11	82
Help Desk	Application	Error	None	10	00	10
			Total	10	00	10
		Total		10	00	10
	Total			10	00	10
Metro A Desktop Support	_No Tier 2	None	None	00	10	10
			Total	00	10	10
		Total		00	10	10
	Application	Error	None	31	00	31
			Total	31	00	31
		None	None	10	00	10
			Total	10	00	10
		Password	None	10	00	10
			Total	10	00	10

				Low	Medium	Total
Metro A Desktop Support	Application	Reporting	Novell GroupWise	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Total		6 2	0 0	6 2
	Network	Password	Novell ConsoleOne	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	PC/Laptop	Error	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Hardware	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		None	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Performance	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Virus	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0

				Low	Medium	Total
Metro A Desktop	PC/Laptop	Total		40	10	50
	Total			112	20	132
Metro A Help Desk	Application	Error	Public Assistance	10	00	10
			Total	10	00	10
		Total		10	00	10
	Total			10	00	10
Voice Operations	Telecom	None	None	10	00	10
			Total	10	00	10
		Voice Mail	None	10	00	10
			Total	10	00	10
		Total		20	00	20
	Total			20	00	20
Total				223	31	254

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	Medium	Total
Capitol Desktop Support	**Application**	**Error**	**Microsoft Windows XP**	1 1.42	0 0.00	1 1.42
			Novell GroupWise	3 0.26	0 0.00	3 0.26
			Total	4 0.55	0 0.00	4 0.55
		Password	**Novell GroupWise**	1 0.25	0 0.00	1 0.25
			Total	1 0.25	0 0.00	1 0.25
		Reporting	**None**	0 0.00	1 0.68	1 0.68
			Total	0 0.00	1 0.68	1 0.68
		Total		5 0.49	1 0.68	6 0.52
	Network	**None**	**Novell Client for 32-bit**	1 0.41	0 0.00	1 0.41
			Total	1 0.41	0 0.00	1 0.41
		Total		1 0.41	0 0.00	1 0.41
	Print/Copy/Scan/Fax	**None**	**None**	1 0.29	0 0.00	1 0.29

				Low	Medium	Total
Capitol Desktop Support	Print/Copy/Scan/Fax	None	Total	1 0.29	0 0.00	1 0.29
		Total		1 0.29	0 0.00	1 0.29
	Total			7 0.45	1 0.68	8 0.48
Help Desk	Application	Error	None	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	Total			1 0.00	0 0.00	1 0.00
Metro A Desktop Support	_No Tier 2	None	None	0 0.00	1 0.21	1 0.21
			Total	0 0.00	1 0.21	1 0.21
		Total		0 0.00	1 0.21	1 0.21
	Application	Error	None	3 0.79	0 0.00	3 0.79
			Total	3 0.79	0 0.00	3 0.79
		None	None	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Password	None	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00

				Low	Medium	Total
Metro A Desktop Support	**Application**	**Reporting**	**Novell GroupWise**	1 5.72	0 0.00	1 5.72
			Total	1 5.72	0 0.00	1 5.72
		Total		6 1.71	0 0.00	6 1.71
	Network	**Password**	**Novell ConsoleOne**	1 0.37	0 0.00	1 0.37
			Total	1 0.37	0 0.00	1 0.37
		Total		1 0.37	0 0.00	1 0.37
	PC/Laptop	**Error**	**None**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Hardware	**None**	0 0.00	1 0.27	1 0.27
			Total	0 0.00	1 0.27	1 0.27
		None	**None**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Performance	**None**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Virus	**None**	1 0.05	0 0.00	1 0.05
			Total	1 0.05	0 0.00	1 0.05

				Low	Medium	Total
Metro A Desktop	**PC/Laptop**	**Total**		4 0.02	1 0.27	5 0.09
	Total			11 1.01	2 0.24	13 0.86
Metro A Help Desk	**Application**	**Error**	**Public Assistance**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	Total			1 0.00	0 0.00	1 0.00
Voice Operations	**Telecom**	**None**	**None**	1 0.03	0 0.00	1 0.03
			Total	1 0.03	0 0.00	1 0.03
		Voice Mail	**None**	1 0.07	0 0.00	1 0.07
			Total	1 0.07	0 0.00	1 0.07
		Total		2 0.05	0 0.00	2 0.05
	Total			2 0.05	0 0.00	2 0.05
Total				22 0.63	3 0.39	25 0.60

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	Medium	Total
Capitol Desktop Support	**Application**	**Error**	**Microsoft Windows XP**	1 0	0 0	1 0
			Novell GroupWise	3 0	0 0	3 0
			Total	4 0	0 0	4 0
		Password	**Novell GroupWise**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Reporting	**None**	0 0	1 1	1 1
			Total	0 0	1 1	1 1
		Total		5 0	1 1	6 1
	Network	**None**	**Novell Client for 32-bit**	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Print/Copy/Scan/Fax	**None**	**None**	1 0	0 0	1 0

				Low	Medium	Total
Capitol Desktop Support	Print/Copy/Scan/Fax	None	Total	10	00	10
		Total		10	00	10
	Total			70	11	81
Help Desk	Application	Error	None	10	00	10
			Total	10	00	10
		Total		10	00	10
	Total			10	00	10
Metro A Desktop Support	_No Tier 2	None	None	00	10	10
			Total	00	10	10
		Total		00	10	10
	Application	Error	None	30	00	30
			Total	30	00	30
		None	None	10	00	10
			Total	10	00	10
		Password	None	10	00	10
			Total	10	00	10

				Low	Medium	Total
Metro A Desktop Support	Application	Reporting	Novell GroupWise	1 1	0 0	1 1
			Total	1 1	0 0	1 1
		Total		6 1	0 0	6 1
	Network	Password	Novell ConsoleOne	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	PC/Laptop	Error	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Hardware	None	0 0	1 0	1 0
			Total	0 0	1 0	1 0
		None	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Performance	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Virus	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0

				Low	Medium	Total
Metro A Desktop	PC/Laptop	Total		4 0	1 0	5 0
	Total			11 1	2 0	13 1
Metro A Help Desk	Application	Error	Public Assistance	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		1 0	0 0	1 0
	Total			1 0	0 0	1 0
Voice Operations	Telecom	None	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Voice Mail	None	1 0	0 0	1 0
			Total	1 0	0 0	1 0
		Total		2 0	0 0	2 0
	Total			2 0	0 0	2 0
Total				22 1	3 1	25 2

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	Medium	Total
Capitol Desktop Support	**Application**	**Error**	**Microsoft Windows XP**	1 1.42	0 0.00	1 1.42
			Novell GroupWise	3 0.33	0 0.00	3 0.33
			Total	4 0.60	0 0.00	4 0.60
		Password	**Novell GroupWise**	1 0.25	0 0.00	1 0.25
			Total	1 0.25	0 0.00	1 0.25
		Reporting	**None**	0 0.00	1 12.43	1 12.43
			Total	0 0.00	1 12.43	1 12.43
		Total		5 0.53	1 12.43	6 2.52
	Network	**None**	**Novell Client for 32-bit**	1 0.41	0 0.00	1 0.41
			Total	1 0.41	0 0.00	1 0.41
		Total		1 0.41	0 0.00	1 0.41
	Print/Copy/Scan/Fax	**None**	**None**	1 0.33	0 0.00	1 0.33

				Low	Medium	Total
Capitol Desktop Support	Print/Copy/Scan/Fax	None	Total	1 0.33	0 0.00	1 0.33
		Total		1 0.33	0 0.00	1 0.33
	Total			7 0.49	1 12.43	8 1.98
Help Desk	Application	Error	None	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	Total			1 0.00	0 0.00	1 0.00
Metro A Desktop Support	_No Tier 2	None	None	0 0.00	1 0.21	1 0.21
			Total	0 0.00	1 0.21	1 0.21
		Total		0 0.00	1 0.21	1 0.21
	Application	Error	None	3 0.83	0 0.00	3 0.83
			Total	3 0.83	0 0.00	3 0.83
		None	None	1 0.01	0 0.00	1 0.01
			Total	1 0.01	0 0.00	1 0.01
		Password	None	1 0.02	0 0.00	1 0.02
			Total	1 0.02	0 0.00	1 0.02

				Low	Medium	Total
Metro A Desktop Support	Application	Reporting	Novell GroupWise	1 4.27	0 0.00	1 4.27
			Total	1 4.27	0 0.00	1 4.27
		Total		6 1.13	0 0.00	6 1.13
	Network	Password	Novell ConsoleOne	1 0.41	0 0.00	1 0.41
			Total	1 0.41	0 0.00	1 0.41
		Total		1 0.41	0 0.00	1 0.41
	PC/Laptop	Error	None	1 0.02	0 0.00	1 0.02
			Total	1 0.02	0 0.00	1 0.02
		Hardware	None	0 0.00	1 3.02	1 3.02
			Total	0 0.00	1 3.02	1 3.02
		None	None	1 0.04	0 0.00	1 0.04
			Total	1 0.04	0 0.00	1 0.04
		Performance	None	1 0.01	0 0.00	1 0.01
			Total	1 0.01	0 0.00	1 0.01
		Virus	None	1 0.10	0 0.00	1 0.10
			Total	1 0.10	0 0.00	1 0.10

				Low	Medium	Total
Metro A Desktop	**PC/Laptop**	**Total**		4 0.04	1 3.02	5 0.64
	Total			11 0.67	2 1.61	13 0.81
Metro A Help Desk	**Application**	**Error**	**Public Assistance**	1 0.00	0 0.00	1 0.00
			Total	1 0.00	0 0.00	1 0.00
		Total		1 0.00	0 0.00	1 0.00
	Total			1 0.00	0 0.00	1 0.00
Voice Operations	**Telecom**	**None**	**None**	1 0.13	0 0.00	1 0.13
			Total	1 0.13	0 0.00	1 0.13
		Voice Mail	**None**	1 0.33	0 0.00	1 0.33
			Total	1 0.33	0 0.00	1 0.33
		Total		2 0.23	0 0.00	2 0.23
	Total			2 0.23	0 0.00	2 0.23
Total				22 0.53	3 5.22	25 1.12

INC000000063349	_No Tier 2	None	None		TIR Missed:	No	TIR:	0.42
Metro A Desktop Support	GOED	Medium		Closed	TTR Missed:	No	TTR:	0.42

INC000000057762	Application	Reporting	None		TIR Missed:	Yes	TIR:	1.36
Capitol Desktop Support	GOED	Medium		Closed	TTR Missed:	Yes	TTR:	24.87
INC000000059432	Application	Error	Microsoft Windows XP Pr		TIR Missed:	Yes	TIR:	2.85
Capitol Desktop Support	GOED	Low		Closed	TTR Missed:	No	TTR:	2.85
INC000000059472	Application	Error	None		TIR Missed:	No	TIR:	0.44

	Metro A Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	1.25
INC000000059573	Application		Password		None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.03
INC000000061274	Application		Error		Novell GroupWise		TIR Missed:	No	TIR:	0.74
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.74
INC000000064219	Application		Password		Novell GroupWise		TIR Missed:	No	TIR:	0.50
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.50
INC000000064745	Application		Error		None		TIR Missed:	Yes	TIR:	3.49
	Metro A Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	3.67
INC000000065019	Application		Reporting		Novell GroupWise		TIR Missed:	Yes	TIR:	11.44
	Metro A Desktop Support	GOED		Low		Resolved	TTR Missed:	Yes	TTR:	8.54
INC000000065569	Application		Error		None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.03
INC000000066736	Application		None		None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.03
INC000000068574	Application		Error		Novell GroupWise		TIR Missed:	No	TIR:	0.12
INC000000068574	Application		Error		Novell GroupWise		TIR Missed:	No	TIR:	0.69
	Capitol Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.12
	Capitol Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	1.12
INC000000070146	Application		Error		None		TIR Missed:	No	TIR:	0.00
	Help Desk	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.00
INC000000071505	Application		Error		Public Assistance Case M		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.00
INC000000059439	Network		Password		Novell ConsoleOne		TIR Missed:	No	TIR:	0.75
	Metro A Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.83
INC000000061934	Network		None		Novell Client for 32-bit Wi		TIR Missed:	No	TIR:	0.82
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.82
INC000000060018	PC/Laptop		Virus		None		TIR Missed:	No	TIR:	0.09
	Metro A Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.20
INC000000063188	PC/Laptop		None		None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.08
INC000000067635	PC/Laptop		Performance		None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.03
INC000000068519	PC/Laptop		Error		None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	GOED		Low		Resolved	TTR Missed:	No	TTR:	0.05
INC000000069385	PC/Laptop		Hardware		None		TIR Missed:	No	TIR:	0.54
	Metro A Desktop Support	GOED		Medium		Resolved	TTR Missed:	No	TTR:	6.03
INC000000064205	Print/Copy/Scan/Fax		None		None		TIR Missed:	No	TIR:	0.58
	Capitol Desktop Support	GOED		Low		Closed	TTR Missed:	No	TTR:	0.65
INC000000058457	Telecom		Voice Mail		None		TIR Missed:	No	TIR:	0.14
	Voice Operations	GOED		Low		Closed	TTR Missed:	No	TTR:	0.65
INC000000058748	Telecom		None		None		TIR Missed:	No	TIR:	0.07
	Voice Operations	GOED		Low		Closed	TTR Missed:	No	TTR:	0.26