Governor's Office Incidents Report

3/1/2010 to **3/31/2010** as of **4/1/2010**

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

				High	Low	Medium	Total
Capitol Desktop Support	**_No Tier 2**	**None**	**None**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Application	**Error**	**Novell GroupWise**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Password	**Novell GroupWise**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	2 0	0 0	2 0
	Network	**Performance**	**None**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0

				High	Low	Medium	Total
Capitol Desktop	Network	Total		0 0	1 0	0 0	1 0
	Total			0 0	4 0	0 0	4 0
Capitol Hosting	_No Tier 2	None	None	1 0	0 0	1 1	2 1
			Total	1 0	0 0	1 1	2 1
		Total		1 0	0 0	1 1	2 1
	Total			1 0	0 0	1 1	2 1
Diebold	EIS Hardware	None	None	0 0	2 0	0 0	2 0
			Total	0 0	2 0	0 0	2 0
		Total		0 0	2 0	0 0	2 0
	Total			0 0	2 0	0 0	2 0
Help Desk	Application	Reporting	Remedy Service	0 0	1 1	0 0	1 1
			Total	0 0	1 1	0 0	1 1
		Total		0 0	1 1	0 0	1 1
	Network	Incident	Novell Client for 32-bit	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0

				High	Low	Medium	Total
Help Desk	**Total**			0 0	2 1	0 0	2 1
Metro A Desktop Support	**_No Tier 2**	**None**	**None**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Application	**Error**	**None**	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Total	0 0	2 0	0 0	2 0
		None	**None**	0 0	0 0	1 1	1 1
			Total	0 0	0 0	1 1	1 1
		Total		0 0	2 0	1 1	3 1
	PC/Laptop	**Hardware**	**None**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		None	**None**	0 0	2 2	1 1	3 3
			Total	0 0	2 2	1 1	3 3
		Total		0 0	3 2	1 1	4 3
	Print/Copy/Scan/Fax	**Queue**	**None**	0 0	0 0	1 1	1 1

				High	Low	Medium	Total
Metro A Desktop Support	Print/Copy/Scan/Fax	Queue	Total	0 0	0 0	1 1	1 1
		Total		0 0	0 0	1 1	1 1
	Total			0 0	6 2	3 3	9 5
Voice Operations	Telecom	Area Code	None	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Total			0 0	1 0	0 0	1 0
Total				1 0	15 3	4 4	20 7

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

				High	Low	Medium	Total
Capitol Desktop Support	**_No Tier 2**	**None**	**None**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Application	**Error**	**Novell GroupWise**	0 0	1 1	0 0	1 1
			Total	0 0	1 1	0 0	1 1
		Password	**Novell GroupWise**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	2 1	0 0	2 1
	Network	**Performance**	**None**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Total			0 0	4 1	0 0	4 1

				High	Low	Medium	Total
Capitol Hosting	_No Tier 2	None	None	1 1	0 0	1 0	2 1
			Total	1 1	0 0	1 0	2 1
		Total		1 1	0 0	1 0	2 1
	Total			1 1	0 0	1 0	2 1
Diebold	EIS Hardware	None	None	0 0	2 0	0 0	2 0
			Total	0 0	2 0	0 0	2 0
		Total		0 0	2 0	0 0	2 0
	Total			0 0	2 0	0 0	2 0
Help Desk	Application	Reporting	Remedy Service	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Network	Incident	Novell Client for 32-bit	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Total			0 0	2 0	0 0	2 0
Metro A Desktop	_No Tier 2	None	None	0 0	1 0	0 0	1 0

				High	Low	Medium	Total
Metro A Desktop Support	_No Tier 2	None	Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Application	Error	None	0 0	1 1	0 0	1 1
			Novell GroupWise	0 0	1 0	0 0	1 0
			Total	0 0	2 1	0 0	2 1
		None	None	0 0	0 0	1 0	1 0
			Total	0 0	0 0	1 0	1 0
		Total		0 0	2 1	1 0	3 1
	PC/Laptop	Hardware	None	0 0	1 1	0 0	1 1
			Total	0 0	1 1	0 0	1 1
		None	None	0 0	2 0	1 0	3 0
			Total	0 0	2 0	1 0	3 0
		Total		0 0	3 1	1 0	4 1
	Print/Copy/Scan/Fax	Queue	None	0 0	0 0	1 0	1 0
			Total	0 0	0 0	1 0	1 0
		Total		0 0	0 0	1 0	1 0

				High	Low	Medium	Total
Metro A Desktop	**Total**			0 0	6 2	3 0	9 2
Voice Operations	**Telecom**	**Area Code**	**None**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Total			0 0	1 0	0 0	1 0
Total				1 1	15 3	4 0	20 4

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

				High	Low	Medium	Total
Capitol Desktop Support	**_No Tier 2**	**None**	**None**	0 0.00	1 0.02	0 0.00	1 0.02
			Total	0 0.00	1 0.02	0 0.00	1 0.02
		Total		0 0.00	1 0.02	0 0.00	1 0.02
	Application	**Error**	**Novell GroupWise**	0 0.00	1 4.97	0 0.00	1 4.97
			Total	0 0.00	1 4.97	0 0.00	1 4.97
		Password	**Novell GroupWise**	0 0.00	1 0.36	0 0.00	1 0.36
			Total	0 0.00	1 0.36	0 0.00	1 0.36
		Total		0 0.00	2 2.67	0 0.00	2 2.67
	Network	**Performance**	**None**	0 0.00	1 0.86	0 0.00	1 0.86
			Total	0 0.00	1 0.86	0 0.00	1 0.86
		Total		0 0.00	1 0.86	0 0.00	1 0.86
	Total			0 0.00	4 1.56	0 0.00	4 1.56

				High	Low	Medium	Total
Capitol Hosting	**_No Tier 2**	**None**	**None**	1 1.12	0 0.00	1 0.00	2 0.56
			Total	1 1.12	0 0.00	1 0.00	2 0.56
		Total		1 1.12	0 0.00	1 0.00	2 0.56
	Total			1 1.12	0 0.00	1 0.00	2 0.56
Diebold	**EIS Hardware**	**None**	**None**	0 0.00	2 0.29	0 0.00	2 0.29
			Total	0 0.00	2 0.29	0 0.00	2 0.29
		Total		0 0.00	2 0.29	0 0.00	2 0.29
	Total			0 0.00	2 0.29	0 0.00	2 0.29
Help Desk	**Application**	**Reporting**	**Remedy Service**	0 0.00	1 0.23	0 0.00	1 0.23
			Total	0 0.00	1 0.23	0 0.00	1 0.23
		Total		0 0.00	1 0.23	0 0.00	1 0.23
	Network	**Incident**	**Novell Client for 32-bit**	0 0.00	1 0.03	0 0.00	1 0.03
			Total	0 0.00	1 0.03	0 0.00	1 0.03
		Total		0 0.00	1 0.03	0 0.00	1 0.03
	Total			0 0.00	2 0.13	0 0.00	2 0.13
Metro A Desktop	**_No Tier 2**	**None**	**None**	0 0.00	1 0.01	0 0.00	1 0.01

				High	Low	Medium	Total
Metro A Desktop Support	_No Tier 2	None	Total	0 0.00	1 0.01	0 0.00	1 0.01
		Total		0 0.00	1 0.01	0 0.00	1 0.01
	Application	Error	None	0 0.00	1 6.98	0 0.00	1 6.98
			Novell GroupWise	0 0.00	1 0.69	0 0.00	1 0.69
			Total	0 0.00	2 3.83	0 0.00	2 3.83
		None	None	0 0.00	0 0.00	1 0.01	1 0.01
			Total	0 0.00	0 0.00	1 0.01	1 0.01
		Total		0 0.00	2 3.83	1 0.01	3 2.56
	PC/Laptop	Hardware	None	0 0.00	1 1.81	0 0.00	1 1.81
			Total	0 0.00	1 1.81	0 0.00	1 1.81
		None	None	0 0.00	2 0.02	1 0.01	3 0.02
			Total	0 0.00	2 0.02	1 0.01	3 0.02
		Total		0 0.00	3 0.61	1 0.01	4 0.46
	Print/Copy/Scan/Fax	Queue	None	0 0.00	0 0.00	1 0.02	1 0.02
			Total	0 0.00	0 0.00	1 0.02	1 0.02
		Total		0 0.00	0 0.00	1 0.02	1 0.02

				High	Low	Medium	Total
Metro A Desktop	**Total**			0 0.00	6 1.59	3 0.01	9 1.06
Voice Operations	**Telecom**	**Area Code**	**None**	0 0.00	1 0.18	0 0.00	1 0.18
			Total	0 0.00	1 0.18	0 0.00	1 0.18
		Total		0 0.00	1 0.18	0 0.00	1 0.18
	Total			0 0.00	1 0.18	0 0.00	1 0.18
Total				1 1.12	15 1.12	4 0.01	20 0.90

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

				High	Low	Medium	Total
Capitol Desktop Support	**_No Tier 2**	**None**	**None**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Application	**Error**	**Novell GroupWise**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Password	**Novell GroupWise**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	2 0	0 0	2 0
	Network	**Performance**	**None**	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Total			0 0	4 0	0 0	4 0
Capitol Hosting	**_No Tier 2**	**None**	**None**	1 1	0 0	1 0	2 1

				High	Low	Medium	Total
Capitol Hosting	_No Tier 2	None	Total	1 1	0 0	1 0	2 1
		Total		1 1	0 0	1 0	2 1
	Total			1 1	0 0	1 0	2 1
Diebold	EIS Hardware	None	None	0 0	2 2	0 0	2 2
			Total	0 0	2 2	0 0	2 2
		Total		0 0	2 2	0 0	2 2
	Total			0 0	2 2	0 0	2 2
Help Desk	Application	Reporting	Remedy Service	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Network	Incident	Novell Client for 32-bit	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Total			0 0	2 0	0 0	2 0
Metro A Desktop Support	_No Tier 2	None	None	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0

				High	Low	Medium	Total
Metro A Desktop Support	_No Tier 2	Total		0 0	1 0	0 0	1 0
	Application	Error	None	0 0	1 1	0 0	1 1
			Novell GroupWise	0 0	1 0	0 0	1 0
			Total	0 0	2 1	0 0	2 1
		None	None	0 0	0 0	1 0	1 0
			Total	0 0	0 0	1 0	1 0
		Total		0 0	2 1	1 0	3 1
	PC/Laptop	Hardware	None	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		None	None	0 0	2 0	1 0	3 0
			Total	0 0	2 0	1 0	3 0
		Total		0 0	3 0	1 0	4 0
	Print/Copy/Scan/Fax	Queue	None	0 0	0 0	1 0	1 0
			Total	0 0	0 0	1 0	1 0
		Total		0 0	0 0	1 0	1 0
	Total			0 0	6 1	3 0	9 1

				High	Low	Medium	Total
Voice Operations	Telecom	Area Code	None	0 0	1 0	0 0	1 0
			Total	0 0	1 0	0 0	1 0
		Total		0 0	1 0	0 0	1 0
	Total			0 0	1 0	0 0	1 0
Total				1 1	15 3	4 0	20 4

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

				High	Low	Medium	Total
Capitol Desktop Support	**_No Tier 2**	**None**	**None**	0 0.00	1 0.04	0 0.00	1 0.04
			Total	0 0.00	1 0.04	0 0.00	1 0.04
		Total		0 0.00	1 0.04	0 0.00	1 0.04
	Application	**Error**	**Novell GroupWise**	0 0.00	1 4.97	0 0.00	1 4.97
			Total	0 0.00	1 4.97	0 0.00	1 4.97
		Password	**Novell GroupWise**	0 0.00	1 0.39	0 0.00	1 0.39
			Total	0 0.00	1 0.39	0 0.00	1 0.39
		Total		0 0.00	2 2.68	0 0.00	2 2.68
	Network	**Performance**	**None**	0 0.00	1 1.23	0 0.00	1 1.23
			Total	0 0.00	1 1.23	0 0.00	1 1.23
		Total		0 0.00	1 1.23	0 0.00	1 1.23
	Total			0 0.00	4 1.66	0 0.00	4 1.66

				High	Low	Medium	Total
Capitol Hosting	_No Tier 2	None	None	1 16.98	0 0.00	1 0.00	2 8.49
			Total	1 16.98	0 0.00	1 0.00	2 8.49
		Total		1 16.98	0 0.00	1 0.00	2 8.49
	Total			1 16.98	0 0.00	1 0.00	2 8.49
Diebold	EIS Hardware	None	None	0 0.00	2 11.19	0 0.00	2 11.19
			Total	0 0.00	2 11.19	0 0.00	2 11.19
		Total		0 0.00	2 11.19	0 0.00	2 11.19
	Total			0 0.00	2 11.19	0 0.00	2 11.19
Help Desk	Application	Reporting	Remedy Service	0 0.00	1 0.23	0 0.00	1 0.23
			Total	0 0.00	1 0.23	0 0.00	1 0.23
		Total		0 0.00	1 0.23	0 0.00	1 0.23
	Network	Incident	Novell Client for 32-bit	0 0.00	1 0.00	0 0.00	1 0.00
			Total	0 0.00	1 0.00	0 0.00	1 0.00
		Total		0 0.00	1 0.00	0 0.00	1 0.00
	Total			0 0.00	2 0.15	0 0.00	2 0.15
Metro A Desktop	_No Tier 2	None	None	0 0.00	1 0.04	0 0.00	1 0.04

				High	Low	Medium	Total
Metro A Desktop Support	_No Tier 2	None	Total	0 0.00	1 0.04	0 0.00	1 0.04
		Total		0 0.00	1 0.04	0 0.00	1 0.04
	Application	Error	None	0 0.00	1 6.98	0 0.00	1 6.98
			Novell GroupWise	0 0.00	1 0.69	0 0.00	1 0.69
			Total	0 0.00	2 3.83	0 0.00	2 3.83
		None	None	0 0.00	0 0.00	1 0.03	1 0.03
			Total	0 0.00	0 0.00	1 0.03	1 0.03
		Total		0 0.00	2 3.83	1 0.03	3 2.56
	PC/Laptop	Hardware	None	0 0.00	1 1.81	0 0.00	1 1.81
			Total	0 0.00	1 1.81	0 0.00	1 1.81
		None	None	0 0.00	2 0.03	1 0.03	3 0.03
			Total	0 0.00	2 0.03	1 0.03	3 0.03
		Total		0 0.00	3 0.62	1 0.03	4 0.47
	Print/Copy/Scan/Fax	Queue	None	0 0.00	0 0.00	1 0.05	1 0.05
			Total	0 0.00	0 0.00	1 0.05	1 0.05
		Total		0 0.00	0 0.00	1 0.05	1 0.05

				High	Low	Medium	Total
Metro A Desktop	**Total**			0 0.00	6 1.59	3 0.04	9 1.08
Voice Operations	**Telecom**	**Area Code**	**None**	0 0.00	1 0.26	0 0.00	1 0.26
			Total	0 0.00	1 0.26	0 0.00	1 0.26
		Total		0 0.00	1 0.26	0 0.00	1 0.26
	Total			0 0.00	1 0.26	0 0.00	1 0.26
Total				1 16.98	15 2.69	4 0.03	20 2.88

INC000000089929	_No Tier 2		None		None		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		GOED		Low		Closed	TTR Missed:	No	TTR:	0.04
INC000000093789	_No Tier 2		None		None		TIR Missed:	Yes	TIR:	1.12
Capitol Hosting		GOED		High		Closed	TTR Missed:	Yes	TTR:	16.98
INC000000098528	_No Tier 2		None		None		TIR Missed:	No	TIR:	0.00
Capitol Hosting		GOED		Medium		Resolved	TTR Missed:	No	TTR:	0.00
INC000000103192	_No Tier 2		None		None		TIR Missed:	No	TIR:	0.01
Metro A Desktop Support		GOED		Low		Resolved	TTR Missed:	No	TTR:	0.04
Application										
INC000000088677	Application		None		None		TIR Missed:	No	TIR:	0.01
Metro A Desktop Support		GOED		Medium		Closed	TTR Missed:	No	TTR:	0.03
INC000000093141	Application		Reporting		Remedy Service Reques		TIR Missed:	No	TIR:	0.23
Help Desk		GOED		Low		Closed	TTR Missed:	No	TTR:	0.23
INC000000099784	Application		Error		None		TIR Missed:	Yes	TIR:	6.98
Metro A Desktop Support		GOED		Low		Resolved	TTR Missed:	Yes	TTR:	6.98
INC000000100520	Application		Error		Novell GroupWise		TIR Missed:	No	TIR:	0.69
Metro A Desktop Support		GOED		Low		Resolved	TTR Missed:	No	TTR:	0.69
INC000000102306	Application		Password		Novell GroupWise		TIR Missed:	No	TIR:	0.36
Capitol Desktop Support		GOED		Low		Resolved	TTR Missed:	No	TTR:	0.39
INC000000103784	Application		Error		Novell GroupWise		TIR Missed:	Yes	TIR:	4.97
Capitol Desktop Support		GOED		Low		Resolved	TTR Missed:	No	TTR:	4.97
EIS Hardware										
INC000000090058	EIS Hardware		None		None		TIR Missed:	No	TIR:	0.24
Diebold		GOED		Low		Closed	TTR Missed:	Yes	TTR:	9.56
INC000000093225	EIS Hardware		None		None		TIR Missed:	No	TIR:	0.33
Diebold		GOED		Low		Closed	TTR Missed:	Yes	TTR:	12.83
Network										
INC000000091613	Network		Performance		None		TIR Missed:	No	TIR:	0.86

Capitol Desktop Support		GOED		Low		Closed	TTR Missed:	No	TTR: 1.23
INC000000102184	Network		Incident		Novell Client for 32-bit Wi		TIR Missed:	No	TIR: 0.03
Help Desk		GOED		Low		Resolved	TTR Missed:	No	TTR: 0.00
PC/Laptop									
INC000000089732	PC/Laptop		None		None		TIR Missed:	No	TIR: 0.01
Metro A Desktop Support		GOED		Low		Closed	TTR Missed:	No	TTR: 0.02
INC000000091949	PC/Laptop		None		None		TIR Missed:	No	TIR: 0.02
Metro A Desktop Support		GOED		Low		Closed	TTR Missed:	No	TTR: 0.03
INC000000092638	PC/Laptop		None		None		TIR Missed:	No	TIR: 0.01
Metro A Desktop Support		GOED		Medium		Closed	TTR Missed:	No	TTR: 0.03
INC000000095840	PC/Laptop		Hardware		None		TIR Missed:	Yes	TIR: 1.81
Metro A Desktop Support		GOED		Low		Resolved	TTR Missed:	No	TTR: 1.81
Print/Copy/Scan/Fax									
INC000000099115	Print/Copy/Scan/Fax		Queue		None		TIR Missed:	No	TIR: 0.02
Metro A Desktop Support		GOED		Medium		Resolved	TTR Missed:	No	TTR: 0.05
Telecom									
INC000000097473	Telecom		Area Code		None		TIR Missed:	No	TIR: 0.18
Voice Operations		GOED		Low		Closed	TTR Missed:	No	TTR: 0.26