Insurance Incidents Report

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

Insurance

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	**Application**	**Error**	**TeamMate Audit System**	1 0	1 0
			Total	1 0	1 0
		Reporting	**Contribute**	1 0	1 0
			None	3 0	3 0
			SIRCON Commercial	1 0	1 0
			Total	5 0	5 0
		Total		6 0	6 0
	Print/Copy/Scan/Fax	**Incident**	**None**	1 0	1 0
			Total	1 0	1 0
		Paper Jam	**None**	1 0	1 0

				Low	Total
Application Support	Print/Copy/Scan/Fax	Paper Jam	Total	1 0	1 0
		Total		2 0	2 0
	Total			8 0	8 0
Capitol Desktop Support	_No Tier 2	None	None	2 0	2 0
			Total	2 0	2 0
		Total		2 0	2 0
	Application	Error	Adobe Reader	1 0	1 0
			Cisco Secure VPN Client	1 0	1 0
			Documentum	5 5	5 5
			Internet Explorer	1 1	1 1
			Kofax ImageControls	3 3	3 3
			Microsoft Windows XP	1 1	1 1
			Microsoft Word	2 1	2 1
			None	1 0	1 0
			Novell Client for 32-bit	2 1	2 1
			Total	17 12	17 12

				Low	Total
Capitol Desktop Support	Application	Password	Citrix MetaFrame	5 5	5 5
			None	1 1	1 1
			SIRCON For States	2 2	2 2
			Total	8 8	8 8
		Total		25 20	25 20
	Network	Error	Cisco AnyConnect	1 1	1 1
			None	1 0	1 0
			Novell Client for 32-bit	4 0	4 0
			Total	6 1	6 1
		Password	Novell Client for 32-bit	3 2	3 2
			Total	3 2	3 2
		Total		9 3	9 3
	PC/Laptop	Hardware	None	3 0	3 0
			Total	3 0	3 0
		Password	Microsoft Windows XP	1 0	1 0
			Total	1 0	1 0

				Low	Total
Capitol Desktop Support	PC/Laptop	Performance	None	1 1	1 1
			Total	1 1	1 1
		Virus	None	2 1	2 1
			Total	2 1	2 1
		Total		7 2	7 2
	Print/Copy/Scan/Fax	Error Code	None	1 0	1 0
			Total	1 0	1 0
		Incident	None	1 0	1 0
			Total	1 0	1 0
		Total		2 0	2 0
	Server	Error	Citrix ICA Client	2 0	2 0
			Total	2 0	2 0
		Total		2 0	2 0
	Total			47 25	47 25
Help Desk	Application	Password	Remedy Service	1 1	1 1
			Utah Master Directory	1 0	1 0

				Low	Total
Help Desk	**Application**	**Password**	**Total**	2 1	2 1
		Reporting	**Novell Messenger**	2 2	2 2
			Total	2 2	2 2
		Total		4 3	4 3
	Network	**Error**	**None**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			5 3	5 3
Security	**Application**	**Reporting**	**None**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Voice Operations	**Telecom**	**Voice Mail**	**None**	2 0	2 0
			Total	2 0	2 0
		Total		2 0	2 0
	Total			2 0	2 0

	Low	Total
Total	63 28	63 28

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	**Application**	**Error**	**TeamMate Audit System**	1 0	1 0
			Total	1 0	1 0
		Reporting	**Contribute**	1 0	1 0
			None	3 2	3 2
			SIRCON Commercial	1 1	1 1
			Total	5 3	5 3
		Total		6 3	6 3
	Print/Copy/Scan/Fax	**Incident**	**None**	1 1	1 1
			Total	1 1	1 1
		Paper Jam	**None**	1 0	1 0
			Total	1 0	1 0
		Total		2 1	2 1

				Low	Total
Application Support	Total			84	84
Capitol Desktop Support	_No Tier 2	None	None	20	20
			Total	20	20
		Total		20	20
	Application	Error	Adobe Reader	10	10
			Cisco Secure VPN Client	10	10
			Documentum	50	50
			Internet Explorer	10	10
			Kofax ImageControls	30	30
			Microsoft Windows XP	10	10
			Microsoft Word	20	20
			None	11	11
			Novell Client for 32-bit	20	20
			Total	171	171
		Password	Citrix MetaFrame	50	50
			None	10	10

				Low	Total
Capitol Desktop Support	Application	Password	SIRCON For States	20	20
			Total	80	80
		Total		251	251
	Network	Error	Cisco AnyConnect	10	10
			None	10	10
			Novell Client for 32-bit	40	40
			Total	60	60
		Password	Novell Client for 32-bit	30	30
			Total	30	30
		Total		90	90
	PC/Laptop	Hardware	None	30	30
			Total	30	30
		Password	Microsoft Windows XP	10	10
			Total	10	10
		Performance	None	10	10
			Total	10	10

				Low	Total
Capitol Desktop Support	PC/Laptop	Virus	None	2 0	2 0
			Total	2 0	2 0
		Total		7 0	7 0
	Print/Copy/Scan/Fax	Error Code	None	1 0	1 0
			Total	1 0	1 0
		Incident	None	1 1	1 1
			Total	1 1	1 1
		Total		2 1	2 1
	Server	Error	Citrix ICA Client	2 0	2 0
			Total	2 0	2 0
		Total		2 0	2 0
	Total			47 2	47 2
Help Desk	Application	Password	Remedy Service	1 0	1 0
			Utah Master Directory	1 0	1 0
			Total	2 0	2 0
		Reporting	Novell Messenger	2 0	2 0

				Low	Total
Help Desk	Application	Reporting	Total	2 0	2 0
		Total		4 0	4 0
	Network	Error	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			5 0	5 0
Security	Application	Reporting	None	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			1 1	1 1
Voice Operations	Telecom	Voice Mail	None	2 0	2 0
			Total	2 0	2 0
		Total		2 0	2 0
	Total			2 0	2 0
Total				63 7	63 7

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	**Application**	**Error**	**TeamMate Audit System**	1 0.68	1 0.68
			Total	1 0.68	1 0.68
		Reporting	**Contribute**	1 0.34	1 0.34
			None	3 2.24	3 2.24
			SIRCON Commercial	1 1.23	1 1.23
			Total	5 1.66	5 1.66
		Total		6 1.49	6 1.49
	Print/Copy/Scan/Fax	**Incident**	**None**	1 1.53	1 1.53
			Total	1 1.53	1 1.53
		Paper Jam	**None**	1 0.43	1 0.43
			Total	1 0.43	1 0.43
		Total		2 0.98	2 0.98

				Low	Total
Application Support	Total			8 1.36	8 1.36
Capitol Desktop Support	_No Tier 2	None	None	2 0.16	2 0.16
			Total	2 0.16	2 0.16
		Total		2 0.16	2 0.16
	Application	Error	Adobe Reader	1 0.21	1 0.21
			Cisco Secure VPN Client	1 0.56	1 0.56
			Documentum	5 0.02	5 0.02
			Internet Explorer	1 0.02	1 0.02
			Kofax ImageControls	3 0.02	3 0.02
			Microsoft Windows XP	1 0.00	1 0.00
			Microsoft Word	2 0.29	2 0.29
			None	1 2.05	1 2.05
			Novell Client for 32-bit	2 0.32	2 0.32
			Total	17 0.26	17 0.26
		Password	Citrix MetaFrame	5 0.11	5 0.11
			None	1 0.01	1 0.01

				Low	Total
Capitol Desktop Support	Application	Password	SIRCON For States	2 0.02	2 0.02
			Total	8 0.07	8 0.07
		Total		25 0.20	25 0.20
	Network	Error	Cisco AnyConnect	1 0.02	1 0.02
			None	1 0.32	1 0.32
			Novell Client for 32-bit	4 0.19	4 0.19
			Total	6 0.18	6 0.18
		Password	Novell Client for 32-bit	3 0.20	3 0.20
			Total	3 0.20	3 0.20
		Total		9 0.19	9 0.19
	PC/Laptop	Hardware	None	3 0.19	3 0.19
			Total	3 0.19	3 0.19
		Password	Microsoft Windows XP	1 0.33	1 0.33
			Total	1 0.33	1 0.33
		Performance	None	1 0.01	1 0.01
			Total	1 0.01	1 0.01

				Low	Total
Capitol Desktop Support	PC/Laptop	Virus	None	2 0.33	2 0.33
			Total	2 0.33	2 0.33
		Total		7 0.22	7 0.22
	Print/Copy/Scan/Fax	Error Code	None	1 0.07	1 0.07
			Total	1 0.07	1 0.07
		Incident	None	1 2.13	1 2.13
			Total	1 2.13	1 2.13
		Total		2 1.10	2 1.10
	Server	Error	Citrix ICA Client	2 0.09	2 0.09
			Total	2 0.09	2 0.09
		Total		2 0.09	2 0.09
	Total			47 0.23	47 0.23
Help Desk	Application	Password	Remedy Service	1 0.05	1 0.05
			Utah Master Directory	1 0.00	1 0.00
			Total	2 0.02	2 0.02
		Reporting	Novell Messenger	2 0.13	2 0.13

				Low	Total
Help Desk	Application	Reporting	Total	2 0.13	2 0.13
		Total		4 0.08	4 0.08
	Network	Error	None	1 0.12	1 0.12
			Total	1 0.12	1 0.12
		Total		1 0.12	1 0.12
	Total			5 0.09	5 0.09
Security	Application	Reporting	None	1 4.75	1 4.75
			Total	1 4.75	1 4.75
		Total		1 4.75	1 4.75
	Total			1 4.75	1 4.75
Voice Operations	Telecom	Voice Mail	None	2 0.12	2 0.12
			Total	2 0.12	2 0.12
		Total		2 0.12	2 0.12
	Total			2 0.12	2 0.12
Total				63 0.44	63 0.44

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	**Application**	**Error**	**TeamMate Audit System**	1 0	1 0
			Total	1 0	1 0
		Reporting	**Contribute**	1 0	1 0
			None	3 1	3 1
			SIRCON Commercial	1 0	1 0
			Total	5 1	5 1
		Total		6 1	6 1
	Print/Copy/Scan/Fax	**Incident**	**None**	1 0	1 0
			Total	1 0	1 0
		Paper Jam	**None**	1 0	1 0
			Total	1 0	1 0
		Total		2 0	2 0
	Total			8 1	8 1

				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	2 0	2 0
			Total	2 0	2 0
		Total		2 0	2 0
	Application	Error	Adobe Reader	1 0	1 0
			Cisco Secure VPN Client	1 0	1 0
			Documentum	5 0	5 0
			Internet Explorer	1 0	1 0
			Kofax ImageControls	3 0	3 0
			Microsoft Windows XP	1 0	1 0
			Microsoft Word	2 0	2 0
			None	1 0	1 0
			Novell Client for 32-bit	2 0	2 0
			Total	17 0	17 0
		Password	Citrix MetaFrame	5 0	5 0
			None	1 0	1 0
			SIRCON For States	2 0	2 0

				Low	Total
Capitol Desktop Support	Application	Password	Total	8 0	8 0
		Total		25 0	25 0
	Network	Error	Cisco AnyConnect	1 0	1 0
			None	1 0	1 0
			Novell Client for 32-bit	4 0	4 0
			Total	6 0	6 0
		Password	Novell Client for 32-bit	3 0	3 0
			Total	3 0	3 0
		Total		9 0	9 0
	PC/Laptop	Hardware	None	3 0	3 0
			Total	3 0	3 0
		Password	Microsoft Windows XP	1 0	1 0
			Total	1 0	1 0
		Performance	None	1 0	1 0
			Total	1 0	1 0
		Virus	None	2 0	2 0

				Low	Total
Capitol Desktop Support	PC/Laptop	Virus	Total	20	20
		Total		70	70
	Print/Copy/Scan/Fax	Error Code	None	10	10
			Total	10	10
		Incident	None	10	10
			Total	10	10
		Total		20	20
	Server	Error	Citrix ICA Client	20	20
			Total	20	20
		Total		20	20
	Total			470	470
Help Desk	Application	Password	Remedy Service	10	10
			Utah Master Directory	10	10
			Total	20	20
		Reporting	Novell Messenger	20	20
			Total	20	20

				Low	Total
Help Desk	Application	Total		4 0	4 0
	Network	Error	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			5 0	5 0
Security	Application	Reporting	None	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			1 1	1 1
Voice Operations	Telecom	Voice Mail	None	2 0	2 0
			Total	2 0	2 0
		Total		2 0	2 0
	Total			2 0	2 0
Total				63 2	63 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	Total
Application Support	**Application**	**Error**	**TeamMate Audit System**	1 0.68	1 0.68
			Total	1 0.68	1 0.68
		Reporting	**Contribute**	1 0.57	1 0.57
			None	3 10.57	3 10.57
			SIRCON Commercial	1 1.23	1 1.23
			Total	5 6.70	5 6.70
		Total		6 5.70	6 5.70
	Print/Copy/Scan/Fax	**Incident**	**None**	1 1.53	1 1.53
			Total	1 1.53	1 1.53
		Paper Jam	**None**	1 4.07	1 4.07
			Total	1 4.07	1 4.07
		Total		2 2.80	2 2.80

				Low	Total
Application Support	Total			8 4.97	8 4.97
Capitol Desktop Support	_No Tier 2	None	None	2 0.38	2 0.38
			Total	2 0.38	2 0.38
		Total		2 0.38	2 0.38
	Application	Error	Adobe Reader	1 0.61	1 0.61
			Cisco Secure VPN Client	1 0.57	1 0.57
			Documentum	5 0.02	5 0.02
			Internet Explorer	1 0.02	1 0.02
			Kofax ImageControls	3 0.02	3 0.02
			Microsoft Windows XP	1 0.03	1 0.03
			Microsoft Word	2 0.40	2 0.40
			None	1 2.05	1 2.05
			Novell Client for 32-bit	2 0.32	2 0.32
			Total	17 0.29	17 0.29
		Password	Citrix MetaFrame	5 0.11	5 0.11
			None	1 0.01	1 0.01

				Low	Total
Capitol Desktop Support	Application	Password	SIRCON For States	2 0.02	2 0.02
			Total	8 0.07	8 0.07
		Total		25 0.22	25 0.22
	Network	Error	Cisco AnyConnect	1 0.02	1 0.02
			None	1 1.39	1 1.39
			Novell Client for 32-bit	4 0.74	4 0.74
			Total	6 0.73	6 0.73
		Password	Novell Client for 32-bit	3 0.22	3 0.22
			Total	3 0.22	3 0.22
		Total		9 0.58	9 0.58
	PC/Laptop	Hardware	None	3 0.42	3 0.42
			Total	3 0.42	3 0.42
		Password	Microsoft Windows XP	1 0.52	1 0.52
			Total	1 0.52	1 0.52
		Performance	None	1 0.01	1 0.01
			Total	1 0.01	1 0.01

				Low	Total
Capitol Desktop Support	PC/Laptop	Virus	None	2 1.05	2 1.05
			Total	2 1.05	2 1.05
		Total		7 0.56	7 0.56
	Print/Copy/Scan/Fax	Error Code	None	1 0.07	1 0.07
			Total	1 0.07	1 0.07
		Incident	None	1 4.50	1 4.50
			Total	1 4.50	1 4.50
		Total		2 2.28	2 2.28
	Server	Error	Citrix ICA Client	2 0.12	2 0.12
			Total	2 0.12	2 0.12
		Total		2 0.12	2 0.12
	Total			47 0.43	47 0.43
Help Desk	Application	Password	Remedy Service	1 0.05	1 0.05
			Utah Master Directory	1 1.88	1 1.88
			Total	2 0.97	2 0.97
		Reporting	Novell Messenger	2 0.13	2 0.13

				Low	Total
Help Desk	**Application**	**Reporting**	**Total**	2 0.13	2 0.13
		Total		4 0.55	4 0.55
	Network	**Error**	**None**	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			5 0.49	5 0.49
Security	**Application**	**Reporting**	**None**	1 6.12	1 6.12
			Total	1 6.12	1 6.12
		Total		1 6.12	1 6.12
	Total			1 6.12	1 6.12
Voice Operations	**Telecom**	**Voice Mail**	**None**	2 0.17	2 0.17
			Total	2 0.17	2 0.17
		Total		2 0.17	2 0.17
	Total			2 0.17	2 0.17
Total				63 1.11	63 1.11

INC000000093003	_No Tier 2	None		None		TIR Missed:	No	TIR:	0.32
	Capitol Desktop Support	Insurance	Low		Closed	TTR Missed:	No	TTR:	0.32

INC000000098563	_No Tier 2	None		None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.44
Application									
INC000000080888	Application	Reporting		None		TIR Missed:	No	TIR:	0.89
Application Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.89
INC000000086974	Application	Error		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.62
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.62
INC000000087882	Application	Error		Kofax ImageControls		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000088200	Application	Error		Documentum		TIR Missed:	No	TIR:	0.03
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.03
INC000000088340	Application	Error		Internet Explorer		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000088345	Application	Error		Kofax ImageControls		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000088912	Application	Error		Documentum		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000089368	Application	Error		TeamMate Audit System		TIR Missed:	No	TIR:	0.68
Application Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.68
INC000000090338	Application	Error		None		TIR Missed:	Yes	TIR:	2.05
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	2.05
INC000000090341	Application	Reporting		None		TIR Missed:	Yes	TIR:	2.00
Application Support		Insurance	Low		Closed	TTR Missed:	Yes	TTR:	27.00
INC000000090765	Application	Error		Cisco Secure VPN Client		TIR Missed:	No	TIR:	0.56
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.57
INC000000091441	Application	Error		Adobe Reader		TIR Missed:	No	TIR:	0.21
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.61
INC000000091530	Application	Reporting		SIRCON Commercial		TIR Missed:	Yes	TIR:	1.23
Application Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	1.23
INC000000092092	Application	Reporting		None		TIR Missed:	Yes	TIR:	3.82
Application Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	3.82
INC000000092503	Application	Error		Microsoft Word		TIR Missed:	No	TIR:	0.55
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.77
INC000000092534	Application	Reporting		None		TIR Missed:	Yes	TIR:	4.75
Security		Insurance	Low		Closed	TTR Missed:	Yes	TTR:	6.12
INC000000094011	Application	Error		Kofax ImageControls		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000094761	Application	Password		None		TIR Missed:	No	TIR:	0.01
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.01
INC000000095519	Application	Reporting		Contribute		TIR Missed:	No	TIR:	0.34
Application Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.57
INC000000095583	Application	Reporting		Novell Messenger		TIR Missed:	No	TIR:	0.04
Help Desk		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.04
INC000000096198	Application	Password		SIRCON For States		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000096218	Application	Error		Documentum		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000096338	Application	Password		SIRCON For States		TIR Missed:	No	TIR:	0.02

Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000096440	Application	Reporting		Novell Messenger		TIR Missed:	No	TIR:	0.22
Help Desk		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.22
INC000000096466	Application	Password		Remedy Service Reques		TIR Missed:	No	TIR:	0.05
Help Desk		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.05
INC000000097165	Application	Password		Citrix MetaFrame		TIR Missed:	No	TIR:	0.19
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.19
INC000000097268	Application	Error		Microsoft Word		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.02
INC000000099323	Application	Error		Documentum		TIR Missed:	No	TIR:	0.03
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.03
INC000000099630	Application	Error		Documentum		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.02
INC000000101236	Application	Password		Citrix MetaFrame		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.02
INC000000101349	Application	Password		Citrix MetaFrame		TIR Missed:	No	TIR:	0.01
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.01
INC000000102183	Application	Error		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.02
INC000000103069	Application	Password		Citrix MetaFrame		TIR Missed:	No	TIR:	0.26
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.26
INC000000103441	Application	Error		Microsoft Windows XP P		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.03
INC000000104042	Application	Password		Utah Master Directory		TIR Missed:	No	TIR:	0.00
Help Desk		Insurance	Low		Resolved	TTR Missed:	No	TTR:	1.88
INC000000104331	Application	Password		Citrix MetaFrame		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.00
Network									
INC000000089185	Network	Error		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.10
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.10
INC000000089782	Network	Error		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.04
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	2.13
INC000000090915	Network	Error		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.26
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.36
INC000000094825	Network	Password		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.48
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.53
INC000000098878	Network	Error		Cisco AnyConnect VPN (		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.02
INC000000099066	Network	Error		None		TIR Missed:	No	TIR:	0.32
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	1.39
INC000000102108	Network	Error		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.35
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.35
INC000000102207	Network	Error		None		TIR Missed:	No	TIR:	0.12
Help Desk		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.00
INC000000102438	Network	Password		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.02
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.02
INC000000104519	Network	Password		Novell Client for 32-bit W		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.00

PC/Laptop									
INC000000086950	PC/Laptop	Hardware		None		TIR Missed:	No	TIR:	0.30
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.72
INC000000088889	PC/Laptop	Virus		None		TIR Missed:	No	TIR:	0.05
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.05
INC000000089328	PC/Laptop	Performance		None		TIR Missed:	No	TIR:	0.01
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.01
INC000000091176	PC/Laptop	Hardware		None		TIR Missed:	No	TIR:	0.07
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.14
INC000000100002	PC/Laptop	Virus		None		TIR Missed:	No	TIR:	0.60
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	2.04
INC000000100866	PC/Laptop	Password		Microsoft Windows XP Pr		TIR Missed:	No	TIR:	0.33
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.52
INC000000101755	PC/Laptop	Hardware		None		TIR Missed:	No	TIR:	0.19
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.41
Print/Copy/Scan/Fax									
INC000000088596	Print/Copy/Scan/Fax	Incident		None		TIR Missed:	Yes	TIR:	2.13
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	4.50
INC000000093133	Print/Copy/Scan/Fax	Paper Jam		None		TIR Missed:	No	TIR:	0.43
Application Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	4.07
INC000000101420	Print/Copy/Scan/Fax	Incident		None		TIR Missed:	Yes	TIR:	1.53
Application Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	1.53
INC000000101550	Print/Copy/Scan/Fax	Error Code		None		TIR Missed:	No	TIR:	0.07
Capitol Desktop Support		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.07
Server									
INC000000089752	Server	Error		Citrix ICA Client		TIR Missed:	No	TIR:	0.09
INC000000089752	Server	Error		Citrix ICA Client		TIR Missed:	No	TIR:	0.09
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.09
Capitol Desktop Support		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.16
Telecom									
INC000000091234	Telecom	Voice Mail		None		TIR Missed:	No	TIR:	0.09
Voice Operations		Insurance	Low		Closed	TTR Missed:	No	TTR:	0.15
INC000000101292	Telecom	Voice Mail		None		TIR Missed:	No	TIR:	0.16
Voice Operations		Insurance	Low		Resolved	TTR Missed:	No	TTR:	0.18

Labor Commission Incidents Report

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

Labor Commission

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
Diebold	**EIS Hardware**	**None**	**None**	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
Metro A Desktop Support	**_No Tier 2**	**None**	**None**	2 0	0 0	2 0
			Total	2 0	0 0	2 0
		Total		2 0	0 0	2 0
	Application	**Error**	**Industrial Accident**	1 0	0 0	1 0
			Internet Explorer	2 0	0 0	2 0
			None	1 1	0 0	1 1