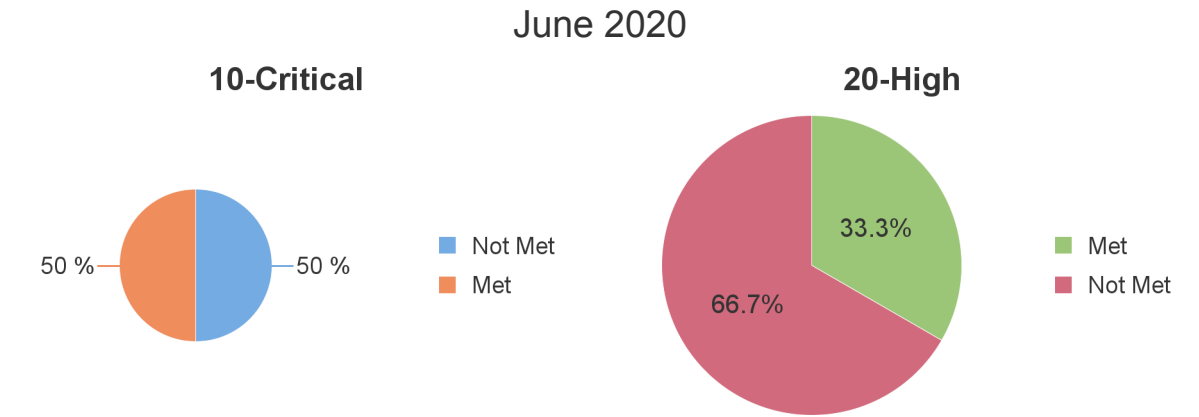


# IT Operational Metrics

## Mean Time To Resolve/SLA Percentage

Date Range: 7/1/2019 - 6/30/2020

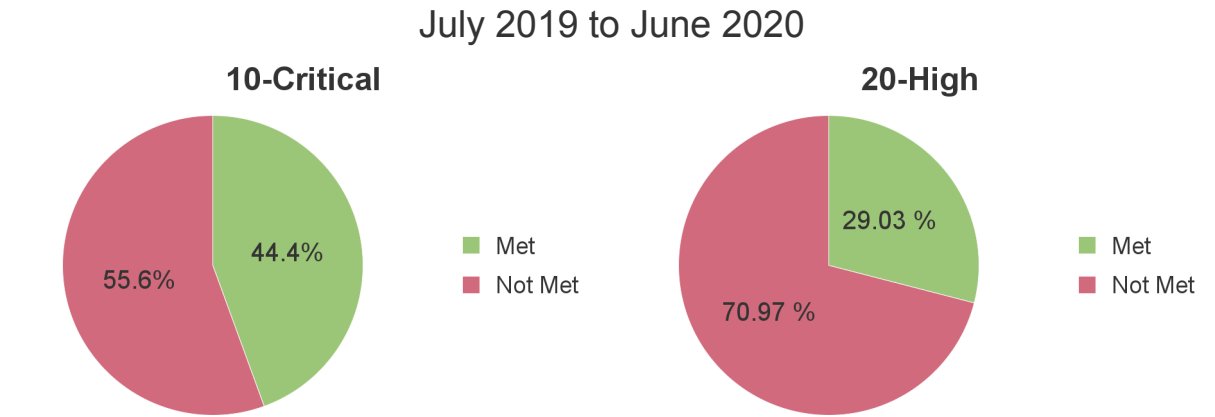
Company Logo



Priority Category	Priority	All WOs	Closed WOs	Open WOs	Closed Ratio	MTTR (hours)	SLA (hours)	Within SLA %
Incident	10-Critical	4	4	0	1.000	19.25	4	50.0%
Incident	20-High	3	3	0	1.000	129	8	33.3%
Incident	30-Standard	53	52	1	0.981	131.02	16	60.4%
Incident	35-Low	407	406	1	0.998	136.59	32	62.4%
		467	465	2	99.6%			61.9%

Priority Category	Priority	All WOs	Closed WOs	Open WOs	Closed Ratio	MTTR (hours)
Change Request	89-Routine Change Request	418	418	0	1.000	390.63
Change Request	90-Significant Change Request	3	3	0	1.000	578.33
		421	421	0	100.0%	

Priority Category	Priority	All WOs	Closed WOs	Open WOs	Closed Ratio	MTTR (hours)
Cybersecurity	39-Cybersecurity	16	16	0	1.000	2,500.31
Service Request	40-Request	753	752	1	0.999	170.33



Priority Category	Priority	All WOs	Closed WOs	Open WOs	Closed Ratio	MTTR (hours)	SLA (hours)	Within SLA %
Incident	10-Critical	9	9	0	1.000	21.22	4	44.4%
Incident	20-High	62	62	0	1.000	177.95	8	29.0%
Incident	30-Standard	807	778	29	0.964	153.48	16	44.7%
Incident	35-Low	6,289	6,281	8	0.999	174.51	32	57.2%
		7,167	7,130	37	99.5%			55.5%

Priority Category	Priority	All WOs	Closed WOs	Open WOs	Closed Ratio	MTTR (hours)
Change Request	89-Routine Change Request	4,757	4,757	0	1.000	367.39
Change Request	90-Significant Change Request	206	206	0	1.000	391.34
Change Request	91-Emergency Change Request	11	11	0	1.000	207.73
		4,974	4,974	0	100.0%	

Priority Category	Priority	All WOs	Closed WOs	Open WOs	Closed Ratio	MTTR (hours)
Cybersecurity	39-Cybersecurity	17	17	0	1.000	2,707.06
Service Request	40-Request	4,373	4,331	42	0.990	360.25