## Uptime Report

| | Date / Company Reported / College Reported | | | |
|---|---|---|---|---|
| | Feb 2020 | | Mar 2020 | |
| Application | Company Reported | College Reported | Company Reported | College Reported |
| BC One Access | 100% | 100% | 100% | 100% |
| CID | 99.78% | 99.78% | 99.73% | 99.73% |
| Connect | 100% | 100% | 100% | 100% |
| D2L | 99.97% | 99.97% | 99.97% | 99.97% |
| EAB | 100% | 100% | 100% | 100% |
| Email | 100% | 100% | 100% | 100% |
| PowerBI Dashboard | 98.39% | 98.39% | 100% | 100% |
| Skype | 99.9% | 99.9% | 99.88% | 99.88% |
| Workday | 100% | 100% | 100% | 100% |

*Total number of hours that the reported application was down is subtracted from the total number of hours in the period. This number is then divided by the total number of hours in the reported month for the reported uptime (availability) of the reported system.*

### Uptime Report Year to Date Average

| Application ▲ | Company Reported | College Reported |
|---|---|---|
| BC One Access | 100% | 100% |
| CID | 99.84% | 99.84% |
| Connect | 100% | 100% |
| D2L | 99.98% | 99.98% |
| EAB | 100% | 100% |
| Email | 99.97% | 99.97% |
| PowerBI Dashboard | 99.04% | 99.04% |
| Skype | 99.93% | 99.93% |
| Teams | 99.94% | 99.94% |

## Service Interruptions

| Date | Service Type | Systems Affected | Total Downtime | Responsible Party |
|---|---|---|---|---|
| Jan 13, 2020 | Student Information System | MyBC, CID Server | 33 min | Broward |
| Jan 14, 2020 | Telephony (AT&T, windstream) | North Campus Inbound Calls | 27hr 38min | Broward |
| Jan 21, 2020 | Telephony (AT&T, windstream) | Central Campus Telephones | 2hr 9min. | Vendor |
| Jan 30, 2020 | Student Information System | EAB | 4 days 7hr 53min | Vendor |
| Feb 6, 2020 | Student Information System | CID Server | 9min | Broward |
| Feb 24, 2020 | Network Connectivity | Server reboot | 44min | Broward |

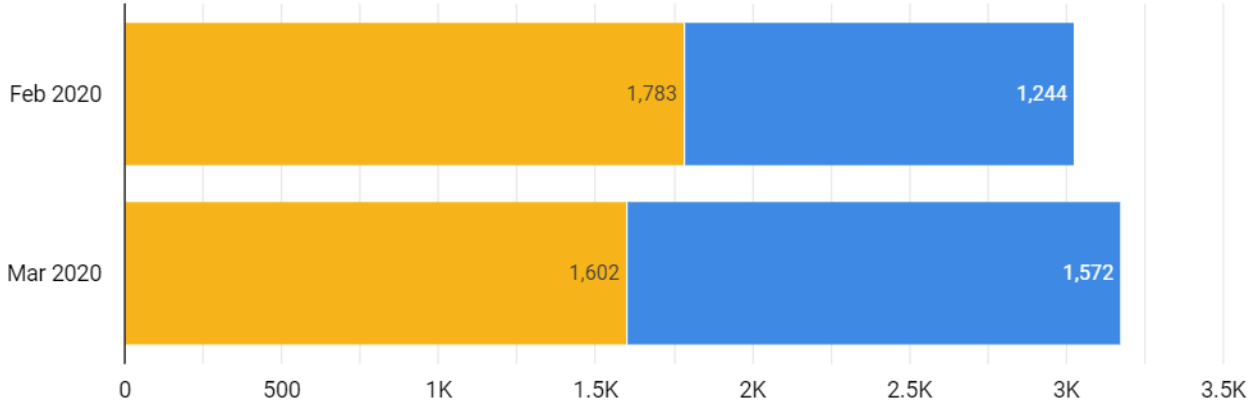
*Systems affected including total downtime and responsible party.*

## Incidents vs. Service Requests

Incidents
3,385

Service Requests
2,816

*Total amount of incident and service requested received. An **incident** is an unplanned interruption to an IT service or degradation in the quality of an IT service. A **service request** is a formal request from a user for something to be provided or a request for information or advice.*




## Help Desk Customer Satisfaction Survey Responses

| | | | | | | Response / Totals |
|---|---|---|---|---|---|---|
| Date | 1 Very Satisfied | 2 Satisfied | 3 Neither Satisfied or... | 4 Unsatisfied | 5 Very Unsatisfied | **Grand total** |
| Feb 2020 | 168 | 19 | 6 | 3 | 3 | **199** |
| Mar 2020 | 251 | 31 | 3 | 4 | 4 | **293** |
| **Grand total** | **419** | **50** | **9** | **7** | **7** | **492** |

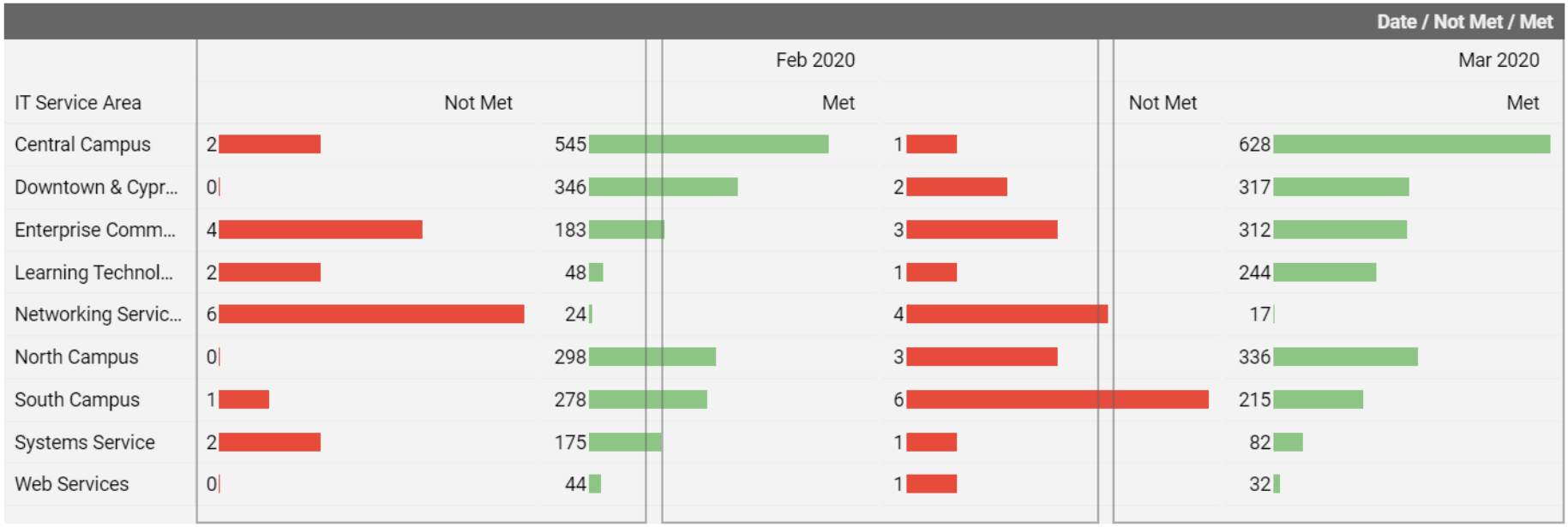
*Surveys are distributed to requestor via email upon completion of the service/incident request.*

BROWARD COLLEGE

# Information Technology Dashboard (page 4 of 4)

Jan 1, 2020 - Mar 31, 2020

## SLA Report by Campus and Service Area




**SLA Not Met**
39

**SLA Met**
4,124

*A **Service Level Agreement (SLA)** is a contract between service provider and customer, outlining specific and measurable targets by priority of service offerings including both service requests and incidents. Surpassing a target as outlined below results in a breached agreement.*

***Priority - SLA targets :** Critical - 2 hours | Urgent - 1 day | Important - 1 week | Routine - 8 weeks | Task - 1 year*

**IT Service Area Descriptions:**

- **Campus Technology (Central, Downtown & Cypress Creek, North and South)** | *Client Computing, Audiovisual Services, Event Services, Client Remote Services, Support Services, and Classroom Support.*
- **Enterprise Communications** | *Web Conferencing, IP Telephony Services, Collaboration Technologies and E-mail Communication.*
- **Learning Technologies** | *D2L*
- **Networking Services** | *Wired Local Area Networks, Wireless Local Area Networks, Wide Area Networks, Firewall, Network Access Control and Internet Services.*
- **Systems Service** | *Server Infrastructure, Storage, Backup Services, Disaster Recovery Services, Directory Services, and applications such as CID, myBC, Connect, public website, etc.*
- **Web Services** | *Public website and Connect*