

## Uptime Report



Date / Company Reported / College Reported						
Application	Apr 2020		May 2020		Jun 2020	
	Company Reported	College Reported	Company Reported	College Reported	Company Reported	College Reported
BC One Access	100%	100%	100%	100%	100%	100%
CID	100%	100%	99.73%	99.73%	99.44%	99.44%
Connect	100%	100%	100%	100%	100%	100%
D2L	99.97%	99.97%	99.97%	99.97%	99.97%	99.97%
EAB	100%	100%	99.98%	99.98%	99.98%	99.98%
Email	99.99%	99.99%	100%	100%	100%	100%
PowerBI Dashboard	100%	100%	100%	100%	99.44%	99.44%
Skype	99.97%	99.97%	99.97%	99.97%	99.92%	99.92%
Teams	99.98%	99.98%	99.99%	99.99%	99.99%	99.99%
Workday	100%	100%	100%	100%	99.86%	99.86%

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



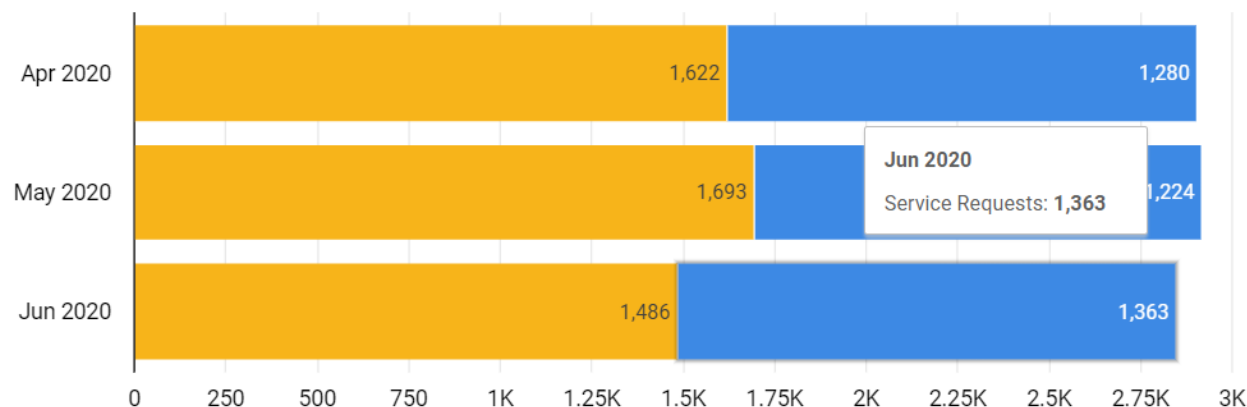
Date ▲	Service Type	Systems Affected	Total Downtime	Responsible Party
Apr 17, 2020	Private Cloud	MyBC, CID, WWW, Connect, H/P/U7:25AM - 2:...	6hr 37min	Broward
May 13, 2020	Email	Office 365 Mail not accessible	2hr 55min	Vendor
May 18, 2020	Navigate	BC Navigate not accessible	7hr 9min	Vendor
May 30, 2020	Identity Management	OneLogin Portal Multi-Factor authentication i...	5hr 33min	Vendor
Jun 4, 2020	Telephones (AT&T Windstream)	South Campus Telephone Circuits Outage	12hr 52min	Vendor
Jun 9, 2020	Telephones/Internet (AT&T Windstream)	Downtown WAN and Telephone Outage	22hr 19min	Vendor
Jun 29, 2020	Student Information System	myBC	1hr 22min	Broward

Systems affected including total downtime and responsible party.

## Incidents vs. Service Requests

Incidents  
4,801Service Requests  
3,867

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
Apr 2020	250	24	6	2	5	287
May 2020	238	26	11	9	2	286
Jun 2020	227	25	4	2	7	265
Grand total	715	75	21	13	14	838

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

**SLA Report by Campus and Service Area**


IT Service Area	Apr 2020		May 2020		Jun 2020	
	Not Met	Met	Not Met	Met	Not Met	Met
Central Campus	1	568	2	527	2	700
Enterprise Comm...	3	210	2	139	2	118
Learning Technol...	4	226	1	427	2	235
Networking Servic...	2	13	1	16	2	17
North (includes D...	1	199	0	215	2	308
South Campus	4	185	2	159	1	184
Systems Service	1	135	0	152	1	216
Web Services	1	64	1	259	2	196

SLA Not Met

**40**

SLA Met

**5,468**

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