Uptime Report

	Date / Company Reported / College Reported					
	Jul 2020		Aug 2020		Sep 2020	
Application	Company Reported	College Reported	Company Reported	College Reported	Company Reported	College Reported
BC One Access	100%	100%	100%	100%	100%	100%
CID	100%	100%	100%	100%	100%	100%
Connect	100%	100%	100%	100%	100%	100%
D2L	100%	100%	100%	100%	100%	100%
EAB	100%	100%	100%	100%	100%	100%
Email	100%	100%	100%	100%	99.78%	99.78%
PowerBI Dashboard	97.84%	97.84%	97.18%	97.18%	99.44%	99.44%
Teams	100%	100%	99.88%	99.88%	99.78%	99.78%
Workday	100%	100%	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
Jul 10, 2020	BC Navigate 404 Error Student Portal	EAB	1h 44m	Vendor
Jul 16, 2020	Downtown Windstream Telephone Circuits Ri...	Downtown Incoming Calling	49h	Vendor
Aug 12, 2020	Downtown Wireless Network Outage	Wireless Network Downtown	2hr 58m	Broward
Aug 24, 2020	Zoom Issues with joining meetings and webi...	Zoom	4h 19m	Vendor
Sep 10, 2020	Downtown WHC Power Outage	Internet, Wireless, Telephones, Printing	1h 29m	Vendor
Sep 28, 2020	Microsoft Office 365 Outage	Office 365 (e-mail, teams, etc)	2h 18m	Vendor

*Systems affected including total downtime and responsible party.*

Incidents vs. Service Requests

Incidents	Service Requests
4,761	4,336

*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.*


	Incidents	Service Requests
Jul 2020	1,472	1,251
Aug 2020	1,751	1,537
Sep 2020	1,538	1,548
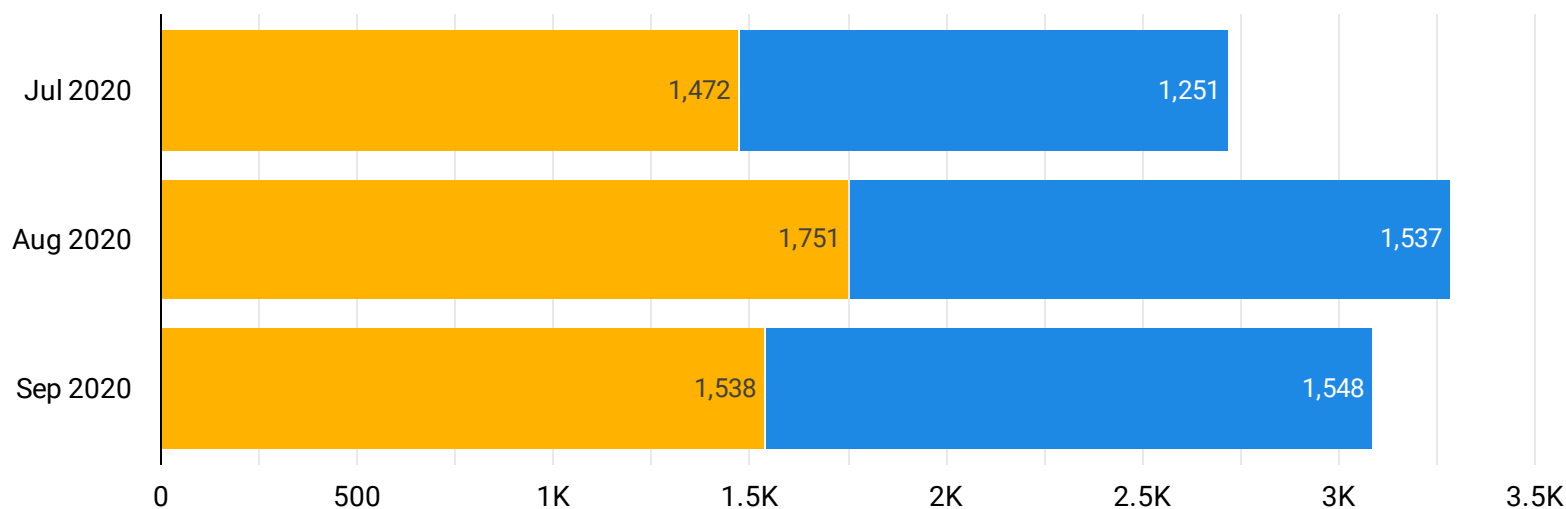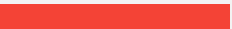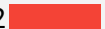
Help Desk Customer Satisfaction Survey Responses

						Response / Totals
Date	1 Very Satisfied	2 Satisfied	3 Neither Satisfied or…	4 Unsatisfied	5 Very Unsatisfied	**Grand total**
Jul 2020	229	21	4	2	7	**263**
Aug 2020	279	31	7	2	9	**328**
Sep 2020	285	20	5	4	6	**320**
Grand total	**793**	**72**	**16**	**8**	**22**	**911**

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

SLA Report by Campus and Service Area

	Date / Not Met / Met					
	Jul 2020		**Aug 2020**		**Sep 2020**	
IT Service Area	Not Met	Met	Not Met	Met	Not Met	Met
Central Campus	3	701	1	848	5	752
Downtown & Cypr...	-	-	-	-	-	-
Enterprise Comm...	2	141	1	222	6	226
Learning Technolo...	5	141	1	199	2	112
Networking Servic...	3	17	3	17	2	33
North Campus	1	308	1	398	0	171
South Campus	0	240	1	248	1	184
Systems Service	0	169	1	85	4	198
Web Services	2	143	1	177	1	164

SLA Not Met	SLA Met
47	5,894

*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*