

Uptime Report

| Date / Company Reported / College Reported | | | | | | |
|--|------------------|------------------|------------------|------------------|------------------|------------------|
| Application | Jan 2021 | | Feb 2021 | | Mar 2021 | |
| | 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% | 99.99% | 99.99% |
| Connect | 99.99% | 99.99% | 100% | 100% | 100% | 100% |
| D2L | 100% | 100% | 100% | 100% | 100% | 100% |
| EAB | 100% | 100% | 99.99% | 99.99% | 100% | 100% |
| Email | 99.99% | 99.99% | 99.99% | 99.99% | 99.02% | 99.02% |
| PowerBI Dashboard | 98.77% | 98.77% | 99.99% | 99.99% | 99.57% | 99.57% |
| Teams | 99.99% | 99.99% | 99.99% | 99.99% | 99.02% | 99.02% |
| 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 | 100% | 100% |
| Connect | 100% | 100% |
| D2L | 100% | 100% |
| EAB | 100% | 100% |
| Email | 99.51% | 99.51% |
| PowerBI Dashboard | 99.78% | 99.78% |
| Teams | 99.51% | 99.51% |
| Workday | 100% | 100% |

Service Interruptions

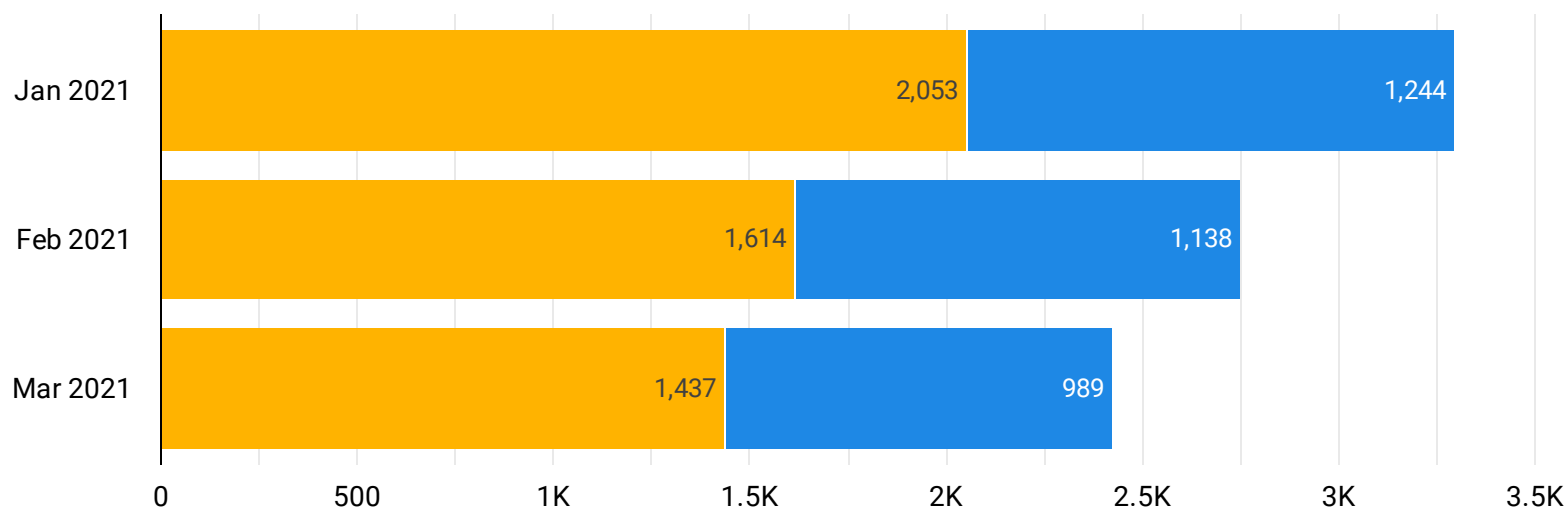
| Date ▲ | Service Type | Systems Affected | Total Downtime | Responsible Party |
|--------------|---|---|----------------|-------------------|
| Jan 28, 2021 | Broward Connect Issues | Connect | 4h | Broward |
| Feb 22, 2021 | EAB Navigate Academic Planner Tool Issues | EAB Navigate | 6h | Vendor |
| Feb 24, 2021 | Inbound and Outbound Calling Issues | Telephone System | 5h | Vendor |
| Mar 15, 2021 | Issues with multiple Microsoft 365 Services | Teams, Office 365 mail, Yammer and others | 15h | Vendor |
| | | | | |

Systems affected including total downtime and responsible party.

Incidents vs. Service Requests

Incidents
5,104Service Requests
3,371

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 |
| Jan 2021 | 245 | 20 | 3 | 3 | 6 | 277 |
| Feb 2021 | 226 | 27 | 7 | 2 | 5 | 267 |
| Mar 2021 | 292 | 35 | 13 | 6 | 14 | 360 |
| Grand total | 763 | 82 | 23 | 11 | 25 | 904 |

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

SLA Report by Campus and Service Area

| IT Service Area | Date / Not Met / Met | | | | | |
|----------------------|---|---|---|---|---|---|
| | Jan 2021 | | Feb 2021 | | Mar 2021 | |
| | Not Met | Met | Not Met | Met | Not Met | Met |
| Central Campus/... | 1  | 556  | 2  | 514  | 1  | 410  |
| Enterprise Comm... | 2  | 233  | 5  | 203  | 2  | 142  |
| Learning Technolo... | 1  | 258  | 2  | 91  | 1  | 91  |
| Networking Servic... | 0 | 249  | 0 | 303  | 0 | 371  |
| North Campus/Cy... | 3  | 327  | 1  | 323  | 1  | 266  |
| South Campus | 4  | 252  | 0 | 164  | 0 | 122  |
| Systems Service | 0 | 67  | 1  | 114  | 1  | 114  |
| Web Services | 4  | 157  | 0 | 144  | 1  | 148  |

SLA Not Met

33

SLA Met

5,619

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