Office of Information Technology
Performance Metrics and Results

Published August 2020

Current Quarter- (April-June 2020) Previous Quarter- (January-March 2020)

Survey Results for Previous Quarter

91% Positive Feedback

Survey Results for Current Quarter

94% Positive Feedback

Top 5 Services by Volume

1. Skype for Business - Service/Modification - 5 day SLA, 99% On Time
2. Software Installation - ISU Owned Machines - 5 day SLA, 91% On Time
3. Blackboard Learn - Merge Course Sites - 1 day SLA, 93% On Time
4. CampusNexus CRM - Create/Modify - 1-2 week SLA, 95% On Time
5. Instructional Tools Training - 2 day SLA, 98% On Time

Key Service Uptimes for Current Quarter

- Blackboard 100%
- Banner 99.44%
- Internet 100%
- Wireless Network 100%
- Wired Network 100%
- Faculty Staff Email 100%
- Student Email 100%

Availability of OIT's 7 Key Services

99.92% Availability

Survey Results for Current Quarter

37% of our tickets were submitted by customers directly into our service request system. We want as many customers as possible to take advantage of this direct entry.

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What is an SLA?

OIT defines a service-level agreement (SLA) as a commitment by OIT to deliver a service in a particular period of time. Ideally, we would meet service levels 100% of the time. Sometimes conditions or problems occur that prevent that. When that happens, we review specific tickets that did not meet the SLAs to identify opportunities to improve our service delivery. Our current goal is to meet SLAs 85% of the time.

Ticket Intake for Current Quarter

37% of our tickets were submitted by customers directly into our service request system. We want as many customers as possible to take advantage of this direct entry.

Knowledge Base

- The Knowledge Base has over 250 articles related to OIT services including quick start guides, standards, how-to’s, and frequently asked questions. Visit the OIT homepage to search these popular categories in the Knowledge Base.

- Academic Tools and Research Support
- Accounts and Passwords
- Banner
- Conferencing, Collaboration, and Telephone
- Getting connected
- Instructional Tools
- Online Classes/Remote Workonline

Report any Suspicious Email to Stop-Spoofing@indstate.edu.

- For more information about this and other Security Tips visit the OIT Website and search #security.
- If you believe that you might have revealed sensitive information about your ISU account, such as your password, then please reset your password immediately at isuportal.indstate.edu and contact the ISU OIT Help Desk at 812-237-2910.