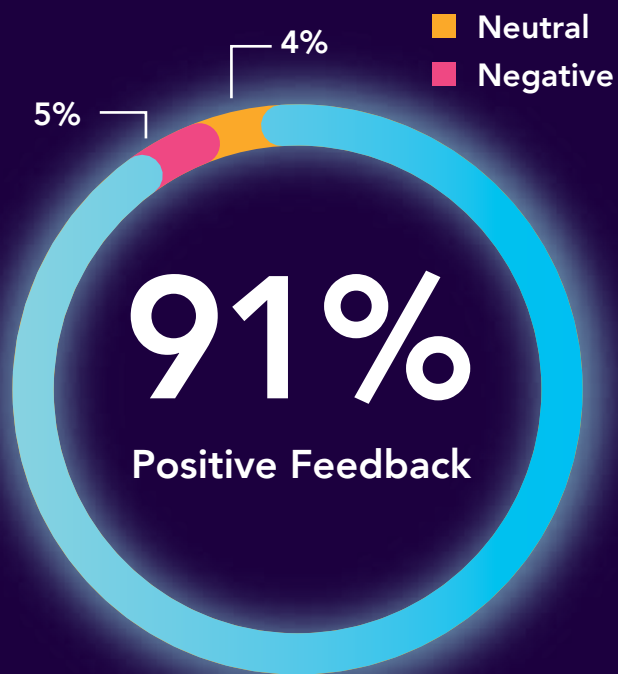


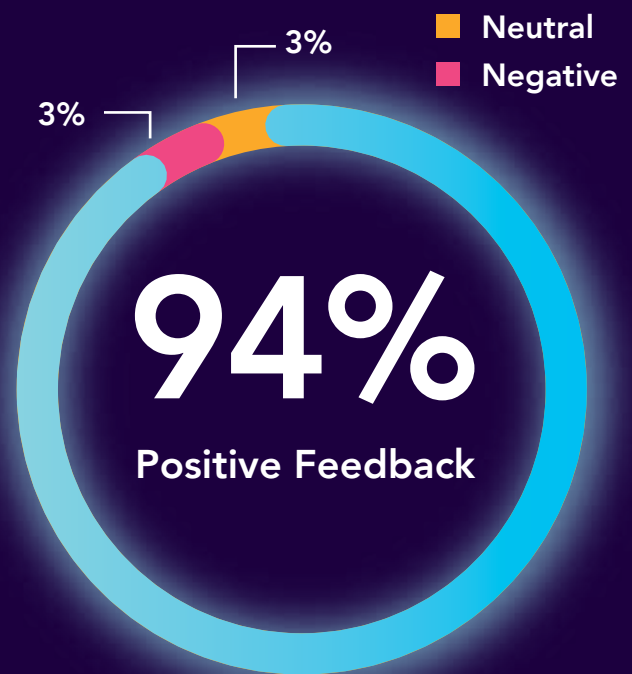
Current Quarter- (April-June 2020)

Previous Quarter- (January-March 2020)

### Survey Results for Previous Quarter



### Survey Results for Current Quarter



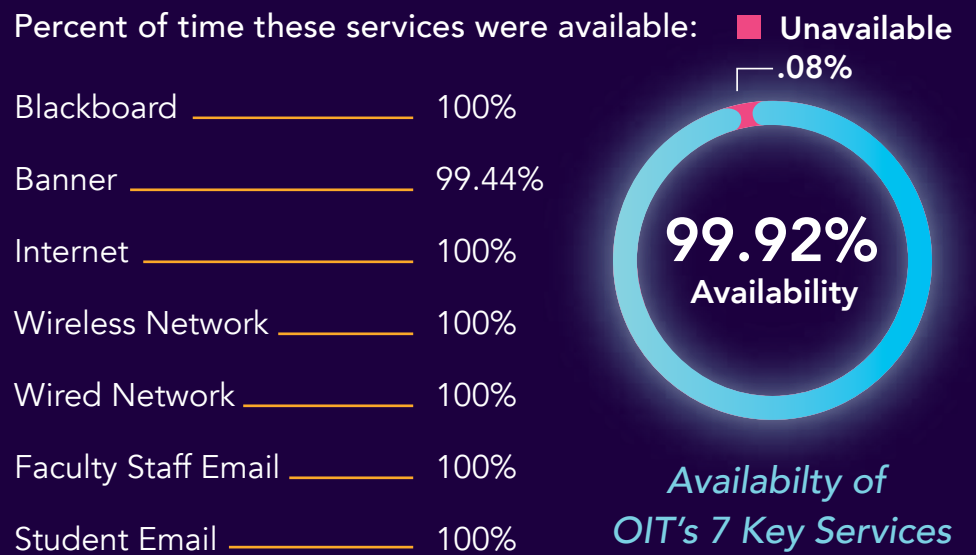
### Top 5 Services by Volume



### 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 SLA's 85% of the time.

### Key Service Uptimes for Current Quarter

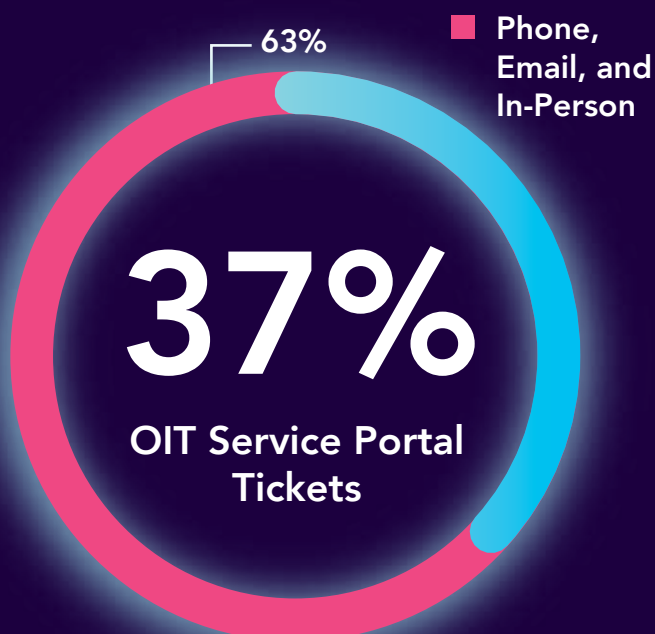


Availability is down from 99.95% last quarter. Key service uptime commitment is 99.99%.

*This data does not include 'one-off' circumstances that impacted a small number of users in a specific location of one building.*

### 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.



Tickets can be submitted even when we are closed or phones are busy. Tickets go directly to the group that needs to perform the service. Reach our [Service Catalog](http://indstate.edu/oit/) from [indstate.edu/oit/](http://indstate.edu/oit/) or the OIT Service Portal.

### 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](http://isuportal.indstate.edu) and contact the ISU OIT Help Desk at **812-237-2910**.