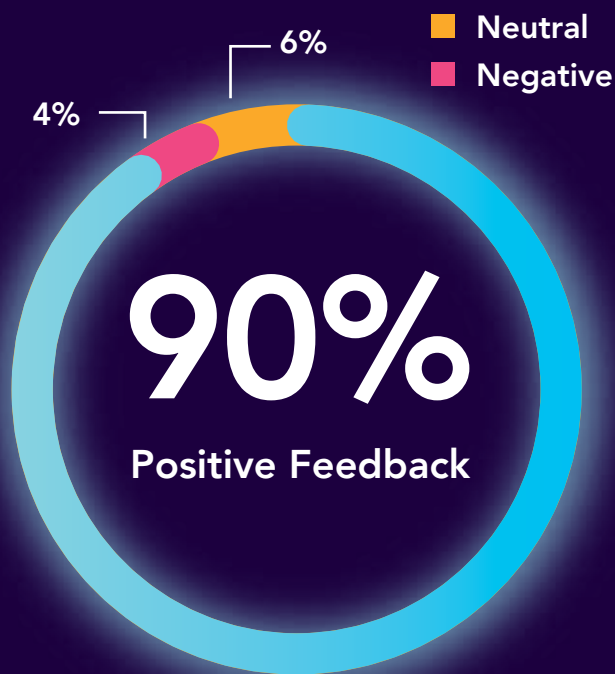


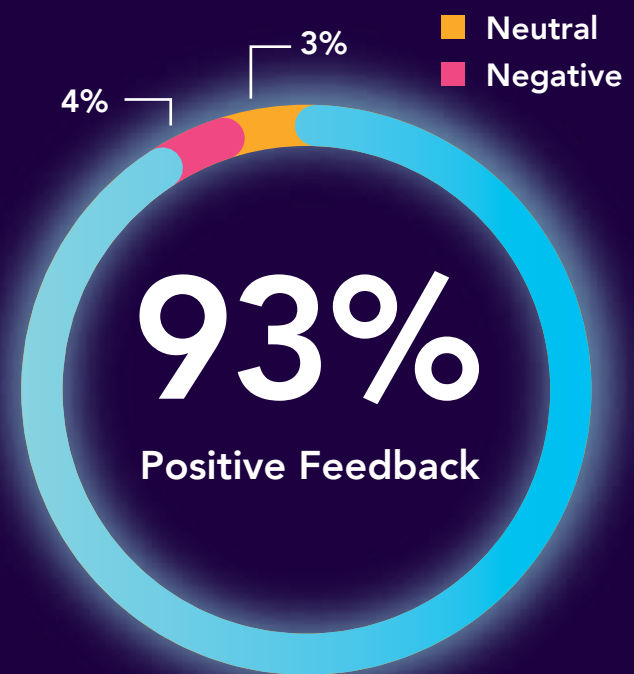
Current Quarter- (July-September 2019)

Previous Quarter- (April-June 2019)

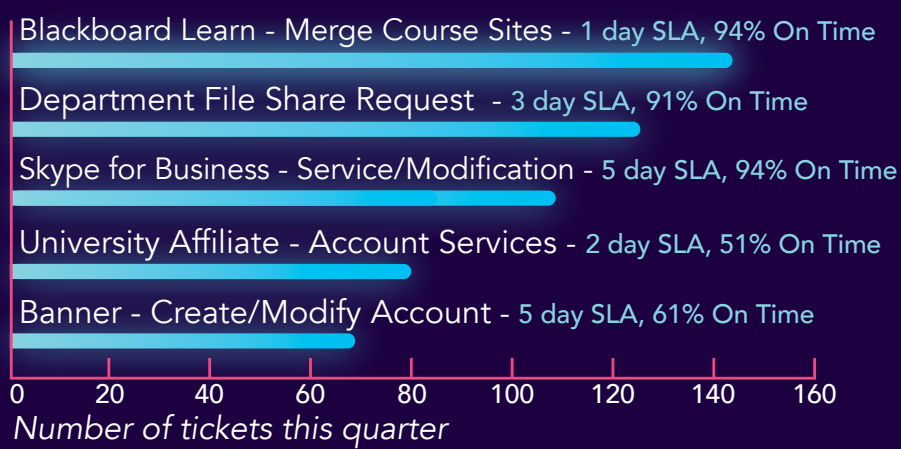
Survey Results for Previous Quarter



Survey Results for Current Quarter



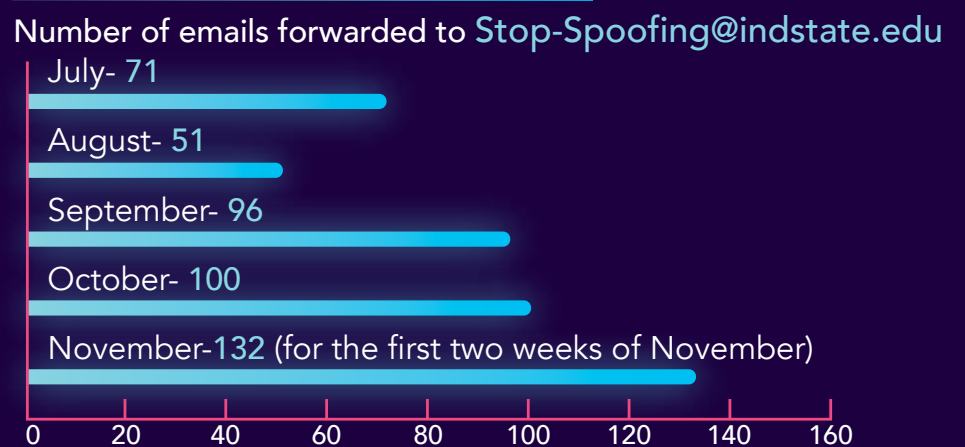
Top 5 Services by Volume



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.

CyberSecurity Awareness Trends

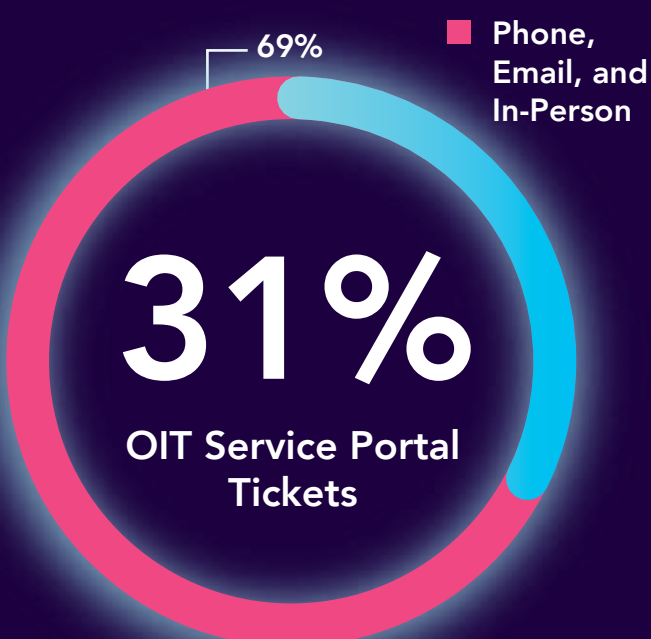


October was CyberSecurity Awareness month. As a reminder, ISU faculty, staff and students are asked to send suspicious emails (emails they suspect might be phishing attempts) to stop-spoofing@indstate.edu.

So far, in November, 132 of you did that! This gives our security staff a chance to stop a possible phishing attempt before it starts. Well done to these 132 vigilant users!

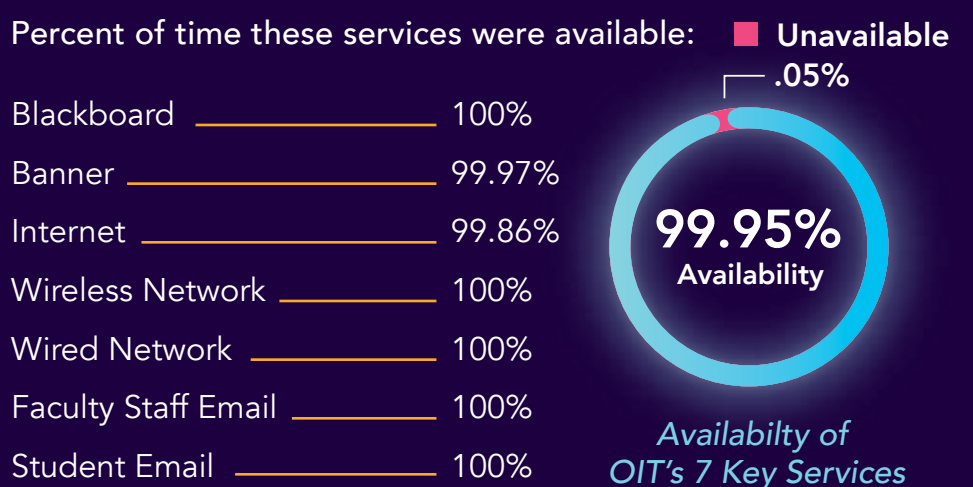
Ticket Intake for Current Quarter

31% 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/ or the OIT Service Portal.

Key Service Uptimes for Current Quarter



Availability is down from 99.97% 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.

Knowledge Base

Search popular tags to find the information you're looking for.

Staff (84 articles)	How-To (37 articles)
Faculty (69 articles)	FAQs (10 articles)
Students (26 articles)	Getting Started (9 articles)

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**.