



SYSTEM UP-TIME AVAILABILITY

	Comparison		2017								2016				
	12-Month Average (Trend)	Current Month Stat	Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16	Sep-16	Aug-16
Payroll Personnel System (PPS) Avg.															
Overall	99.99	●	100.00	100.00	100.00	99.97	100.00	100.00	99.99	99.99	99.99	99.99	100.00	100.00	99.99
ASUCLA	100.00	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Hastings	100.00	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
UC Berkeley	100.00	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
UC Davis	99.99	●	100.00	99.98	100.00	100.00	100.00	99.99	99.99	99.99	99.98	99.99	99.98	99.99	99.98
UC Irvine	99.99	●	100.00	99.99	100.00	100.00	100.00	100.00	99.99	99.99	99.99	99.99	99.98	99.99	99.98
UC Riverside	99.96	●	100.00	99.99	100.00	99.72	100.00	99.99	99.97	99.98	99.99	99.99	99.97	99.99	99.97
UC San Diego	99.99	●	100.00	100.00	99.99	100.00	100.00	100.00	99.99	99.99	99.98	100.00	99.98	100.00	99.97
UC Santa Barbara	99.99	●	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.99	99.99	99.99	99.99	100.00	99.98
UC Santa Cruz	99.99	●	100.00	100.00	100.00	100.00	100.00	100.00	99.98	100.00	100.00	100.00	99.98	100.00	99.99
Effort Reporting System (ERS) Avg.															
Overall	99.99	●	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.98	99.99	99.98	99.98	99.99	99.97
UC Berkeley	99.97	●	100.00	100.00	100.00	100.00	100.00	100.00	99.97	99.91	99.95	99.94	99.97	99.97	99.87
UC San Diego	99.99	●	100.00	100.00	99.98	100.00	100.00	100.00	99.99	99.99	99.99	99.99	99.99	99.99	99.98
UC San Francisco	100.00	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	99.99	100.00	99.99
UC Santa Barbara	100.00	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
UC Santa Cruz	99.99	●	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.99	100.00	99.99	99.98	100.00	99.99
PPS Prod Proc Incidents w/Cust Impact															
Overall	0.01	●	0	0	0	0	0	0	0.11	0	0	0	0	0	0
UC Berkeley	0.00	●	0	0	0	0	0	0	0	0	0	0	0	0	0
UC Davis	0.00	●	0	0	0	0	0	0	0	0	0	0	0	0	0
UC Irvine	0.08	●	0	0	0	0	0	0	1	0	0	0	0	0	0
UC Riverside	0.00	●	0	0	0	0	0	0	0	0	0	0	0	0	0
UC San Diego	0.00	●	0	0	0	0	0	0	0	0	0	0	0	0	0
UC Santa Barbara	0.00	●	0	0	0	0	0	0	0	0	0	0	0	0	0
UC Santa Cruz	0.00	●	0	0	0	0	0	0	0	0	0	0	0	0	0
ASUCLA	0.00	●	0	0	0	0	0	0	0	0	0	0	0	0	0
Hastings	0.00	●	0	0	0	0	0	0	0	0	0	0	0	0	0
Apply UC	99.99	●	99.99	99.99	100.00	100.00	100.00	99.99	99.99	99.99	99.98	99.97	99.98	99.99	99.98
At Your Service (AYSO) & Edify Avg.	99.95	●	99.95	99.95	99.95	99.95	99.93	99.95	99.95	99.94	99.96	99.97	99.96	99.96	99.95
University of CA Retirement System	99.92	●	100.00	100.00	100.00	100.00	99.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
UCOP Websites	99.98	●	99.99	99.99	99.99	99.99	99.99	99.98	99.98	99.98	99.99	99.98	99.98	99.98	99.97
www.UniversityofCalifornia.edu	99.99	●	99.99	99.97	99.94	99.99	99.98	100.00	100.00	100.00	100.00	100.00	99.99	99.99	100.00
Office 365 Exchange via OWA <i>Note: Statistic lags by 1 month</i>	99.99	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.99	99.96
ADFS for Office 365	100.00	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
UC SharePoint	99.95	●	100.00	100.00	100.00	100.00	100.00	99.90	99.90	99.80	100.00	100.00	100.00	100.00	99.80



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Customer Satisfaction Survey															
How satisfied are you with your overall service experience?	5.51	●	5.58	5.69	5.35	5.57	5.64	5.70	5.70	5.44	5.47	5.53	5.24	5.40	5.40
How courteous and respectful was the technician who responded?	5.79	●	5.82	5.95	5.75	5.82	5.83	5.73	5.86	5.74	5.76	5.93	5.74	5.68	5.66
How satisfied were you with the response time to your incident?	5.49	●	5.65	5.78	5.32	5.49	5.57	5.54	5.69	5.36	5.47	5.61	5.38	5.31	5.30
Please rate the technical competency of the technician serving you.	5.68	●	5.67	5.90	5.65	5.75	5.74	5.67	5.76	5.66	5.75	5.76	5.60	5.47	5.40
Was technician able to resolve your issue during the first call? (%=Yes)	85%	●	86%	86%	86%	83%	91%	86%	91%	87%	88%	79%	79%	83%	79%

			Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16	Sep-16	Aug-16
Survey Distribution and Response															
Participation Percentage	17.3%	●	19.5%	16.6%	17.3%	16.4%	16.7%	19.7%	17.1%	17.3%	16.0%	16.4%	16.7%	18.6%	18.4%
Total Number of Responses	90	●	97	96	82	105	78	99	94	89	79	68	96	94	104
Total Number of Surveys Distributed	524	●	498	580	474	642	468	503	551	515	493	414	575	505	565

			Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16	Sep-16	Aug-16
Service Desk/Major Incidents															
Number of Major Incidents**	3	●	4	3	2	4	2	0	4	2	2	5	5	1	6
Total Number of Incidents	1071	●	1211	1128	1176	1080	1051	1051	1063	1006	941	941	1127	1111	1178

** Note: Major Incidents

- August 1 – RCA Control-M Connectivity - INC0146334
- August 7 – RCA Web Server Apps Sev-1 - INC0146972
- August 11 – RCA UCPATH Portal Sev-1 - INC0147391
- August 28 – RCA Network Performance Issues - 1111 Broadway 21st Floor

			Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16	Sep-16	Aug-16
A3 Application Delivery															
Current # of hosted applications	273	●	237	254	251	250	254	259	285	283	288	291	287	287	288
Total sessions completed	11065	●	11935	9748	11687	13416	11969	10321	10097	11224	10455	11728	11145	9692	11301
Avg session duration (mins.)	194	●	217	210	214	206	191	207	209	191	183	174	181	177	181
Total number of users	597	●	535	549	609	651	610	588	606	632	586	571	612	571	583

			Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16	Sep-16	Aug-16
A3 Cloud Storage															
Total amt of storage consumed (TB)	21.2	●	21.8	22.1	21.7	21.7	21.7	21.5	21.4	21.4	20.7	20.9	20.7	20.3	20.0
Avg usage per user (GB)	11.1	●	11.9	11.0	11.1	11.1	11.0	10.9	11.3	11.2	11.3	11.1	11.0	11.1	11.1
Total number of users	2352	●	2590	2432	2417	2405	2388	2345	2405	2398	2348	2318	2290	2256	2219

			Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16	Sep-16	Aug-16
A3 Desktop Delivery															
System Availability	99.94	●	99.13	99.97	99.59	99.72	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00
Total sessions completed	6689	●	5771	5900	8418	9751	5255	8896	7192	2552	4008	3500	9118	7556	8127
Avg session duration (mins.)	371	●	354	377	389	391	390	396	364	389	340	328	344	372	375
Total number of users	613	●	601	602	699	710	560	560	636	483	582	603	666	623	635

			Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16	Sep-16	Aug-16
Tableau - Public Reporting Sites															
UC Research Award History	100.00	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Academic/Prof Doc&Academic Master's Admissions	100.00	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Degrees awarded at a glance	100.00	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
National Comparison of Institutions' Value Added	100.00	●	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

			Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16	Sep-16	Aug-16
UCPath - PCSSC Reporting															
Jobs Executed - Application	2590	↑	2821	2520	2572	2661	2365	2653	2304	2432	3407	2409	2824	2503	2541
Incidents	14	↑	30	3	7	7	16	5	18	18	25	6	8	10	13
Incident Percentage	0.55%	↑	1.06%	0.12%	0.27%	0.26%	0.68%	0.19%	0.78%	0.74%	0.73%	0.25%	0.28%	0.40%	0.51%
PCSSC Service Requests	48	↓	34	42	37	34	46	49	41	60	58	45	50	31	42
Jobs Executed - MFT Dashboard	8608	↑	8817	8835	8548	8826	8671	8818	7947	8837					