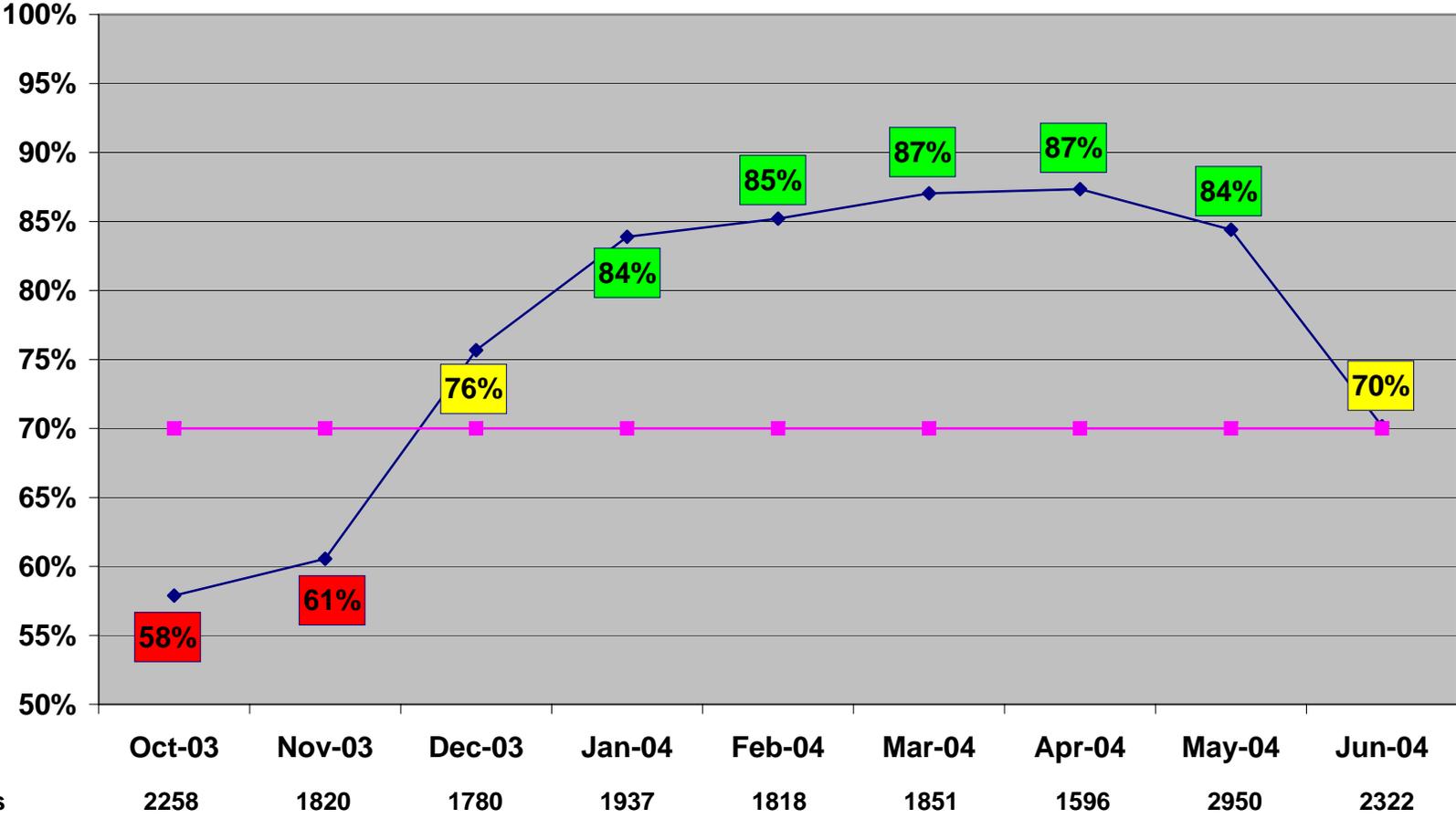
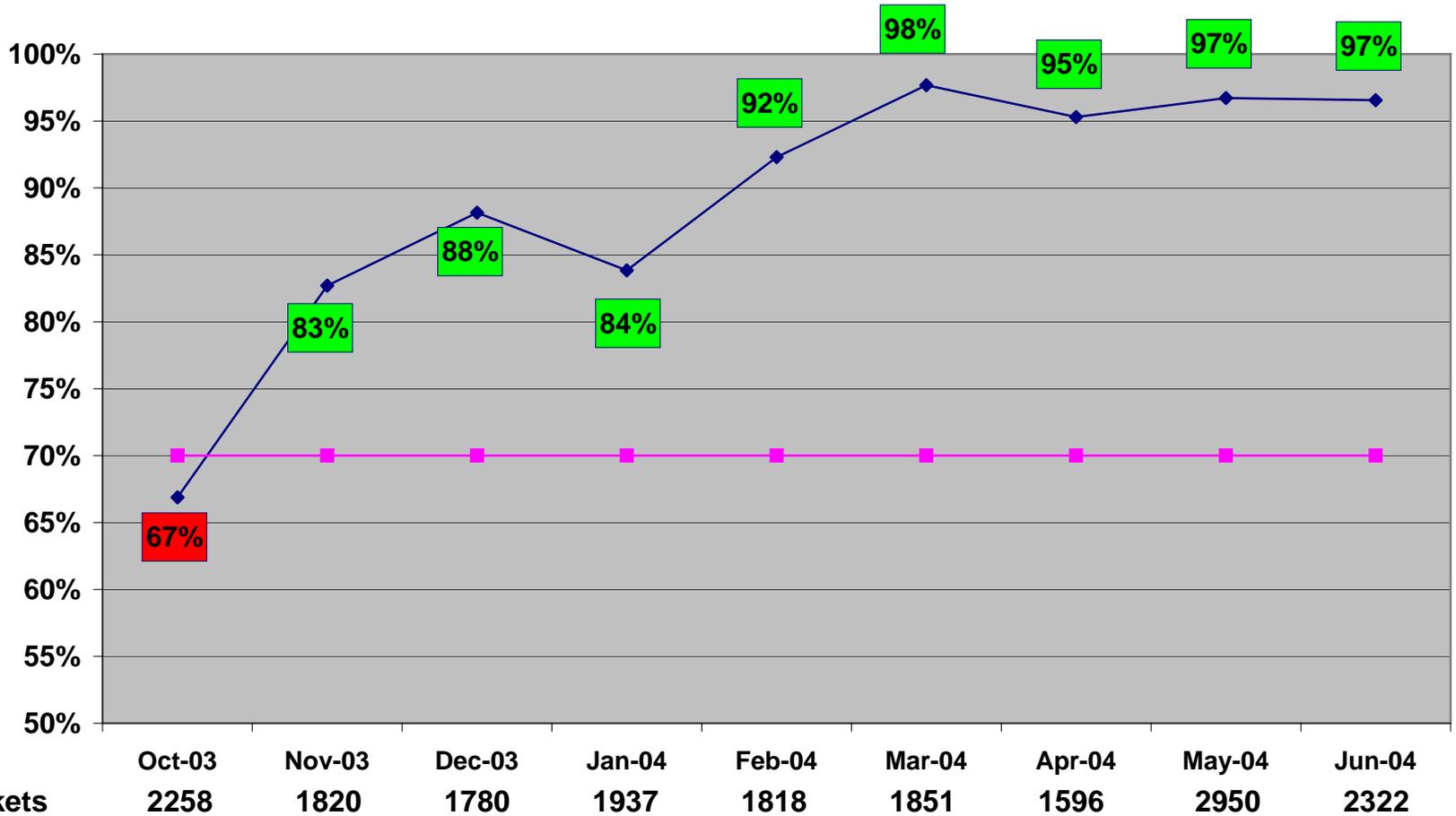


### Repair or Make Recommendation Within 24 Hours (Percentage of All OIT Tickets!)



◆ Percentage    ■ Goal

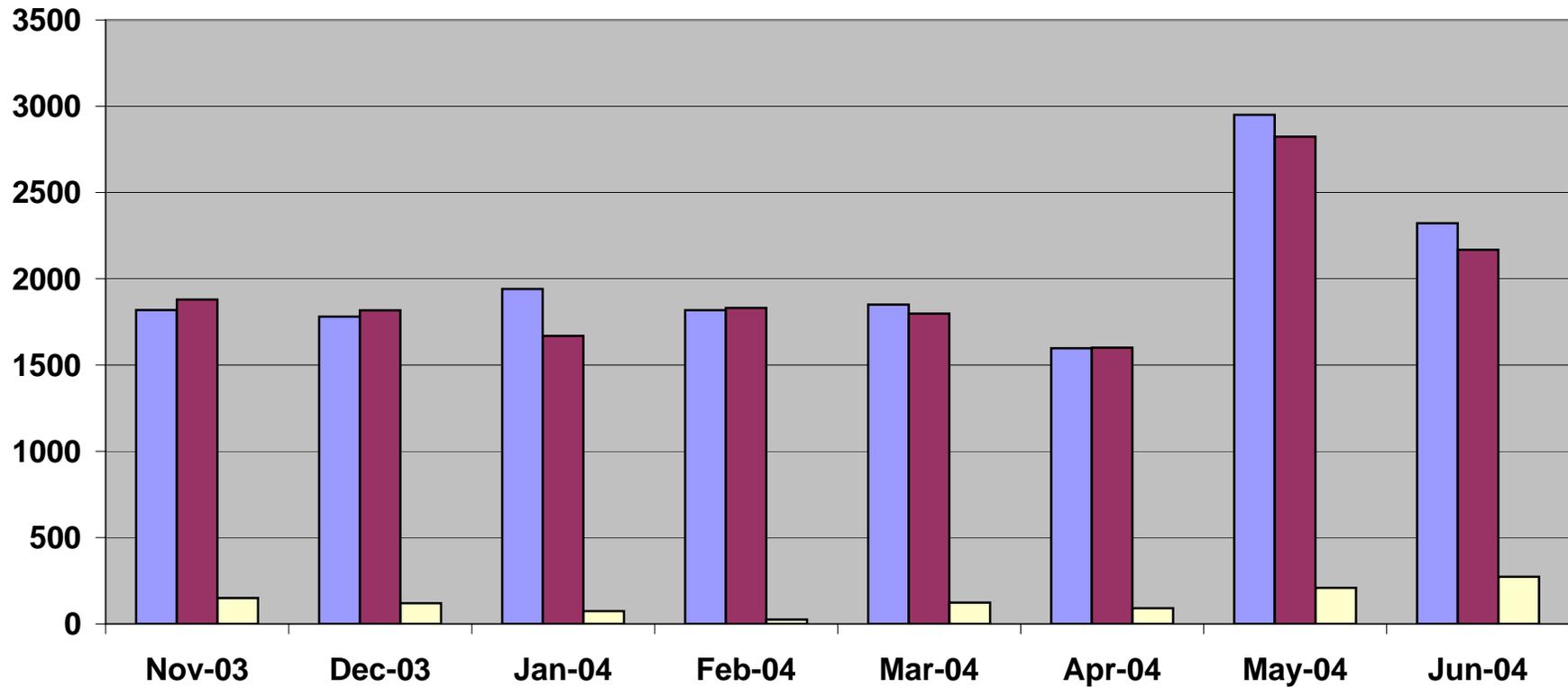
### Service Agreement - Customer Contacted Within 2 Hours (Percentage of all OIT Tickets)



Total Tickets

◆ Percentage    ■ Goal

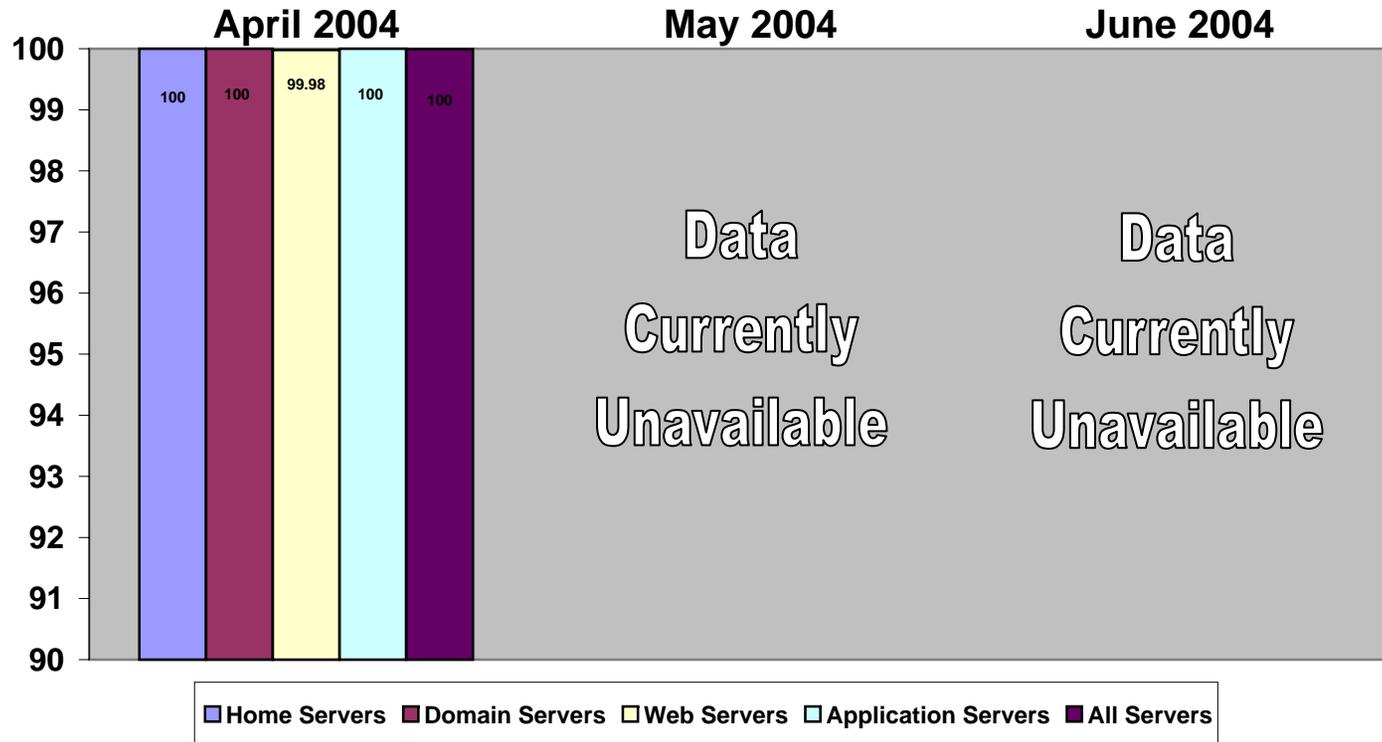
# Remedy Statistics (Monthly Service Tickets)



■ Opened Tickets  
■ Closed Tickets  
■ Carried Over Tickets

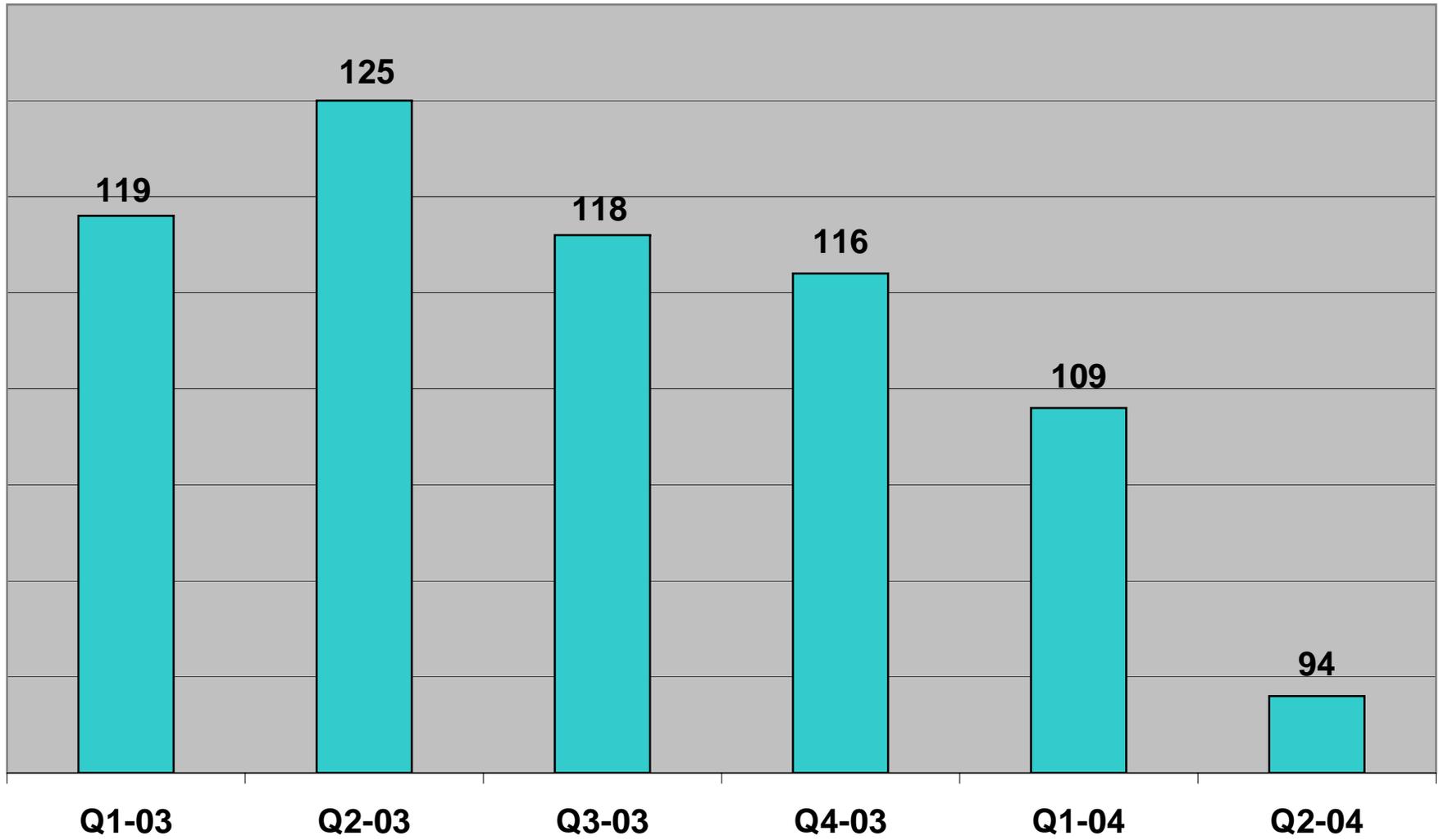
**8-Month Total**  
OPENED: 16,077  
CLOSED: 15,587  
PERCENTAGE: 96.9%

## Server Availability (Percentage)

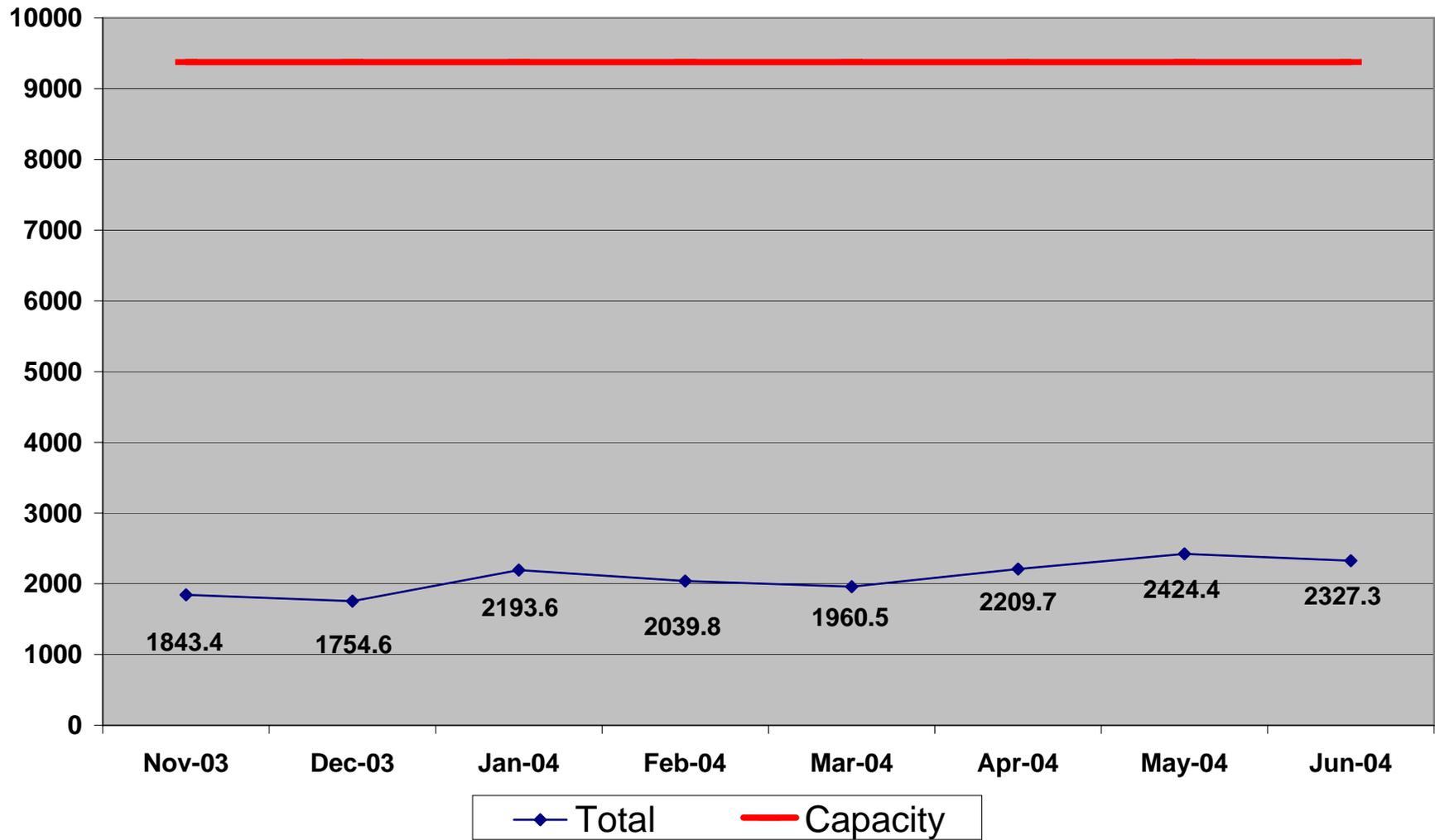


Metrics are based on the availability of these servers  
from Monday through Friday (7:00AM to 6:00PM each day)!

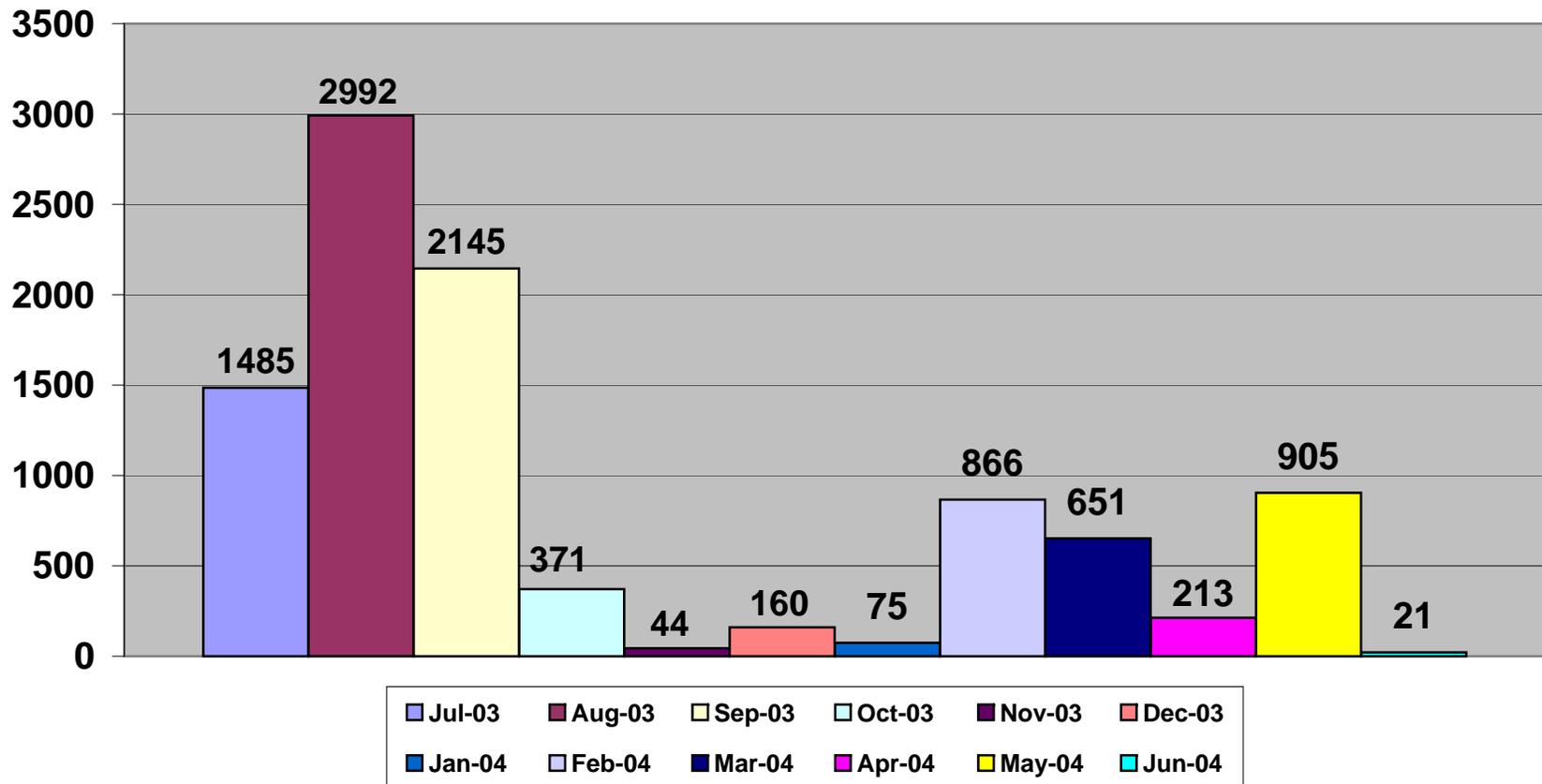
## Server Count Metric (Total Number of Servers in the OD Domain)



## Datastore Growth/Capacity Metric (Home Disk Space - In Gb's)



## Incident Response Team Requests for Response (Total Requests)



Incident Response Team Requests for Response include: Intrusion attempts against/from OD, Website defacements, and Hacks or virus detection/cleaning on OD or CIT Exchange/Application servers.