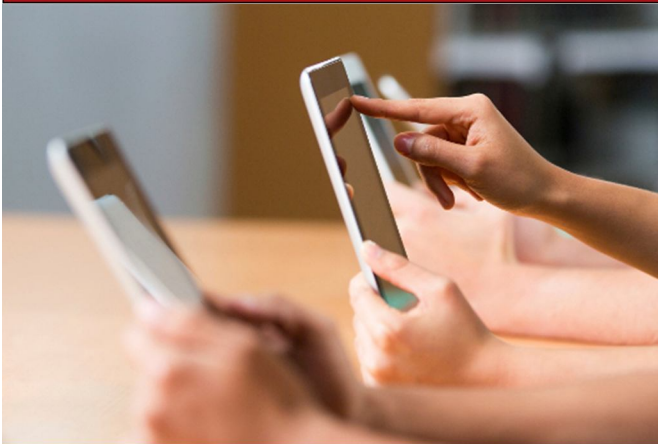


Performance indicators

Information Technology



2016

How we're doing

- project delivery
 - solution optimization
 - service management
 - availability of critical systems
 - and more
- These key metrics are in progress and subject to change.

2016 Business Value Dashboard Information Technology

Project Delivery	<i>Projects completed on time</i>	<i>Projects completed on budget</i>	<i>Projects completed on scope</i>	<i>Types of projects</i>	
	92%	95%	97%	<i>Run 56%</i> <i>Grow 39%</i>	<i>Transform 5%</i>
Infrastructure reliability	<i>Avg system availability during peak hours</i>	<i># connections to malicious sites blocked</i>			
	99.3%	200 million +			
Service Management	<i>Customer satisfaction</i>	<i>Avg time to speak to a live phone agent</i>	<i>% requests resolved on the same day</i>	<i>Net First Contact Resolution Rate</i>	
	90%	*3 min 55 sec	80.5%	94.3%	

* increase mainly due to SIS implementation and new SSO

Performance indicators

Information Technology

Service Delivery

Rationalization of faculty/services infrastructure: (6)

servers and equipment reduced by transferring to equipment in Information Technology

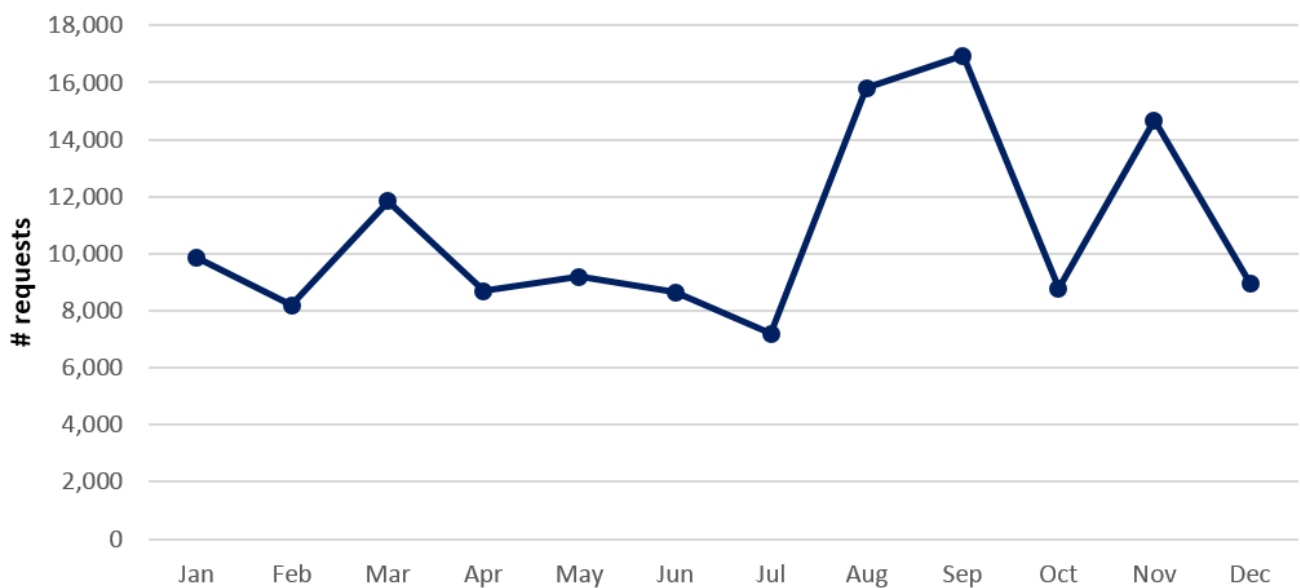
incidents & requests resolved: (105,379)

total number of problems and service requests via phone, email or in person

Rationalization of application portfolios: (13)

software products reduced by eliminating products offering similar functionality

Volume of requests



Response time

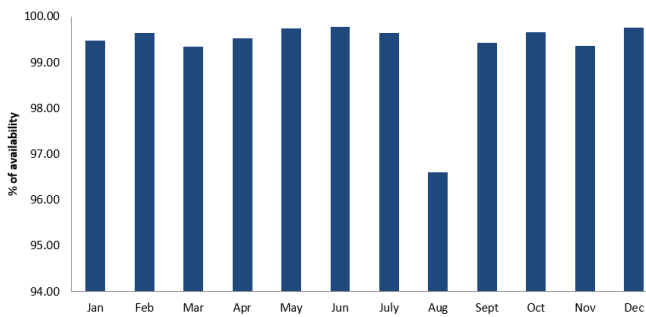


Performance indicators

Information Technology

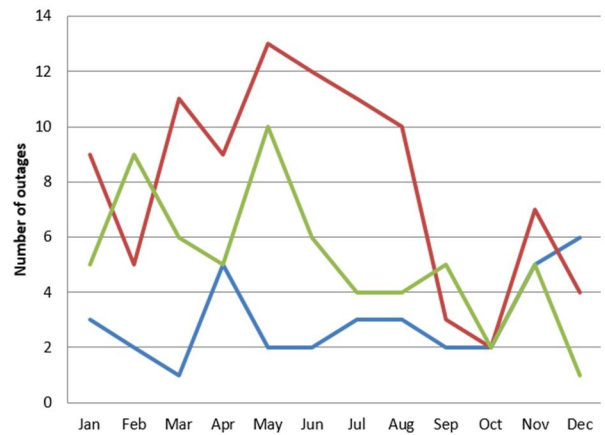
Infrastructure

Availability of systems



* See appendix for list of systems

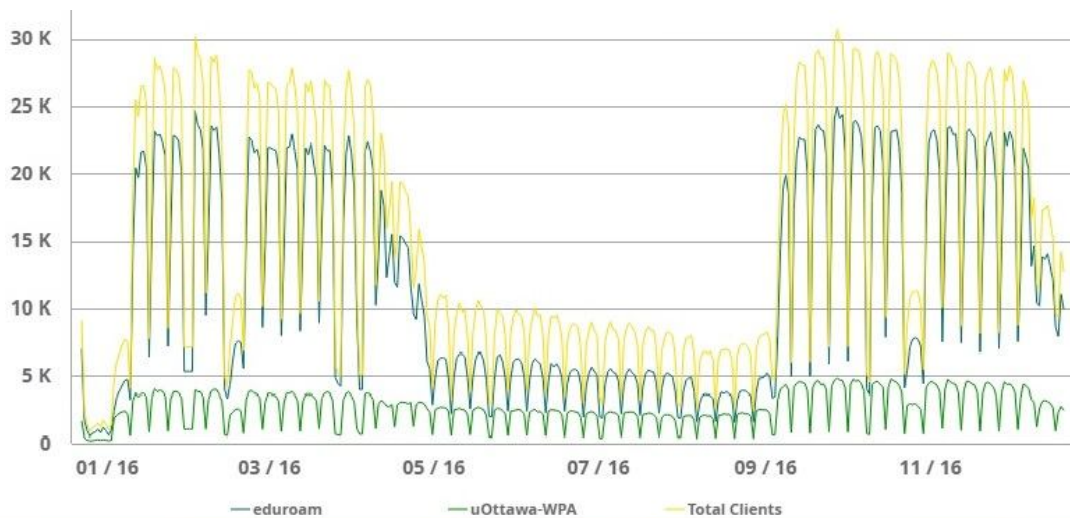
Outages



* In May, multiple Exchange backup issues and various phone system outages related to power grid difficulties occurred

— Planned outages
 — Unplanned outages
 — Service degradation

Wireless activity



Performance indicators

Information Technology

Appendix

Here are the systems that are covered in the "Availability of systems" graph. These are monitored by automated tools.

- BlackBoard login
- Calendar
- Co-op navigator
- CRCCF
- DocuShare
- General store
- Gmail
- Grad application
- ISIM
- MyHR Profile
- NetCommunity
- O.W.A.
- Payment Manager/Ecommerce
- Registrar undergraduate programs and courses
- SciQuest
- Shibboleth login
- Talisma
- Work Study navigator
- Time Table
- UNIWeb
- uoCampus
- uOttawa card
- uoZone
- Webmail