

Closed Date Between 08/01/09
12:00 AM, 01/01/10 12:00 AM

UTO SLA Percentages for Case Type Issue								
Met Service Level		Didn't Meet Service Level		Total				
Total Cases	Percent of Total	Total Cases	Percent of Total	Total Cases	Percent of Total			
John Rome	Kendal Burkhart	Standard (< 7 Days)	258	93%	19	7%	277	100%
		Urgent (< 2 Days)	75	78%	21	22%	96	100%
		Critical (< 1 Day)	2	50%	2	50%	4	100%
		Total	335	89%	42	11%	377	100%
	Leah Lommel	Standard (< 7 Days)	883	91%	89	9%	972	100%
		Urgent (< 2 Days)	4	40%	6	60%	10	100%
		Critical (< 1 Day)	1	25%	3	75%	4	100%
		Total	888	90%	98	10%	986	100%
	Tina Thorstenson	Standard (< 7 Days)	226	66%	114	34%	340	100%
		Urgent (< 2 Days)	112	69%	51	31%	163	100%
		Critical (< 1 Day)	1	100%			1	100%
		Total	339	67%	165	33%	504	100%
Total		1562	84%	305	16%	1867	100%	
Kari Barlow	Kati Weingartner	Standard (< 7 Days)	3162	91%	309	9%	3471	100%
		Urgent (< 2 Days)	32	84%	6	16%	38	100%
		Critical (< 1 Day)	5	83%	1	17%	6	100%
		Total	3199	91%	316	9%	3515	100%
	Mark Koan	Standard (< 7 Days)	1857	100%	7	0%	1864	100%
		Urgent (< 2 Days)	17	89%	2	11%	19	100%
		Critical (< 1 Day)	3	100%			3	100%
		Total	1877	100%	9	0%	1886	100%
	Mary Covington	Standard (< 7 Days)	10309	98%	221	2%	10530	100%
		Urgent (< 2 Days)	21	88%	3	13%	24	100%
		Critical (< 1 Day)	5	56%	4	44%	9	100%
		Total	10335	98%	228	2%	10563	100%
	Paul Emerson	Standard (< 7 Days)	2678	98%	47	2%	2725	100%
		Total	2678	98%	47	2%	2725	100%
	Sandra Johnson	Standard (< 7 Days)	4385	98%	76	2%	4461	100%
		Urgent (< 2 Days)	9	82%	2	18%	11	100%
		Critical (< 1 Day)	1	50%	1	50%	2	100%
		Total	4395	98%	79	2%	4474	100%
	Sharon Bushart	Standard (< 7 Days)	2483	99%	14	1%	2497	100%
		Urgent (< 2 Days)	4	80%	1	20%	5	100%
		Critical (< 1 Day)	2	67%	1	33%	3	100%
		Total	2489	99%	16	1%	2505	100%
	Total		24973	97%	695	3%	25668	100%
	Kelly Briner	Dawn Bowen	Standard (< 7 Days)	12	71%	5	29%	17
Total			12	71%	5	29%	17	100%
Total		12	71%	5	29%	17	100%	
Max Davis-Johnson	Dave McKee	Standard (< 7 Days)	1754	98%	37	2%	1791	100%
		Urgent (< 2 Days)	61	91%	6	9%	67	100%
		Critical (< 1 Day)	19	95%	1	5%	20	100%
		Total	1834	98%	44	2%	1878	100%
	Jack Hsu	Standard (< 7 Days)	848	95%	46	5%	894	100%

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		Met Service Level		Didn't Meet Service Level		Total		
		Total Cases	Percent of Total	Total Cases	Percent of Total	Total Cases	Percent of Total	
		Urgent (< 2 Days)	44	96%	2	4%	46	100%
		Critical (< 1 Day)	16	84%	3	16%	19	100%
		Total	908	95%	51	5%	959	100%
	Shawn Bryan	Standard (< 7 Days)	1375	88%	189	12%	1564	100%
		Urgent (< 2 Days)	587	86%	96	14%	683	100%
		Critical (< 1 Day)	14	67%	7	33%	21	100%
		Total	1976	87%	292	13%	2268	100%
	Terry Hinton	Standard (< 7 Days)	347	89%	42	11%	389	100%
		Urgent (< 2 Days)	9	90%	1	10%	10	100%
		Critical (< 1 Day)	3	75%	1	25%	4	100%
		Total	359	89%	44	11%	403	100%
	Total		5077	92%	431	8%	5508	100%
Samuel Digangi	Guy Mullins	Standard (< 7 Days)	2	33%	4	67%	6	100%
		Total	2	33%	4	67%	6	100%
	Ruvi Wijesuriya	Standard (< 7 Days)	1	100%			1	100%
		Total	1	100%			1	100%
	Total		3	43%	4	57%	7	100%
Tina Thorstenson	Nancy Biro	Standard (< 7 Days)	679	77%	202	23%	881	100%
		Urgent (< 2 Days)	1	100%			1	100%
		Total	680	77%	202	23%	882	100%
	Susan Moore	Standard (< 7 Days)	544	98%	10	2%	554	100%
		Urgent (< 2 Days)	32	94%	2	6%	34	100%
		Critical (< 1 Day)	1	33%	2	67%	3	100%
		Total	577	98%	14	2%	591	100%
Total		1257	85%	216	15%	1473	100%	
Total		32884	95%	1656	5%	34540	100%	