

Closed Date Between 12/01/09  
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)	40	95%	2	5%	42	100%	
		Urgent (< 2 Days)	19	95%	1	5%	20	100%	
		Critical (< 1 Day)	1	100%			1	100%	
		<b>Total</b>	60	95%	3	5%	63	100%	
	Leah Lommel	Standard (< 7 Days)	171	89%	21	11%	192	100%	
		Urgent (< 2 Days)	1	50%	1	50%	2	100%	
		Critical (< 1 Day)	1	100%			1	100%	
		<b>Total</b>	173	89%	22	11%	195	100%	
	Tina Thorstenson	Standard (< 7 Days)	36	69%	16	31%	52	100%	
		Urgent (< 2 Days)	16	50%	16	50%	32	100%	
		<b>Total</b>	52	62%	32	38%	84	100%	
	<b>Total</b>		285	83%	57	17%	342	100%	
	Kari Barlow	Kati Weingartner	Standard (< 7 Days)	459	89%	55	11%	514	100%
Urgent (< 2 Days)			5	71%	2	29%	7	100%	
<b>Total</b>			464	89%	57	11%	521	100%	
Mark Koan		Standard (< 7 Days)	253	100%			253	100%	
		Urgent (< 2 Days)	1	100%			1	100%	
		<b>Total</b>	254	100%			254	100%	
Mary Covington		Standard (< 7 Days)	1877	98%	41	2%	1918	100%	
		Urgent (< 2 Days)	2	67%	1	33%	3	100%	
		Critical (< 1 Day)	1	100%			1	100%	
		<b>Total</b>	1880	98%	42	2%	1922	100%	
Paul Emerson		Standard (< 7 Days)	500	99%	5	1%	505	100%	
		<b>Total</b>	500	99%	5	1%	505	100%	
Sandra Johnson		Standard (< 7 Days)	595	98%	10	2%	605	100%	
		<b>Total</b>	595	98%	10	2%	605	100%	
Sharon Bushart		Standard (< 7 Days)	430	100%			430	100%	
		Critical (< 1 Day)	1	100%			1	100%	
		<b>Total</b>	431	100%			431	100%	
<b>Total</b>		4124	97%	114	3%	4238	100%		
Kelly Briner		Dawn Bowen	Standard (< 7 Days)	1	50%	1	50%	2	100%
			<b>Total</b>	1	50%	1	50%	2	100%
	<b>Total</b>		1	50%	1	50%	2	100%	
Max Davis-Johnson	Dave McKee	Standard (< 7 Days)	256	98%	6	2%	262	100%	
		Urgent (< 2 Days)	5	83%	1	17%	6	100%	
		Critical (< 1 Day)	3	100%			3	100%	
		<b>Total</b>	264	97%	7	3%	271	100%	
	Jack Hsu	Standard (< 7 Days)	138	97%	5	3%	143	100%	
		Urgent (< 2 Days)	5	100%			5	100%	
		Critical (< 1 Day)	4	100%			4	100%	
		<b>Total</b>	147	97%	5	3%	152	100%	
	Shawn Bryan	Standard (< 7 Days)	195	82%	42	18%	237	100%	
		Urgent (< 2 Days)	140	80%	34	20%	174	100%	
		Critical (< 1 Day)	2	50%	2	50%	4	100%	

		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	
	<b>Total</b>	337	81%	78	19%	415	100%	
	Terry Hinton	Standard (< 7 Days)	68	81%	16	19%	84	100%
		Urgent (< 2 Days)	1	100%			1	100%
		Critical (< 1 Day)	1	100%			1	100%
	<b>Total</b>	70	81%	16	19%	86	100%	
<b>Total</b>	818	89%	106	11%	924	100%		
Tina Thorstenson	Nancy Biro	Standard (< 7 Days)	128	80%	32	20%	160	100%
		Urgent (< 2 Days)	1	100%			1	100%
		<b>Total</b>	129	80%	32	20%	161	100%
	Susan Moore	Standard (< 7 Days)	66	99%	1	1%	67	100%
		Urgent (< 2 Days)	6	100%			6	100%
		<b>Total</b>	72	99%	1	1%	73	100%
<b>Total</b>	201	86%	33	14%	234	100%		
<b>Total</b>		5429	95%	311	5%	5740	100%	