AACC Metrics Feedback

1. Top 10 services or applications that should initially be targeted for metrics along with key impact time frames. Some thoughts:
   a. Email – 24 hours per day Mon thru Saturday
   b. Calendaring – 7am to 10pm Mon thru Saturday
   c. POWER Web registration – registration periods
   d. CAPTURE voice registration – registration periods
   e. Cal Poly Portal – 24 hours per day, every day
   f. SIS+ Student Administration System – 7am to 10pm Mon thru Friday
   g. Financial Application – 7am to 10pm Mon thru Friday
   h. Data Warehouse – 7am to 10pm Mon thru Friday
   i. Network Backbone - 24 hours per day Mon thru Saturday
   j. Phones - 24 hours per day, every day

2. Top 5 metrics needed. Some examples
   a. \(\text{\% scheduled hours available} = \frac{\text{hours available}}{\text{hours scheduled}}\)
   b. \(\text{\% uptime} = \frac{\text{hours available}}{24 \text{ hours}}\)
   c. \# of unscheduled off line events
   d. \# of unscheduled impaired events
   e. average duration of unscheduled events
   f. \% of capacity (moving average)
   g. \# of times within report period exceeded capacity threshold level (90%?)
   h. Root cause category tracking

The AACC would like some feedback from ITS on how easy it is to derive some of these metrics. If it is extremely time consuming and/or costly we would want to take that into account before requesting that ITS implement a particular metric.

Also the AACC wants to encourage ITS to make better use of their system status page. Many of us are trying to use it and are suggesting that members of our administrative groups look at this page BUT we find that it is not consistently updated. It could be a great tool and would be the perfect location to put the red, yellow or green statuses for the top 10 services.