CNS /Update Newsletter Feature

Report Card

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UF Computing & Networking Services

CNS Information Services

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Continuing Feature for /Update

/Update is pleased to present How We Are Doing: A CNS Report Card. Each issue in this space, we will offer links to statistical information about CNS's services so that you can see...how we're doing.

Trouble-Tickets

CNS has online statistical information on Remedy, CNS's problem-tracking system. The graphs show volume, response time, and percentage of problems resolved for the months of November and December 2005.

Resolved November 2005

- Goals Achieved: 106 (96.4%)
- Goals Failed: 4 (3.6%)
- Total: 110 (100.0%)

Resolved December 2005

- Goals Achieved: 106 (94.6%)
- Goals Failed: 6 (5.4%)
- Total: 112 (100.0%)
Web Server Statistics

Check out our online Web Server Statistics! Reports available include summaries and reports by month, week, day and hour, plus a wide variety of reports on specific host requests. The statistical graphs and reports are available for NERSP, CNS Home, and DOCWEB, our documentation library. The following are the links to our latest stats:

NERSP.CNS.UFL.EDU

November 2005

December 2005
http://webstats.ufl.edu/nersp.nerdc.ufl.edu/monthly-2005-12.html

WWW.CNS.UFL.EDU

November 2005

December 2005

Your Comments are Welcome

We welcome your comments and suggestions on this and all CNS documentation. Please send your comments to:

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