WaTech Dashboard
Q1 – Fiscal Year 2022

July-September 2021

WaTech
Washington Technology Solutions
Washington's Consolidated Technology Services Agency

Q1 FY22

Executive Summary

Service delivery: Page 3

- 6% reduction in incidents and requests.

- August 2021 had a significant increase in SecureAccess Washington (SAW) support tickets due to implementation of multi-factor authentication requirements (entering a code sent to an established customer email or phone).
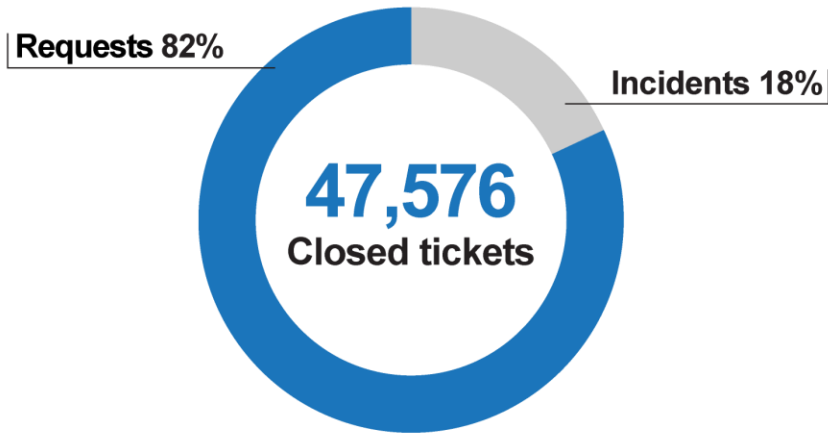
Customer Service: Pages 4-5

- WaTech averaged an abandoned call rate of 9.3% in Q1. This number has been trending up due to staffing reductions and an increased demand in Secure Access Washington (SAW) support. In August of Q1, WaTech experienced two outages with significant impact to remote workers - an SSL-VPN (employee remote access) outage and an internet outage (by our major provider). Many who called in dropped their call after hearing the alert message indicating there was an issue.

- On average, WaTech's speed to answer calls in Q1 was 60.7 seconds. The two outages in August resulted in a significant increase in call volume over a short duration, which spiked the average speed to answer metric.

- WaTech continues to maintain a high rate of customer satisfaction with a 98.2% positive feedback score for Q1.
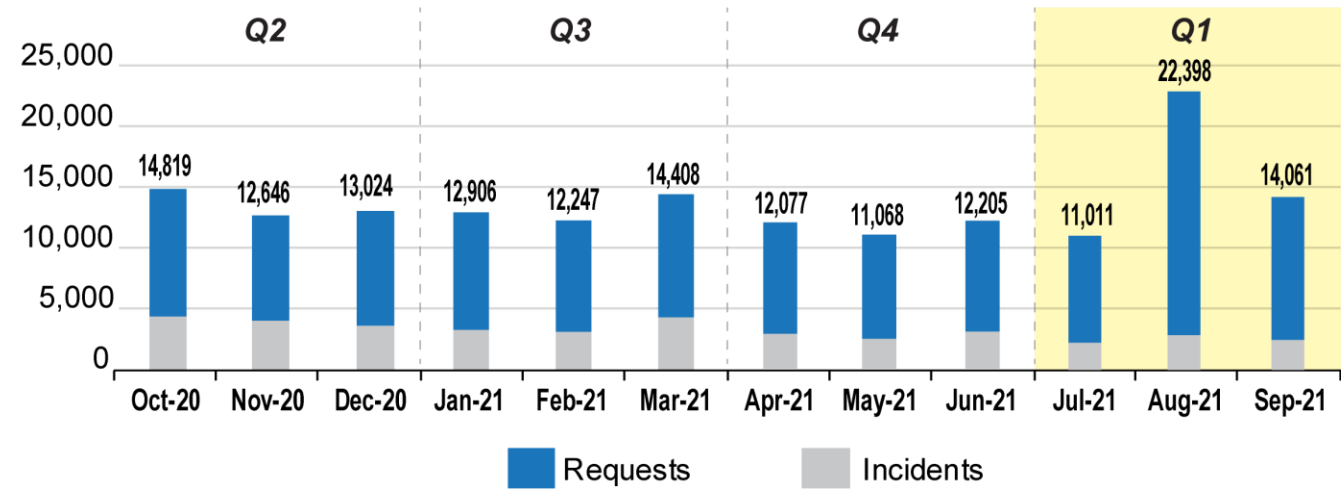
Service Delivery – Closed tickets

Q1

Requests 82%

Incidents 18%

47,576
Closed tickets

Tickets Closed* – Trend

	Q2			Q3			Q4			Q1		
	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
	14,819	12,646	13,024	12,906	12,247	14,408	12,077	11,068	12,205	11,011	22,398	14,061

Requests ■   Incidents ▢

*Includes tickets for both incidents and requests

A ticket is created whenever an incident or issue is reported to the WaTech Support Center by phone or email. These charts reflect the number of tickets closed during the reporting period. August 2021 had a significant increase in SecureAccess Washington support tickets due to implementation of multi-factor authentication requirements. The Support Center has continued to see an increased ticket volume.
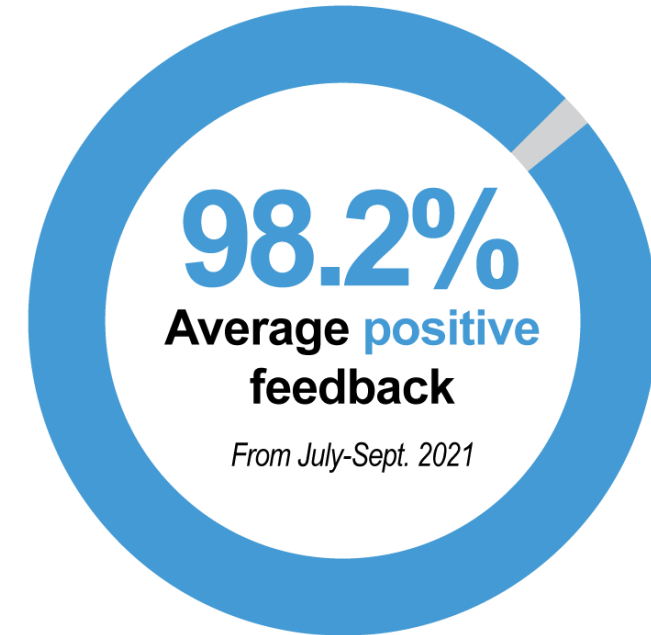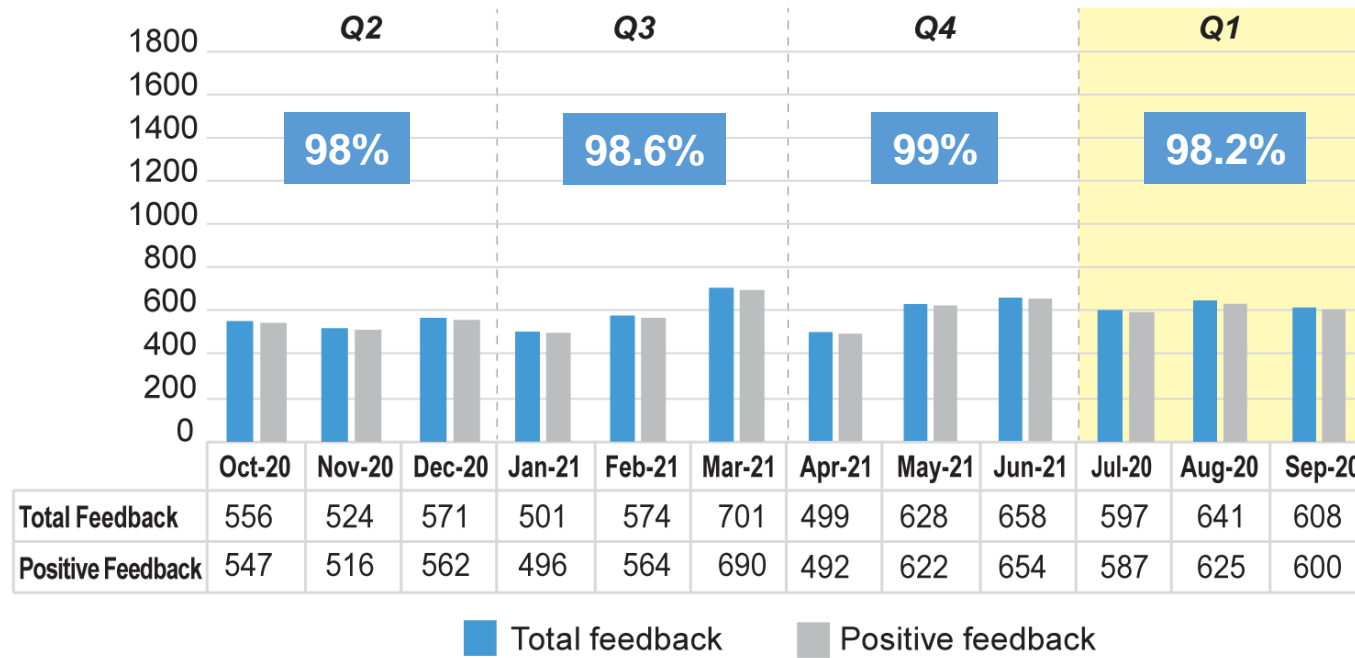
Incident – An unplanned interruption to or reduction in the quality of a WaTech service.
Request – A request from a user/customer for information, advice, standard change to, or for access to a WaTech service.

WaTech
Washington Technology Solutions
Washington's Consolidated Technology Services Agency

Customer Feedback

Total feedback versus positive feedback, submitted with closed tickets

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-20	Aug-20	Sep-20
Total Feedback	556	524	571	501	574	701	499	628	658	597	641	608
Positive Feedback	547	516	562	496	564	690	492	622	654	587	625	600

Q2: **98%** Q3: **98.6%** Q4: **99%** Q1: **98.2%**

■ Total feedback ■ Positive feedback

98.2%
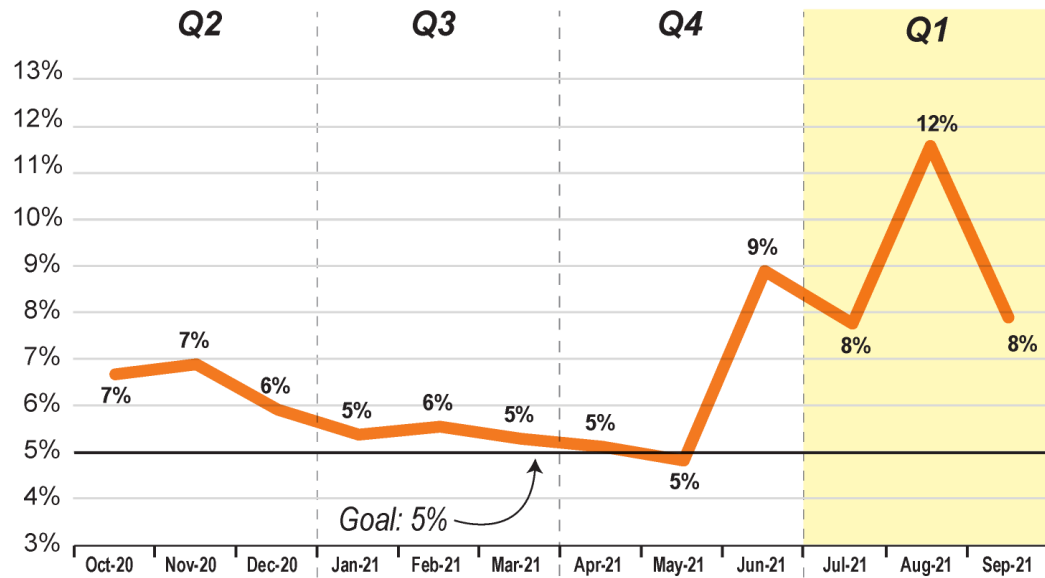**Average positive feedback**

From July-Sept. 2021

If the service was performed well, the recipient is asked to indicate what was done correctly. If there were issues with the service performed, the feedback is routed to a manager for follow-up.

WaTech
Washington Technology Solutions
Washington's Consolidated Technology Services Agency

Support Center calls

Abandoned call rate

Percentages plotted on on chart may not match exactly, due to rounding of the data.

WaTech's goal is to maintain a 5% abandoned call rate. WaTech averaged an abandoned call rate of 9.3% in Q1. This number has been trending up due to staffing reductions and an increase in SecureAccess Washington support needed. In August of Q1, WaTech experienced two outages with significant impact to remote workers. An SSL-VPN outage and an internet outage (by our major provider). Many who called in dropped their call after hearing our alert messages indicating there was an issue.

Average speed to answer all calls
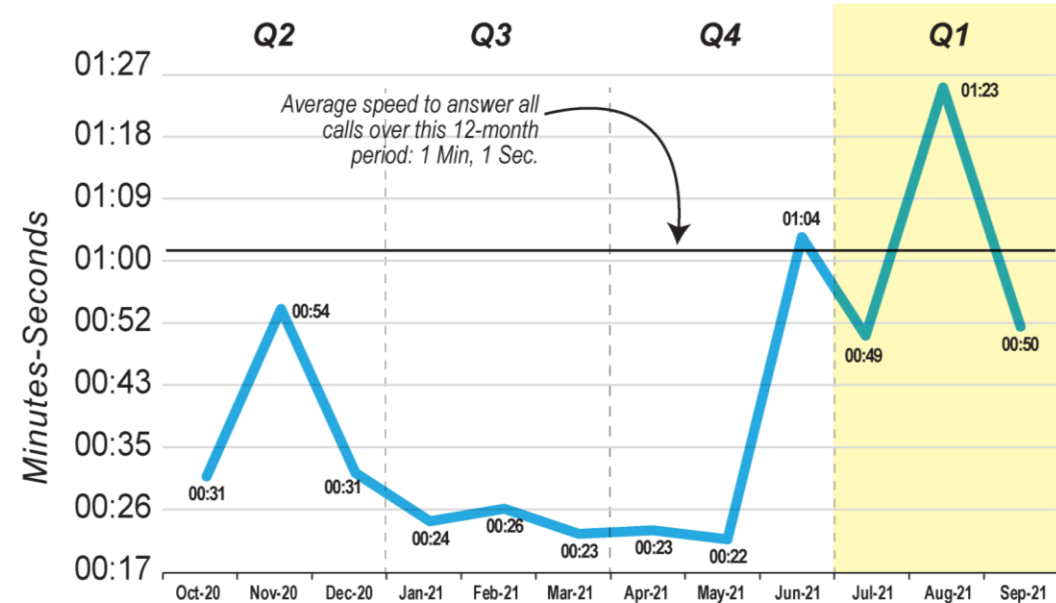
On average, WaTech's speed to answer calls in Q1 was 60.7 seconds. The two outages in August resulted in a significant increase in call volume over a short duration, which spiked the average speed to answer metric.

Customer Care

WaTech
Washington Technology Solutions
Washington's Consolidated Technology Services Agency

5

Finances

FY22 Agency overview

Q1 FY22*	
Revenue	**$34,225,896**
Expenses	**– 30,446,421**
Net Operating Income/Loss	**$ 3,779,475**

*July to September Actuals.

Source: AFRS

Finance

For more information, please contact:

Vickie Sheehan
Communications Director
Washington Technology Solutions
vickie.sheehan@watech.wa.gov
360-407-8788