

Service Desk First Time Fix

MTS

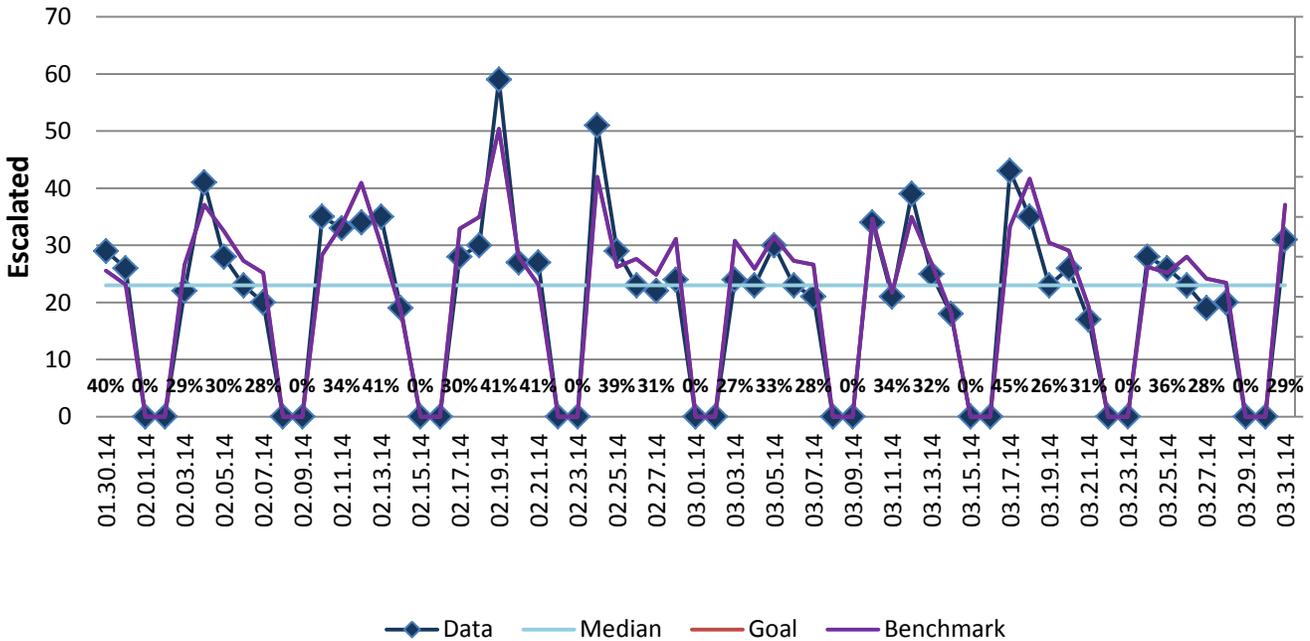
4/29/2014

Measurement method		Why measure?		What is our goal?	
The number of calls received by the Service Desk that were not resolved on the first call		To ensure quality of the service provided.		No more than 35% of the calls received by the Service Desk are unresolved on the first call.	
How are we doing?					
03.01.14-03.31.14 1 Month Goal	03.01.14-03.31.14 1 Month Total		03.31.14 Goal	03.31.14 Actual	
596	549		37	31	
Escalated	Escalated		Escalated	Escalated	
Performance Stoplight Key					
Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data					

Service Desk First Time Fix



Good



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