

IT Incidents that have breached SLA Deadline Information Technology



KPI Owner: Jemario Washington

Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: New Metric currently being Baseline Goal: No more than 15% of all resolved incidents breached SLA. Definition: An incident is an unplanned interruption to an IT service or reduction in the quality of service (ITIL) Benchmark: TBD	Data Source: Cherwell Goal Source: Internal Goal Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: All DoIT Incidents that have breached the deadline for resolution Why Measure: To ensure quality and speed of the service provided. Next Improvement Step: Gather further data

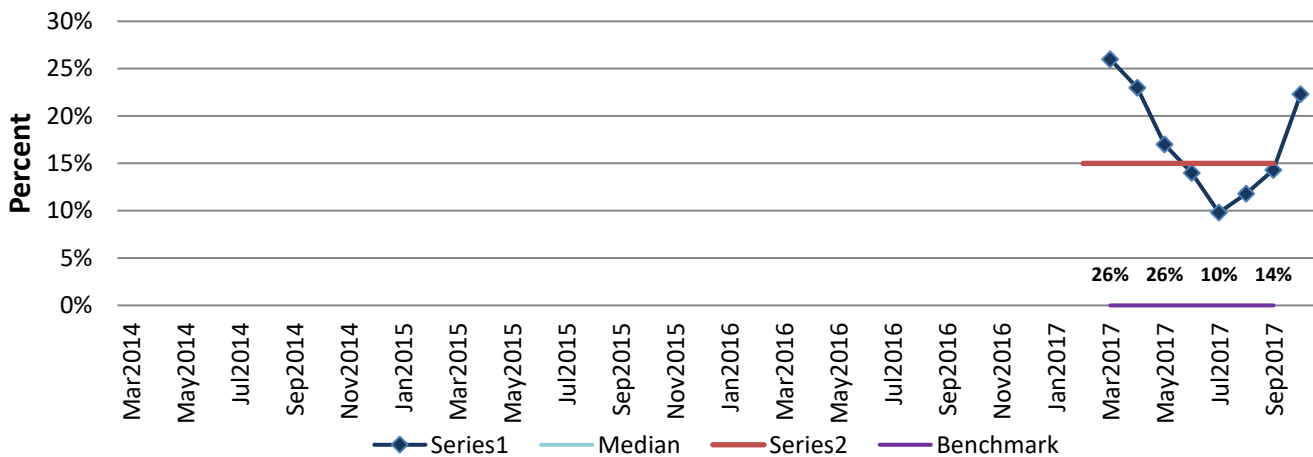
How Are We Doing?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Actual		Oct2017 Goal	Oct2017 Actual	
15%	17%		15%	22%	
Percent	Percent		Percent	Percent	

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Good



Root Cause for Breaches is typically Human Factors.

In Mid October we filled two vacant positions and were able to close older tickets, leading to a higher breach rate.