

Digital Services Unplanned Outages Information Technology



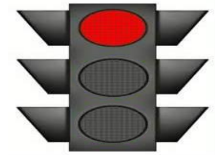
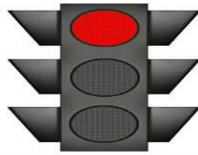
KPI Owner: Sharon Meador

Process: Digital Services Operations

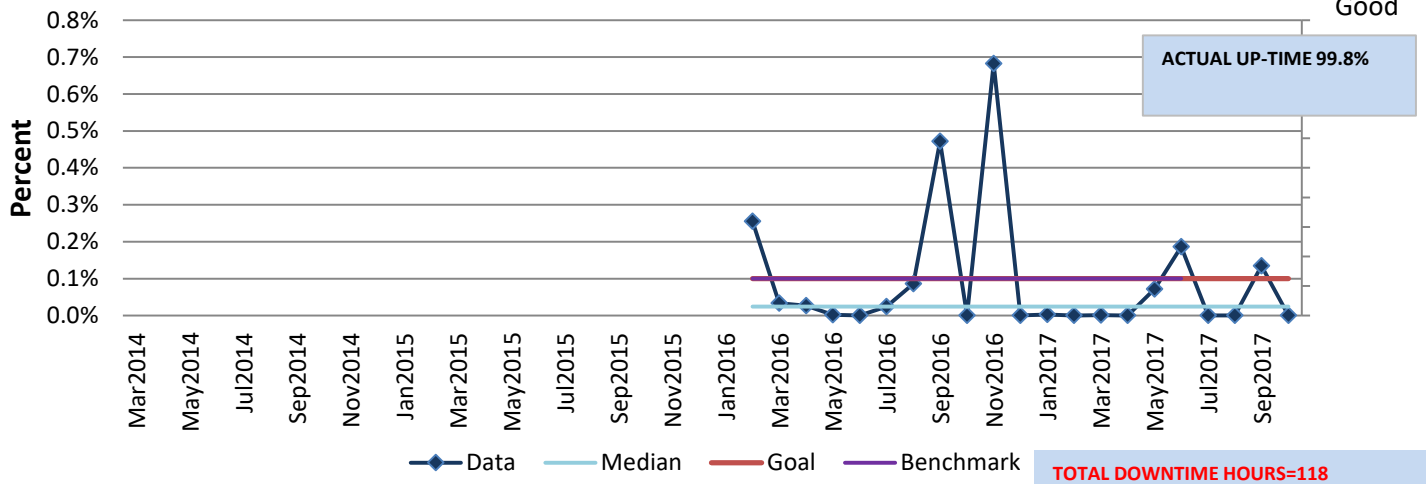
Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Avg 4th Qtr 2016 = 0.229% Goal: Reduce application outage events and duration to less than 0.1% unplanned outages Benchmark: 0.1% Unplanned Outages	Data Source: Reported Outage reports Goal Source: Internal team goal Benchmark Source: No governing body benchmark (use 99.99)	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Total outage minutes / 26 systems x the number of minutes available per month; i.e. LouisvilleKY, PeopleSoft, LEAP, Hansen, SharePoint, LOJIC, MyMetro, etc. Why Measure: Ensure quality services are available to citizens and staff at all times Next Improvement Step: Step: Monitor for trends in downtime for each system. When outages occur, research root causes.

How Are We Doing?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Actual	Oct2017 Goal	Oct2017 Actual
0.100%	0.090%	0.100%	0.186%
Percent	Percent	Percent	Percent



Digital Services Unplanned Outages



Nov2016-Oct2017 Pareto Analysis

