

IT Incidents that have breached SLA Deadline Information Technology



KPI Owner: Jemario Washington

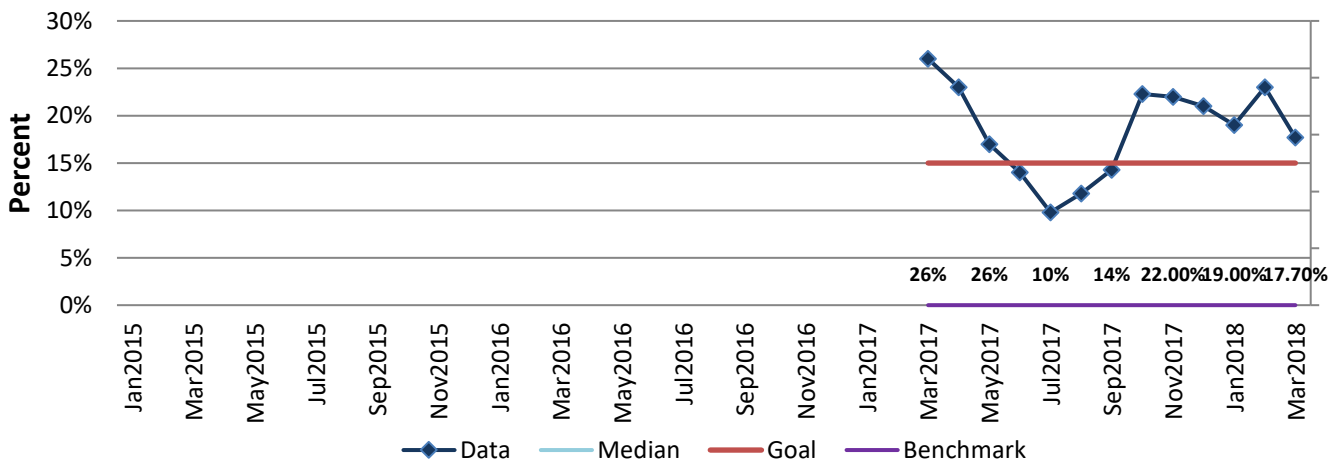
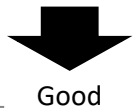
Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: New Metric currently being Baselined 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	Apr2017-Mar2018 12 Month Actual		Mar2018 Goal	Mar2018 Actual	
15%	18%		15%	18%	
Percent	Percent		Percent	Percent	

IT Incidents that have breached SLA Deadline



Incident Breaches a result of Human Factors, as the Service Desk was not staffed to capacity due to attritions, pre-approved PTO, and union negotiation meetings, as well as a reduction in tenured experience at the Service Desk.