

Executive Service Desk Breach Rate Information Technology



KPI Owner: Nick Kouloungis

Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 6.4% Feb 2016 Goal: Less than 10% of all tickets fail to meet response time targets. Benchmark: 24 hours	Data Source: Cherwell IMS Goal Source: N/A Benchmark Source: N/A	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Response targets are established for each incident or request type and an initial response date/time is set upon action by the assigned tech. The number of tickets whose response exceeds the target is compared to the total number of tickets for the reporting period. Why Measure: To ensure quality of the service provided. Next Improvement Step: Monitor this new metric to determine if a problem exists.

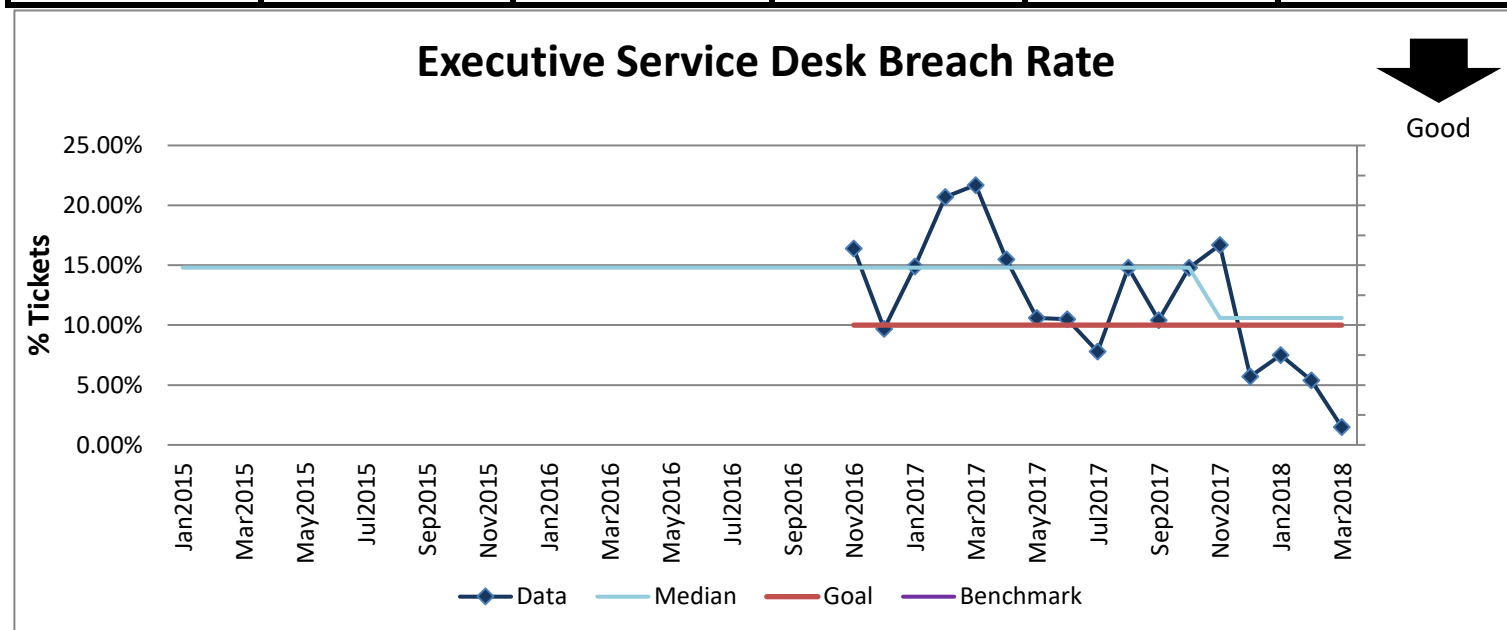
How Are We Doing?

Apr2017-Mar2018 12 Month Goal	Apr2017-Mar2018 12 Month Actual		Mar2018 Goal	Mar2018 Actual	
10%	13%		10%	2%	
% Tickets	% Tickets		% Tickets	% Tickets	

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Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.