

Digital Services Unplanned Outages Information Technology



KPI Owner: Sharon Meador

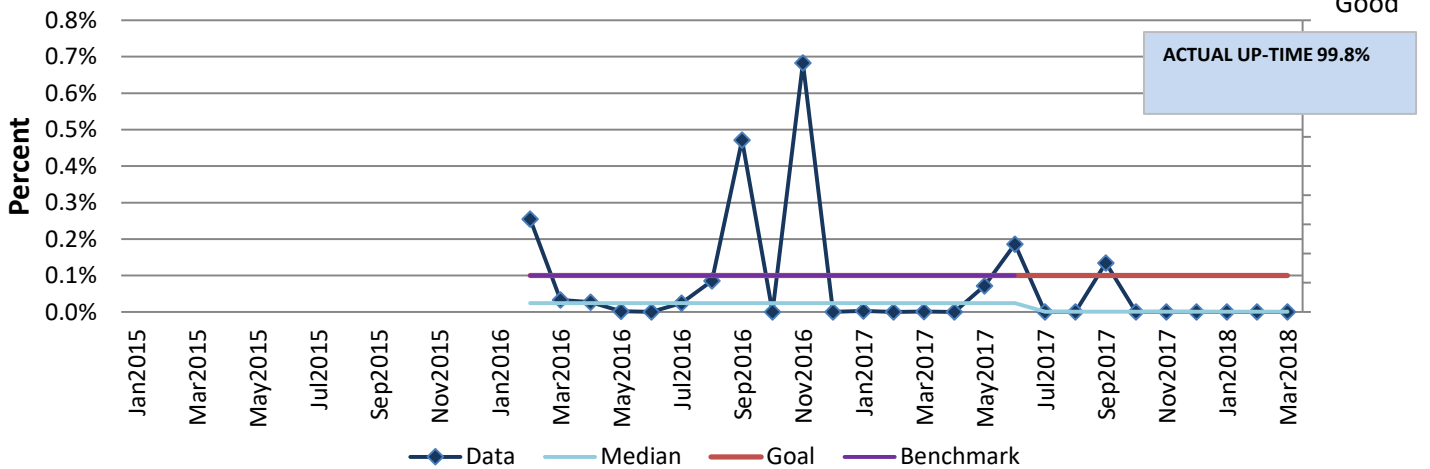
Process: Digital Services Operations

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?

Apr2017-Mar2018 12 Month Goal	Apr2017-Mar2018 12 Month Actual		Mar2018 Goal	Mar2018 Actual	
0.100%	0.033%		0.100%	0.000%	
Percent	Percent		Percent	Percent	

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