

# IT Service Requests that have breached SLA Deadline Information Technology



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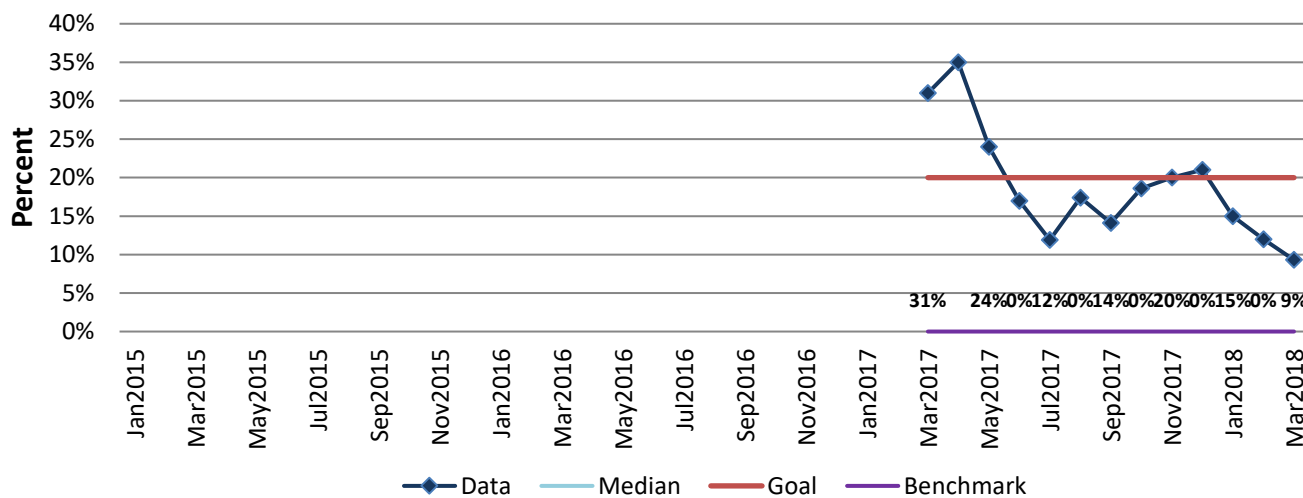
Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: New Metric currently being Baselined Goal: No more than 20% of all resolved service requests breached SLA. Definition: request for information, or advice, or for a standard change or for access to an IT 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 service requests 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?

Apr2017-Mar2018 12 Month Goal	Apr2017-Mar2018 12 Month Actual		Mar2018 Goal	Mar2018 Actual	
<b>20%</b>	<b>18%</b>	🚦	<b>20%</b>	<b>9%</b>	🚦
Percent	Percent		Percent	Percent	

## IT Service Requests that have breached SLA Deadline



Good

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