

# Service Desk Answer Rate Information Technology



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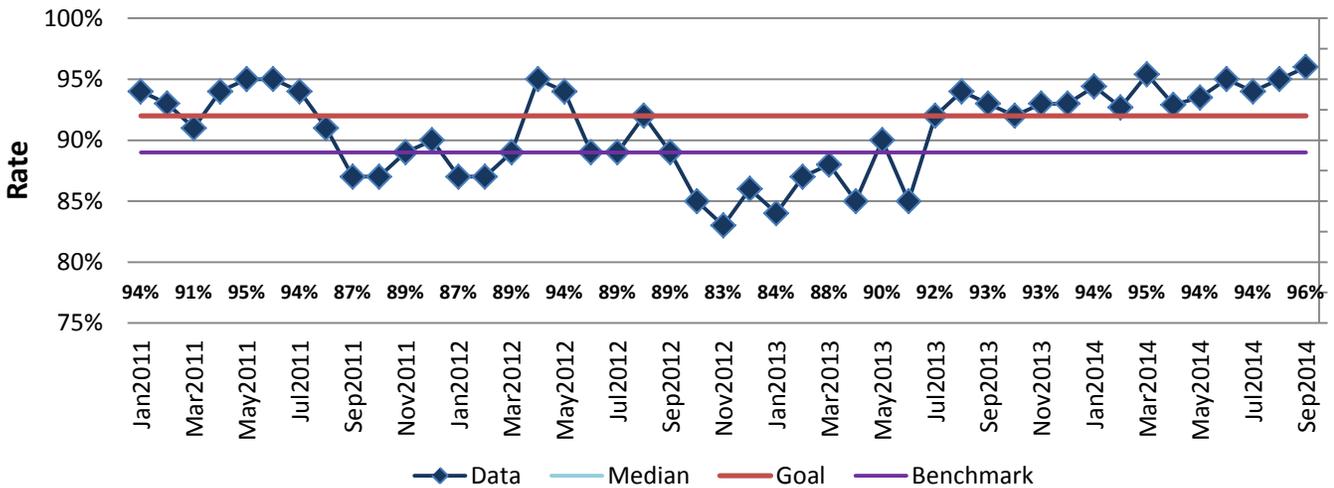
Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 89% Answer Rate Goal: The Service Desk should answer greater than 92% of the calls received before the user hangs up. Benchmark: 89% Calls Answered	Data Source: SD Daily Activity Report Goal Source: Historical Data Benchmark Source: HDI	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Dividing the calls that enter our queue and leave before being answered by the total number of calls received. Why Measure: To ensure availability to have service issues addressed. Next Improvement Step: Continue on the path we are on and monitor historical data for changes in call patterns.

## How Are We Doing?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
<b>92%</b>	<b>94%</b>		<b>92%</b>	<b>96%</b>	
Rate	Rate		Rate	Rate	

## Service Desk Answer Rate



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