

Service Desk Answer Rate Information Technology



KPI Owner: Scott Simmons

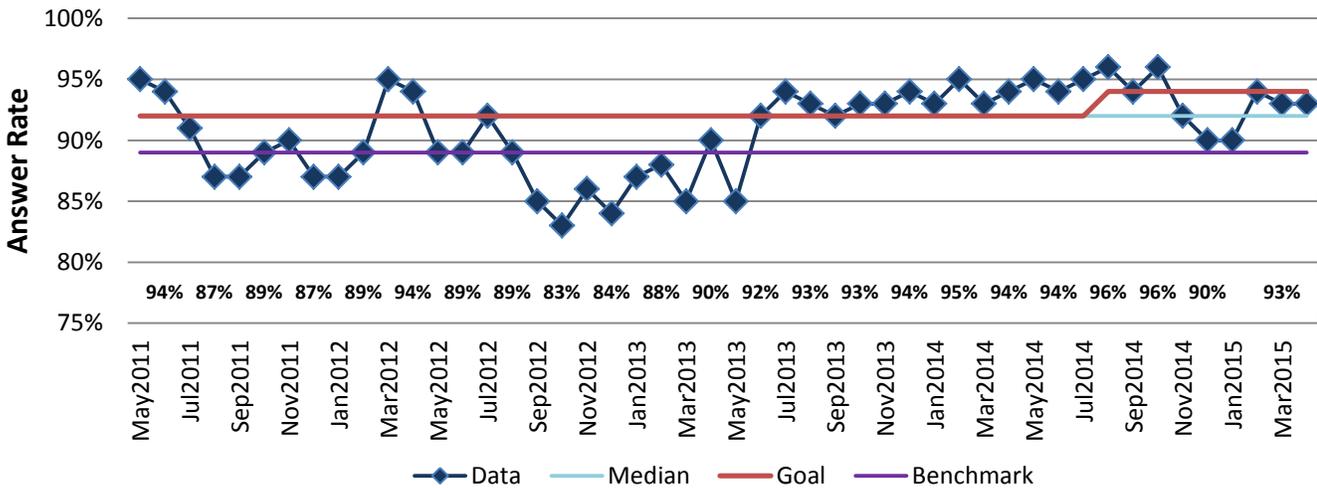
Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 89% Answer Rate Goal: The Service Desk should answer greater than 94% 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?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
94%	94%		94%	93%	
Answer Rate	Answer Rate		Answer Rate	Answer Rate	

Service Desk Answer Rate



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