

Service Desk Answer Rate Information Technology



KPI Owner: Scott Simmons

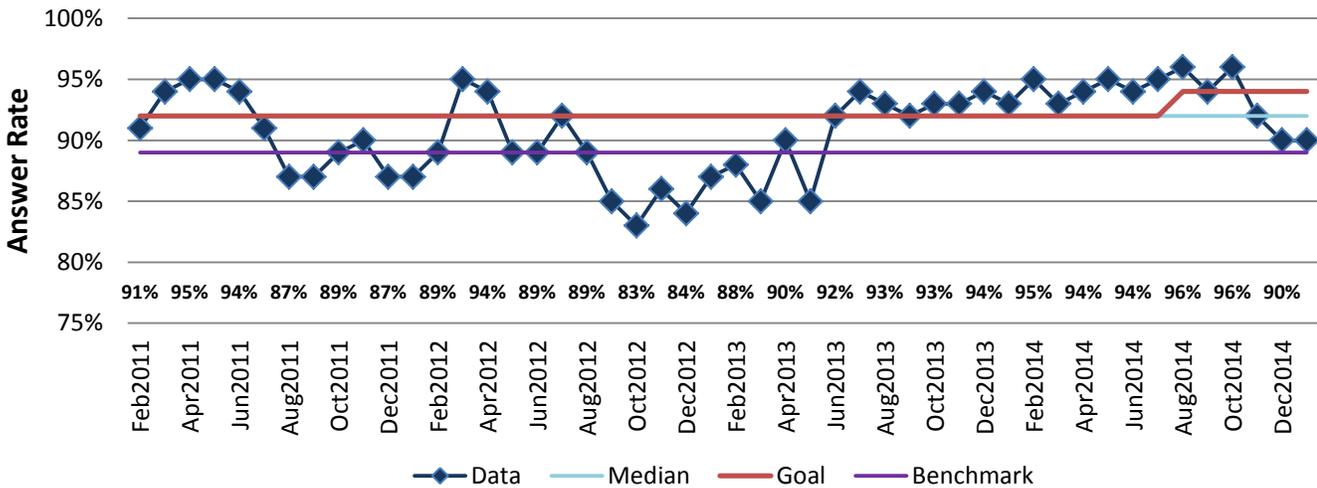
Process: Service Operation

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 are answered by the total number of calls that enter queue. 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?

Feb2014-Jan2015 12 Month Goal	Feb2014-Jan2015 12 Month Actual		Jan2015 Goal	Jan2015 Actual	
93%	94%		94%	90%	
Answer Rate	Answer Rate		Answer Rate	Answer Rate	

Service Desk Answer Rate



Root cause analysis is not necessary because there was one particular issue in January causing the drop.