

Service Desk Calls Not Meeting Standards Information Technology



KPI Owner: Jimmy Gassler

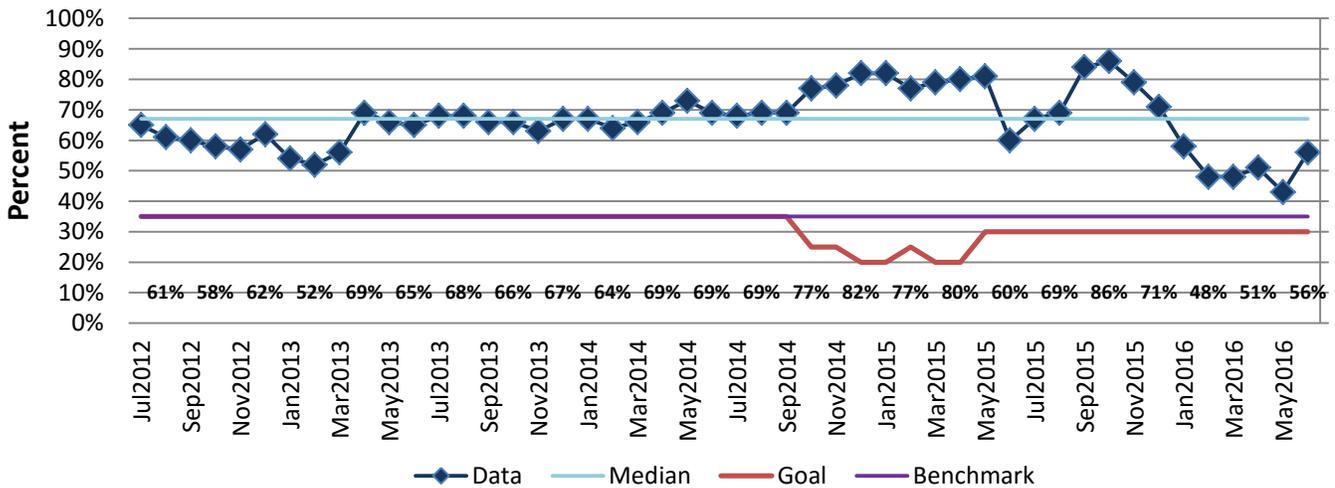
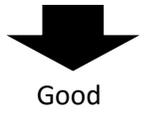
Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: 35% in 2012</p> <p>Goal: Less than or equal to 30% of all requests to the Service Desk should be left open or unresolved within an hour of the first call.</p> <p>Benchmark:</p>	<p>Data Source: SD Daily Activity Report</p> <p>Goal Source: Service Desk Management</p> <p>Benchmark Source: Help Desk Inst (HDI)</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: Counting all requests not resolved within one hour dividing it into all requests for that month.</p> <p>Why Measure: To ensure quality of the service provided.</p> <p>Next Improvement Step: Determine what new types of requests can be resolved at the Service Desk.</p>

How Are We Doing?

Jul2015-Jun2016 12 Month Goal	Jul2015-Jun2016 12 Month Actual		Jun2016 Goal	Jun2016 Actual	
30%	63%		30%	56%	
Percent	Percent		Percent	Percent	

Service Desk Calls Not Meeting Standards



Jul2015-Jun2016 Pareto Analysis

