SJSU SAN JOSÉ STATE UNIVERSITY

ITS Projects
iSupport Stats

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Purpose of Metrics

1. Validation – measures the results of changes or decisions and determines if the desired results were obtained.

2. Direction – Measure activities to ensure that targets are met.

3. Justification – Provide factual evidence that something needs to be done or determines whether or not the current course of action is correct.

4. Intervention – Identifies when a change or corrective action is necessary.

1. **Quantitative** – based on data and information, reflecting performance that can be measured and are typically related to volume or time.

2. **Qualitative** – Measures how well someone or something is performing, having to do with quality, often measuring the difference between expectation and perceptions.

Characteristics of Metrics

In determining what metrics you will capture consider metrics that will provide both quality and quantity.

- Align the metrics with the help desk's objectives and goals so you can measure your success.

- Keep in mind other business units and learn what is important for their success. This will provide you the opportunity to promote value to the business units.

- Review processes and situations from the customer's perspective. Look for proactive ways to implement processes and services that will enable customers to fulfill their obligations and be successful.

- Develop a strategic view to align priority with support needs.

Baselining and Benchmarking

Looking at where we are today, where do we want to be?

- Using a baseline, you can then benchmark – perform a gap analysis of where you are and where you want/should be.

- **Baselining** – Represents a marker or starting point for later comparison

- **Benchmarking** – A set of performance measurements that represent the practices and results of a group.

Benefits of Benchmarking:

- Makes it possible to implement continuous improvement initiatives
- Equips leaders to support center best practices
- Allows for forecasting realistic improvement targets.

Top Metrics

1. **New Tickets** -The core of the help desk is the "ticket." The volume of support requests that the Help Desk must manage is important when it comes to staffing plans.

2. **Submission Method** – Different types of submission methods (web form, email, chat, or phone) requires different types of staffing and skills.

3. **Tickets Solved** – Allows for the trending of the percentage of new ticket/tickets solved to determine if the percentage is remaining parallel or consistently behind.

4. **Reply times** – Customers want acknowledgement that someone has started assisting them. The longer this is, the more you risk having dissatisfied customers.

5. **Resolution time** – Time from when the ticket is created to when it is solved. A growing gap in these numbers may indicate a need for more training.

6. **Individual performance** – Identifies which help desk agents are top performers and which need more training.

7. **Service Level Agreements** – Quantifies the percentage of tickets resolved in accordance with SLAs.
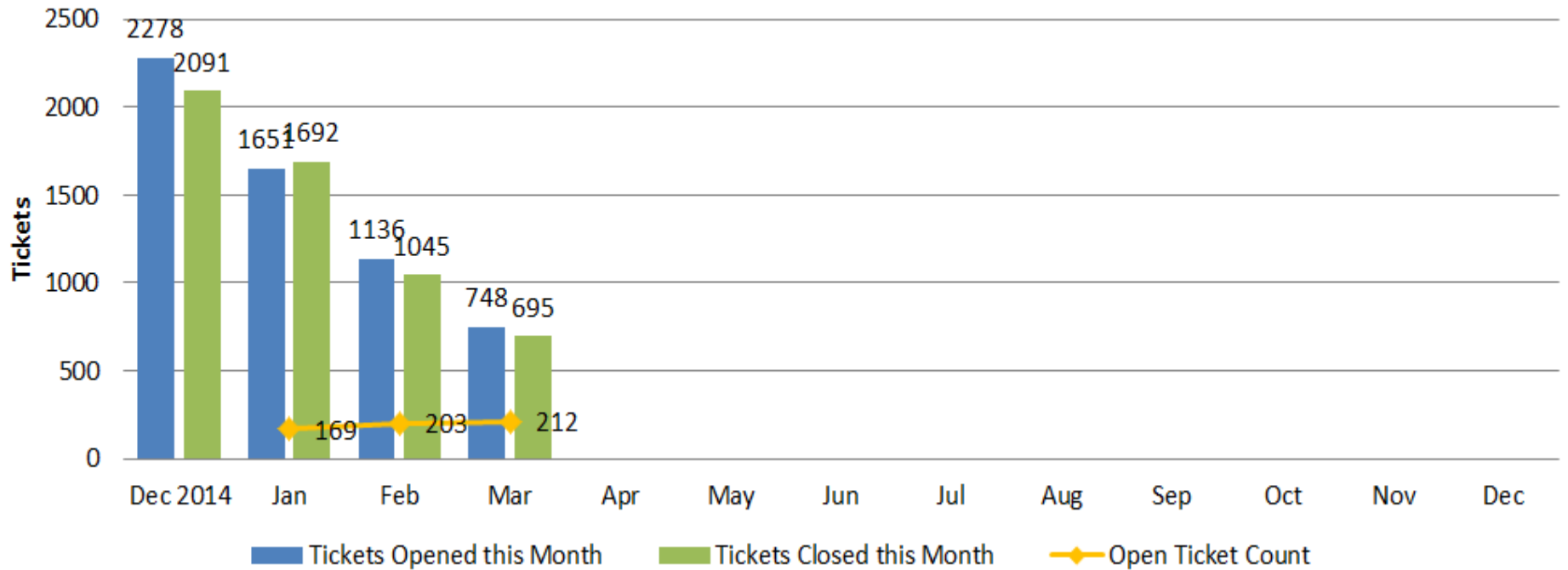
ITS Incident Reports

ITS Incident Volume Trending 2015

Tickets

	Dec 2014	Jan	Feb	Mar
Tickets Opened this Month	2278	1651	1136	748
Tickets Closed this Month	2091	1692	1045	695
Open Ticket Count		169	203	212

Legend: ■ Tickets Opened this Month ■ Tickets Closed this Month ◆ Open Ticket Count

Figure 1 follows the Incident Report Volume beginning April 1, 2015.

ISS Service Metrics and Targets

Metric	Current Measure	Target	Due Date	Status
Number of Alumni Password Resets	<250 per month	0 Due to Automation	Need Input from Mike Cook	Discussed with Mike. He will discuss with Sharon Wiley.
Open University Password Resets	<250 per month	0 Due to Process Change	Need Input from Mike Cook and IES	

![SJSU San José State University]
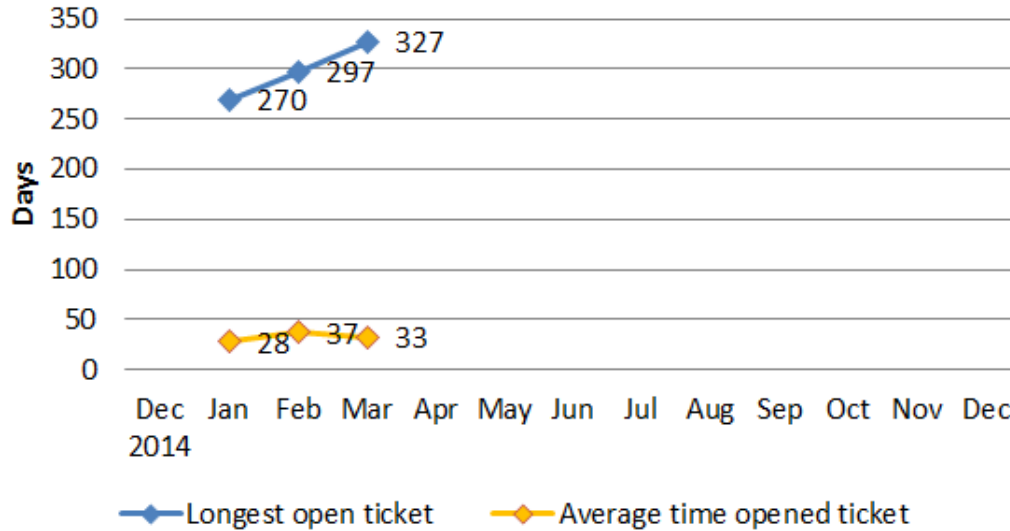
ITS Open Change Performance 2015

Figure 2 tracks the ITS Open Change performance as of April 1, 2015.

Longest open ticket values: 270, 297, 327

Average time opened ticket values: 28, 37, 33

Top 5 Longest Still Open Tickets:

Number	Status Label	Date Generated	Total Time Open	Assignee Name	Reason	Description
E58F146983	Assigned	5/8/2014	327 day(s) 20 hr(s) 26 min(s)	Sparks, Brenden	Modify breadcrumb behavior co...	Breadcrumbs are...
E64H566346	Assigned	6/4/2014	300 day(s) 17 hr(s) 44 min(s)	Sparks, Brenden	Oucampus	Move all OU Ca...
E6AA664281	Assigned	6/10/2014	295 day(s) 00 hr(s) 34 min(s)	Sparks, Brenden	Change to secondary navigation...	Project Contact: ...
E7GA325658	Assigned	7/16/2014	259 day(s) 01 hr(s) 08 min(s)	Sparks, Brenden	TBD	Re: Print Styles 1 ...
E7VA673281	Assigned	7/30/2014	245 day(s) 00 hr(s) 33 min(s)	Sparks, Brenden	Improve consistency of default c...	The web typogra...

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CSI Action/Change	Status	Target Date
Target all tickets over 30 days for resolution by emailing Directors of agents and following up with phone calls to the agents.	On target	March 7, 2015
Introduce Project Status in changes and produce report	Project and enhancements have been implemented in production	Next reporting period
Developing ongoing targets		Next reporting period

ITS Closed Problem Performance
2015

Legend:
— Longest Duration to Close this Month
— Average Time to Close this Month

Data points (Longest Duration to Close this Month): Dec 2014: 62, Jan: 39, Feb: 225, Mar: 158

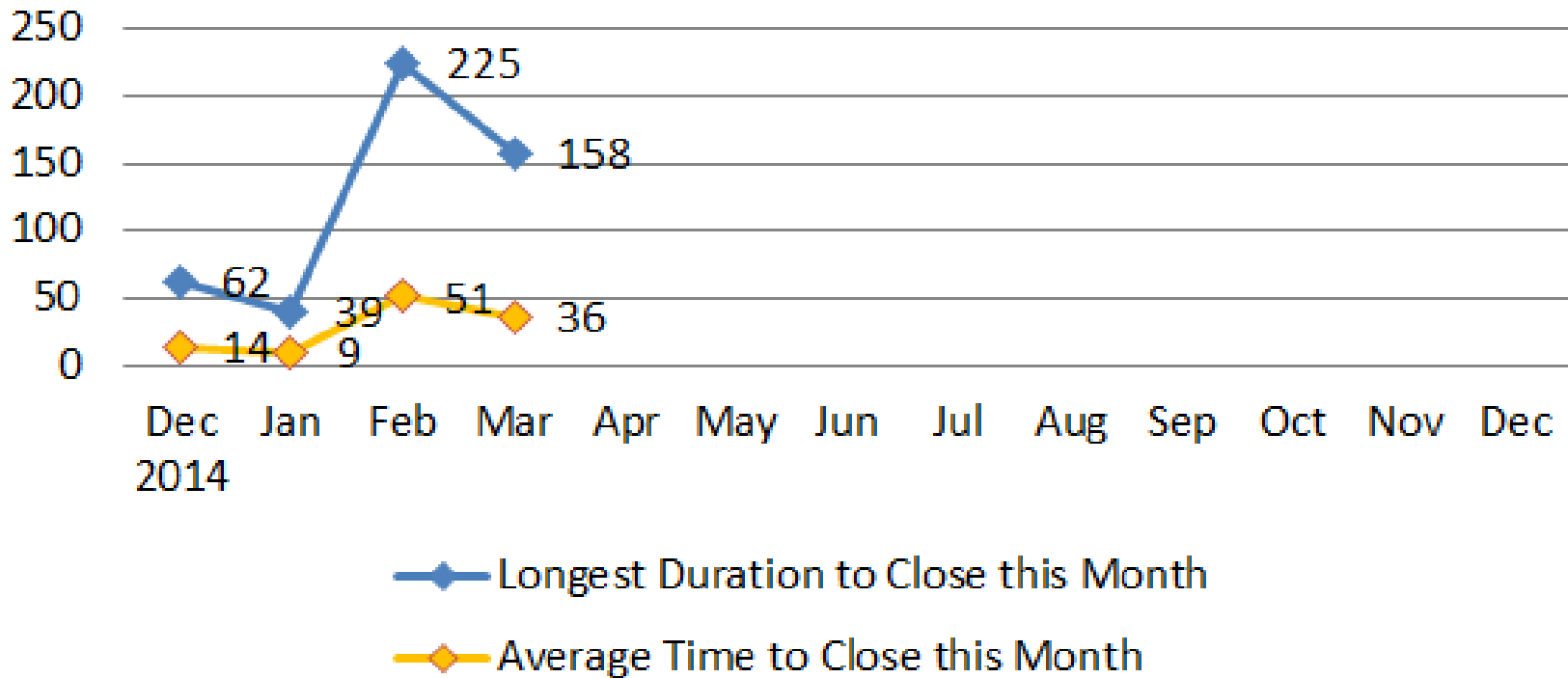Data points (Average Time to Close this Month): Dec 2014: 14, Jan: 9, Feb: 51, Mar: 36

Figure 3 follows the ITS Closed Problem Performance beginning April 1, 2015.

Ticket Management Guidelines

	Incidents	Changes	Problems
What is it?	Break/fix	Standard requests	Outages
How do we handle it?	Best effort to resolution	Can be scheduled dependent upon service requested	Best effort to resolution
Target SLA for customer contact or action	Technician working to contact within one hour	Technician working to contact in less than 2 days	Conference bridge or war room initiated immediately
Target SLA for customer contact or action for March	Technician working to resolve within eight hour	Technician working to implement in less than 6 days	Conference bridge or war room initiated immediately

What's the Future of iSupport?

- Development of SLAs

- Baselining and benchmarking individual performance

- Driving continuous improvement

- Delivering value to our customers

Questions?

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