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.
Characteristics of Metrics

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.
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.
Figure 1 follows the Incident Report Volume beginning April 1, 2015.
<table>
<thead>
<tr>
<th>Metric</th>
<th>Current Measure</th>
<th>Target</th>
<th>Due Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Alumni Password Resets</td>
<td>&lt;250 per month</td>
<td>0 Due to Automation</td>
<td>Need Input from Mike Cook</td>
<td>Discussed with Mike. He will discuss with Sharon Wiley.</td>
</tr>
<tr>
<td>Open University Password Resets</td>
<td>&lt;250 per month</td>
<td>0 Due to Process Change</td>
<td>Need Input from Mike Cook and IES</td>
<td></td>
</tr>
</tbody>
</table>
Top 5 Longest Still Open Tickets:

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

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

<table>
<thead>
<tr>
<th>CSI Action/Change</th>
<th>Status</th>
<th>Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target all tickets over 30 days for resolution by emailing Directors of agents and following up with phone calls to the agents.</td>
<td>On target</td>
<td>March 7, 2015</td>
</tr>
<tr>
<td>Introduce Project Status in changes and produce report</td>
<td>Project and enhancements have been implemented in production</td>
<td>Next reporting period</td>
</tr>
<tr>
<td>Developing ongoing targets</td>
<td></td>
<td>Next reporting period</td>
</tr>
</tbody>
</table>
Figure 3 follows the ITS Closed Problem Performance beginning April 1, 2015.
## Ticket Management Guidelines

<table>
<thead>
<tr>
<th>What is it?</th>
<th>Incidents</th>
<th>Changes</th>
<th>Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Break/fix</td>
<td>Best effort to resolution</td>
<td>Standard requests</td>
<td>Outages</td>
</tr>
<tr>
<td>Best effort to resolution</td>
<td>Can be scheduled dependent upon service requested</td>
<td>Technician working to contact in less than 2 days</td>
<td>Best effort to resolution</td>
</tr>
</tbody>
</table>

### Target SLA for customer contact or action
- Technician working to contact within one hour
- Technician working to resolve within eight hours
- Technician working to implement in less than 6 days
- Conference bridge or war room initiated immediately
Future

What’s the Future of iSupport?

• Development of SLAs

• Baselining and benchmarking individual performance

• Driving continuous improvement

• Delivering value to our customers
Questions?