ICT Client Services, Service Desk - Metrics

The metrics used are based on standard ITIL Service Management guidelines. These metrics tend to be operational in focus, for process improvement and efficiencies.

ICT IP3 plan metric requirements applicable to HDS:

1.) Service Quality as measured by TechQual+, G&M Rankings and Service Specific Surveys
   HDS Metric: Surveys run from Tracks.

2.) Number of help calls per service for key services, decrease HDS calls for each service.

Quality of Service Measures

- **Customer Satisfaction** measured via ticket completion surveys, positive responses to be over 85%.
- **Day One Resolution Rate**: The Help Desk consistently measures and reports on the number of requests for assistance that are resolved on the day that they were submitted. Our goal is for 70% of all requests to be resolved on day one.
- **Percentage of Requests Resolved in 2 days**: The target is for 80% of all requests to be resolved within 2 days of the initial contact.
- **Percentage of Calls Answered or inversely, the Abandonment Rate**: The goal is to answer more than 90% of the total calls made to the Help Desk. The Abandonment Rate refers to the percentage of callers who terminated their call before it could be answered; we strive for less than 10% of all calls to be abandoned. Calls terminated within the first 30 seconds are not factored into Abandonment Rate figures.
- **Wait Time**: Wait time refers to the amount of time a customer waits on the line for the next available Help Desk Specialist. The target is average wait time of 45 seconds or less, to speak to a Help Desk Specialist. During high peak periods users may experience a longer wait time before a call is answered.

*Note: All graphics are thumbnails, please click to see full graphic.*