INCIDENT MANAGEMENT MEASUREMENT AND METRICS

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Comment [BV1]: All fields in this document marked by square brackets [ ] must be filled in.

Comment [BV2]: The document coding system should be in line with the organization’s existing system for document coding; in case such a system is not in place, this line may be deleted.
Change history

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<td>xx/xx/2013</td>
<td>0.1</td>
<td>Branimir Valentic</td>
<td>Basic document template</td>
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1. Purpose, scope and users

The purpose of this document is to ensure that the Incident Management process is measured and critical success factors (CSF) and key performance indicators (KPI) are identified.

This document is applied to the entire IT organization.

Users of this document are all employees of [organization name], as well as all external parties who have a role in IT Service Management (ITSM).

2. Reference documents

- Incident Management Process
- Incident Management Policy
- ISO/IEC 20000-1:2011, clause 4.5.2.1

3. Measurement and Metrics

3.1. Measurement

SLA achievement should be evaluated (i.e. comparison of target Resolution Time and achieved Resolution Time) and, Evaluation is done on a weekly basis.

[role description] is responsible to

[role description] is responsible that:

- reports are produced monthly, with quarterly and yearly summaries
- reports are evaluated
- measures for improvement are defined

3.2. Metrics

Metrics to be reported:

- Total number of incidents
- Number of incidents resolved with/without SLA breach
- Breakdown of incidents by categories and status (logged, work in progress, closed, etc.)
- Time of current incident handled
- Number and percentage of major incidents
- Time required to achieve incident resolution or document broken down by impact category
- Percentage of incidents handled within agreed response time as defined by SLAs

Comment [BV3]: ***OPTION*** Replace this with "SMI" if you are implementing ISO 20000.

Comment [BV4]: ***OPTION*** Replace this with "SMI" if you are implementing ISO 20000.

Comment [BV5]: Change if needed.

Comment [BV6]: Or similar role. Change if needed.

Comment [BV7]: Change if needed.

Comment [BV8]: Example: Incident Manager, Continual Service Improvement Manager.

Comment [BV9]: Final list depends on organization requirements.

Comment [BV10]: Adapt to real needs.
4. Critical Success Factors (CSF) and Key Performance Indicators (KPI)

[role description] is responsible to define CSFs and respective KPIs. Achievements against KPIs are monitored and evaluated by [role description].

<table>
<thead>
<tr>
<th>Critical Success Factor</th>
<th>Key Performance Indicator</th>
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<tbody>
<tr>
<td>Incidents are resolved as quickly as possible, minimizing impacts to the business.</td>
<td>Mean elapsed time to achieve incident resolution</td>
</tr>
<tr>
<td>Percentage of incidents closed by the Service Desk without reference to other levels of support (often referred to as “first point of contact”)</td>
<td>Number and percentage of incidents resolved without the need for a visit</td>
</tr>
<tr>
<td>Number and percentage of incidents processed per Service Desk agent</td>
<td>Breakdown of incidents by time of day, to help pinpoint peaks and ensure matching of resources</td>
</tr>
<tr>
<td>Number of incidents resolved without impact to the business (Incidents raised in Event Management)</td>
<td></td>
</tr>
<tr>
<td>Maintain quality of IT services.</td>
<td>Total numbers of incidents</td>
</tr>
<tr>
<td>Size of current incident backlog for each IT service</td>
<td></td>
</tr>
<tr>
<td>Number and percentage of major incidents for each IT service</td>
<td></td>
</tr>
<tr>
<td>Maintain user satisfaction with provided IT services.</td>
<td>Average user satisfaction survey score</td>
</tr>
<tr>
<td>Percentage of satisfaction survey responses in comparison to the number of sent surveys</td>
<td>Comparison with previous satisfaction surveys</td>
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5. Validity and document management

This document is valid as of [date].
Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

[job title]
[name]

Comment [BV12]: This is only a recommendation; adjust frequency as appropriate.

[signature]

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