Appendix 1 – Matrix of Process Measurements

									them or add new ones for each of your processes
	Critical Success		Aimed value	Tolerance	Moncurina	Indicator	Record fo		g to your company practices and current SMS objectives.
Process/Owner	Factor (CSF)	Key Performance indicator (KPI)			Measuring		monitorir	Comme	ented [20A2]: Write in the name of process and person
			of indicator	limit	frequency	value	process indic	responsi	ble for process.
								Commi	Tited [20A3]. Write in the Critical Success ractor (CSF)
terms making	An accurate service	Name of the surface of grown.	Min. 95%	-	Quarterly	92.5%	Service Catalo)	eing measured.
Management	catalogue	months and recognit within the		Marie 17				Comme achieving	ented [20A4]: Select any KPIs that are relevant for g the desired CSF.
terms tempor		and the second of							
The same of		Name and Address of the Owner, where the							
		in the law common to							
		The same of the same of	Max. 5% of	10% of aimed	The second	14%	Late Square		
		arran distribut having the sold of	services with	value or 0					
		for service retailment	errors	tolerance.					
	Business users'	for earlings for each of complete con-							
	awareness of the	of the Business comes of the springs							
	services being	ottobapo .							
	provided								
		Increase in measured business user							
		access to the service catalogue							
		access to the service eathing de							

Appendix 1 – Matrix of Process Measurements

ver. [version] from [date]

Page **1** of **9**

Commented [20A1]: This document contains couple of examples about CSFs and KPI for each process. You may remove

Asset	-	Percentage of unused IT assets			
Management / Asset Manager	Proper Selection, of	THE SECTION AND A SECTION			
	-	-			
		and the same of th			
	Accurate and complete asset inventory is	Percentage of incorrectly documented assets reflected by audit results			
	established and maintained	and the second			
		Percentage of IT assets not recorded in the asset register			
	Configuration Management process supports	November of technic constitution fractions date to 1969.			
Monager	delivery of quality IT services	November of National Principle States of National States of SMSB			
		Percentage of incomplete records in the CMDB			
	emples 1900 s	to otherwise, and much			
		Percentage of delayed changes due to the accuracy of CMDB data			

		Percentage of incidents incurred due to poor CMDB data			
Marinery Marinery Marinery Marinery Marinery Marinery Marinery	The competence to document and understand customer requirements of services, i.e. the business outcomes they wish to achieve				
	No competence in reconstructions and factor reads as self or to boso while sites to take with for reads	Customer satisfaction levels are consistently high and are used as feedback into service portfolio management and strategy management for IT services. Any score lower than a defined level results in an investigation performed by Business Relationship Manager into the cause as well as corrective action			

	Services are delivered as agreed	Number and percentage of service outages			
Manager .		Marrier and processings of Sch. Streeting			
	SSF rusinger of residents	Number of SLA reviews			
		ofernation serving coupling			
		Number of incidents and problems having root cause connected with information events			
Supplier Management / Supplier Manager	The server risk and				
	section and course				
	Business protected from poor supplier performance or disruption	Increase in the number of suppliers meeting the targets within the contract			
		di comunicati regen.			
Strangering and Strangering for Services	There is an enterprise-wide framework to identify, manage and	conditions for the service of the conditions of the condition of the condi			

Appendix 1 – Matrix of Process Measurements

ver. [version] from [date]

Page **4** of **9**

Financial		Audits will indicate the extent of			
Manager	Represent	compliance.			
	Monadon and St.	To Secret recognition to T			
		protect formand profes top			
		persons and the associated for and			
		regular reports are substituted and sould			
		as a factor for recogning the service			
		Timely and accurate submission of			
		financial reports by each			
		organizational unit			
	Funding is available	The same and a second s			
	to support the	body special system to great			
	provision of services	armini desergi tradi care di fin			
		and of the format placement			
		Funding is made available for research			
		and development of new services, or			
		improvements to existing services			
		Charging for IT services is conducted as			
	n allow to though for	agreed with customers (accurately and			
	service office	on time)			
		Toronto I was to deal from			
		med our below or speed			

				1		
		percentage, and are resolved within an				
		agreed time				
		Temporary of control or a 1 day				
		for several provider to make the				
		manufacture and the second				
Demand	-	Increase in the number of services for				
Management /	200 00 00	which a demand pattern is forecasted				
Demand Manager	process provided by	before going live				
	the reports of the					
		females and the same of				
		makes assert to talk of fragments				
		Manager Constraint				
		Decrease in the number of deviations				
		between forecasted demand and				
		actual demand				
	Knowledge of	Name and Publishers and Publishers				
The same of the sa	current and future	manuscript of School				
Cappacito	technology					
		Improved measurement and				
		monitoring possibilities				
		Timely implementation of				
		technological solutions that support				
		new or changed services				

Change	1000	funter if hope for could be			
Management / Change Manager		-			
Change Manager		Number of changes where change implementation caused incidents to occur			
		Number of negative feedbacks by Change Initiator			
ent facilities /	Tests are thorough and comprehensive	Number of recibers speed for to party total stock			
too dinatan Herago		Number of repeated tests due to an error in test procedures or activities			
	MF 1 consistent and realities requirements	Number of revised SDPs that reveal inconsistencies			
	New or changed services meet customer expectations	NAME OF TAXABLE PARTY.			
Release and Deployment Management /	ment of balance officers	Number of times when remediation procedure was invoked			
Release and					

Deployment		reprinting made of calcium			
Manager					
	Incidents are resolved as quickly as possible,	Mean elapsed time to achieve incident resolution			
	minimizing impacts to the business	Breakdown of incidents at each stage			
		Service Seed addition reference to other Seeds of rapport			
		Number and percentage of incidents resolved remotely			
		Marrison of recisions reconsor without repair to the function (notified) stead to foot throughproperty			
Service Request Management /	THE SHAPE OF	Number of escalated service requests divided by category			
Service Request Manager		Total surface of arrival requests.			
		Total number of properly authorized service requests			
Trades	Negative impact of incidents is reduced	Normalia di sociali, solloni			
	dema is readed	Total downtime caused by recurring incidents			

by eliminating their root cause	Percentage of problems that had to be re-opened			
Quality is improved within the Resolution and Fulfillment Processes	Reduction in number of reopened Problem tickets			
	Decrease in the number of improvement plans implemented without a business case			

[Job title
[Name]

FO					
S	ισι	าว	ŤΙ	ır	Δ

Commented [20A5]: Only necessary if document is in paper form.