

# Service Desk First Time Fix Information Technology



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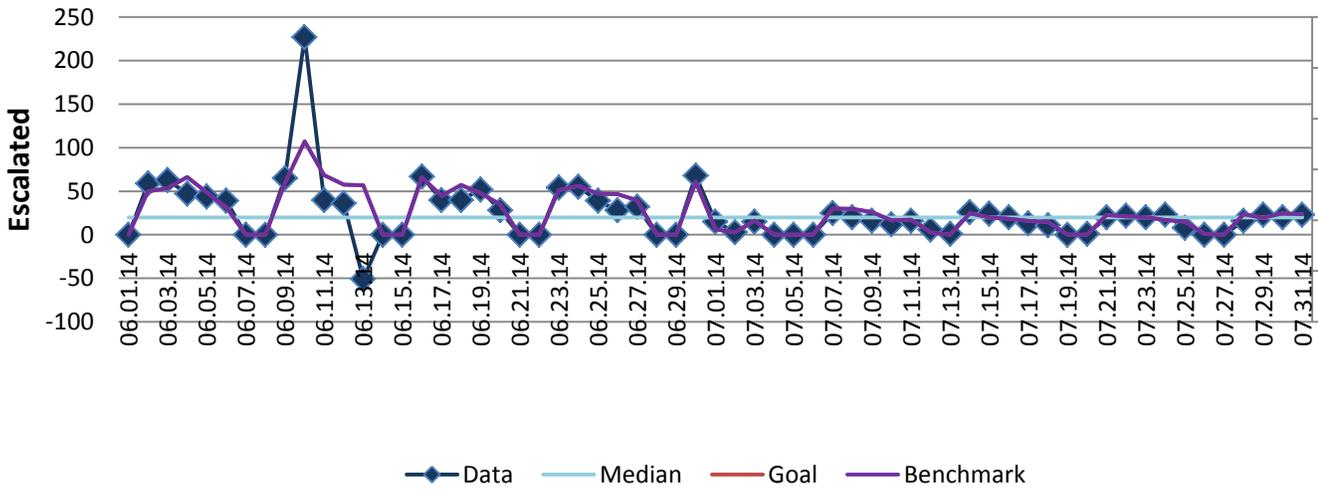
Process: TBD

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 35% Goal: No more than 35% of the calls received by the Service Desk are unresolved on the first call. Benchmark: 35%	Data Source: SD Daily Activity Report Goal Source: Historical Data Benchmark Source: HDI	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Dividing all tickets closed by Service Desk personnel as a First Time Fix by all tickets opened by the Service Desk for the day. Why Measure: To ensure quality of the service provided. Next Improvement Step: Review results of our new processes and procedures on our metrics.

## How Are We Doing?

07.01.14-07.31.14 1 Month Goal	07.01.14-07.31.14 1 Month Total		07.31.14 Goal	07.31.14 Actual	
<b>431</b>	<b>399</b>		<b>23</b>	<b>23</b>	
Escalated	Escalated		Escalated	Escalated	

## Service Desk First Time Fix



## 07.01.14 - 07.31.14 Pareto Analysis

