HP IT Executive Scorecard
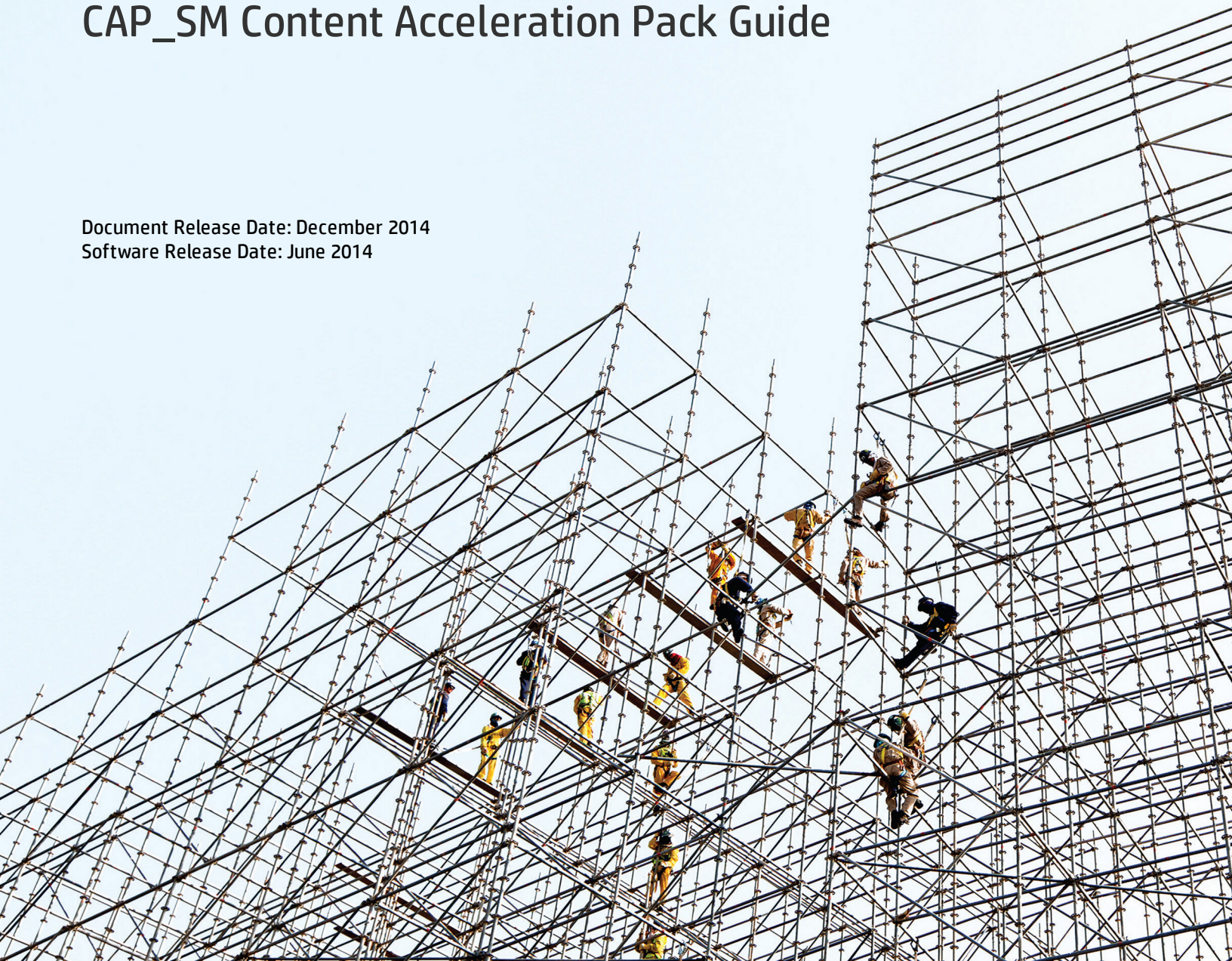
Software Version: 9.50
Windows ® operating system

CAP_SM Content Acceleration Pack Guide

Document Release Date: December 2014
Software Release Date: June 2014

Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© Copyright 2014 Hewlett-Packard Development Company, L.P.

Trademark Notices

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

AMD is a trademark of Advanced Micro Devices, Inc.

Intel and Xeon are trademarks of Intel Corporation in the U.S. and other countries.

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: **https://softwaresupport.hp.com**

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: **https://hpp12.passport.hp.com/hppcf/createuser.do**

Or click the **the Register** link at the top of the HP Software Support page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at: **https://softwaresupport.hp.com**

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests

- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

https://hpp12.passport.hp.com/hppcf/createuser.do

To find more information about access levels, go to:

https://softwaresupport.hp.com/web/softwaresupport/access-levels

HP Software Solutions Now accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is **http://h20230.www2.hp.com/sc/solutions/index.jsp**

About this PDF Version of Online Help

This document is a PDF version of the online help. This PDF file is provided so you can easily print multiple topics from the help information or read the online help in PDF format. Because this content was originally created to be viewed as online help in a web browser, some topics may not be formatted properly. Some interactive topics may not be present in this PDF version. Those topics can be successfully printed from within the online help.

Contents

SM_CAP Content Acceleration Pack

The purpose of the SM_CAP Content Acceleration Pack (CAP) is to provide a set of items (Dashboard pages, Scorecards, Contexts, KPIs, Metrics, and more) that automatically gathers information from across your enterprise to build key performance indicators (KPIs) related to SM-related issues with OOTB data from Data Warehouse. The CAP includes the Service Manager Perspectives. The CAP provides broad and deep insight that should enable you to Improve Staff Effectiveness, Improve Responsiveness, Achieve Process Excellence, Improve Quality of Delivery, Improve Customer Satisfaction. This CAP provides a 360 degree HP Service Manager view.

Learn More   **Tasks**

Learn More

What are Content Packs (CAPs)

Content Acceleration Packs (CAPs) are ready-to-import packages that include Dashboard pages that display Scorecards and components, KPIs, Metrics, Contexts (universes), data (from data sources), and documentation for the CAP.

CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.
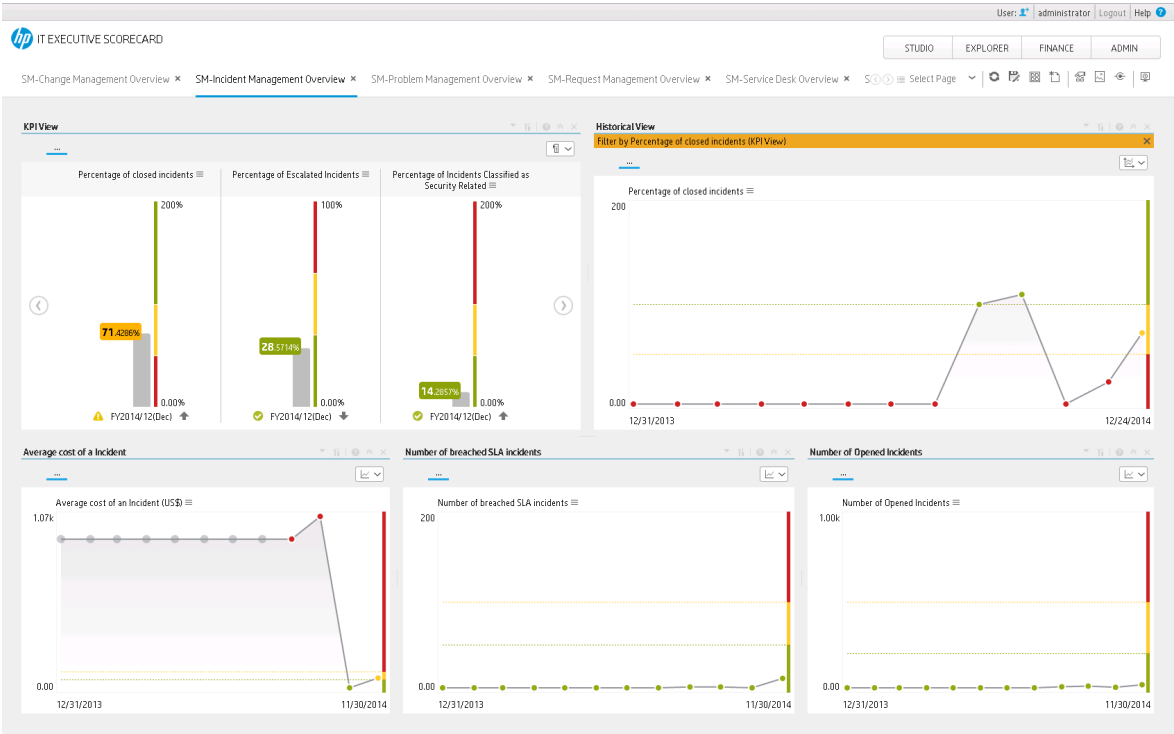
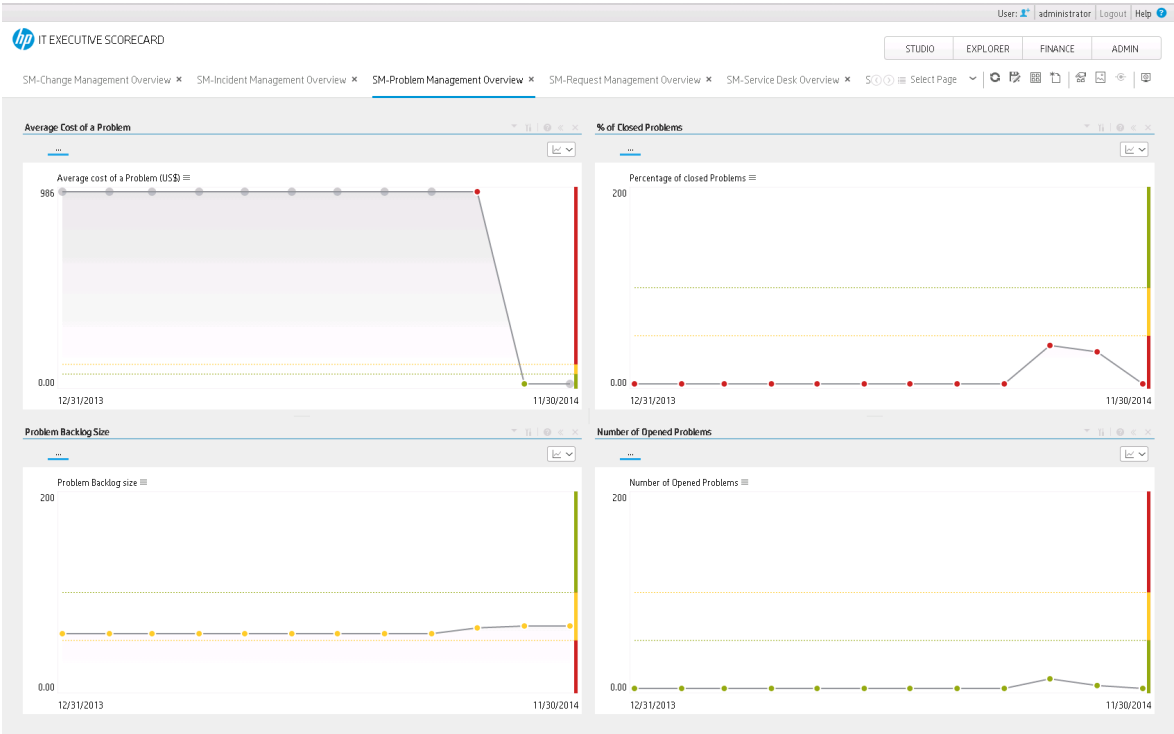The SM_CAP CAP includes data from the HP Service Manager data source.
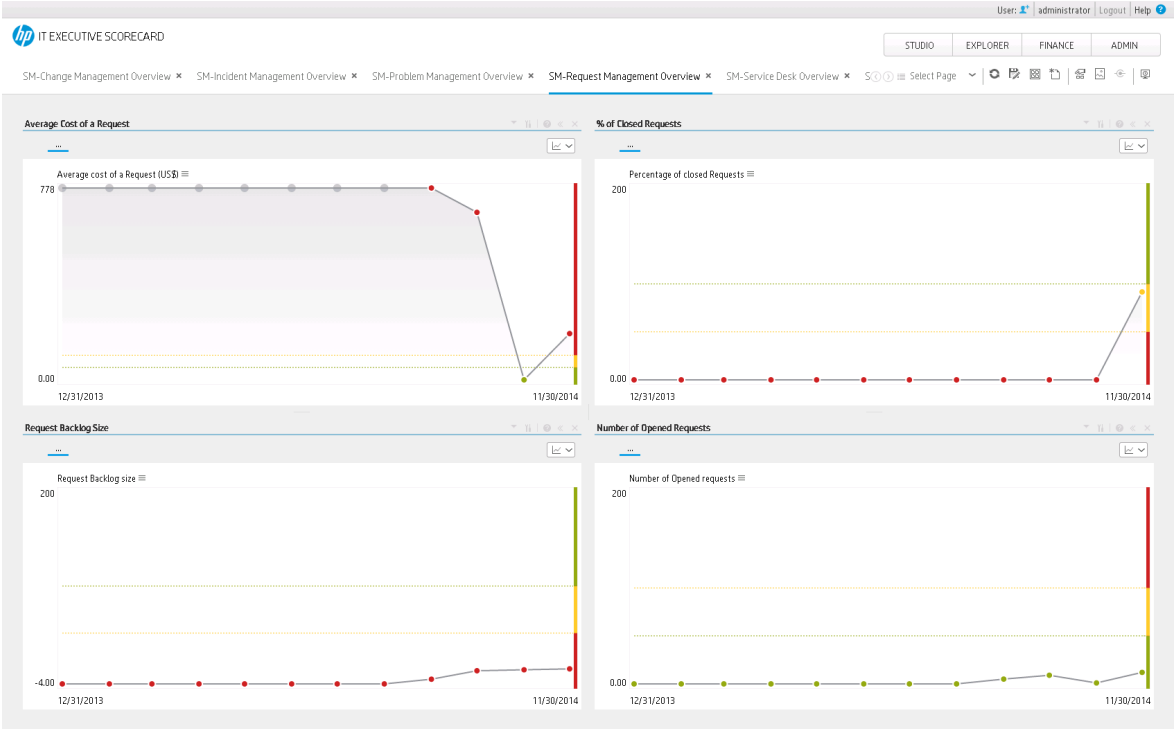
Pages

SM-Change Management Overview
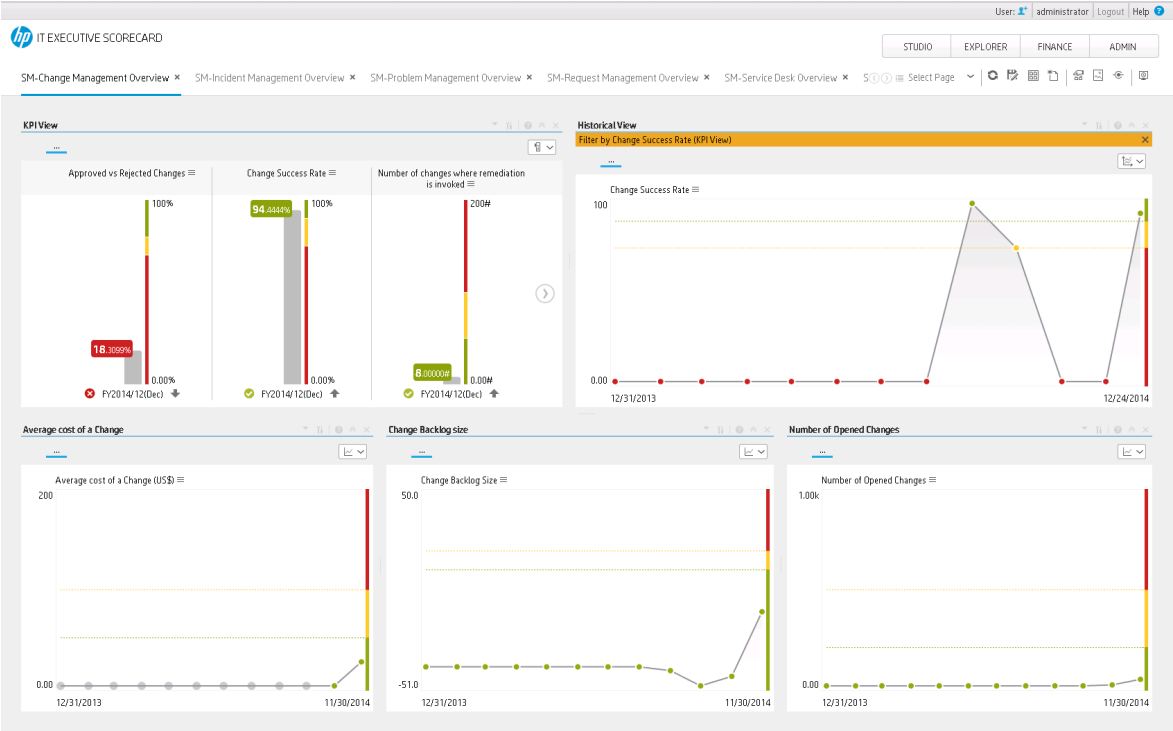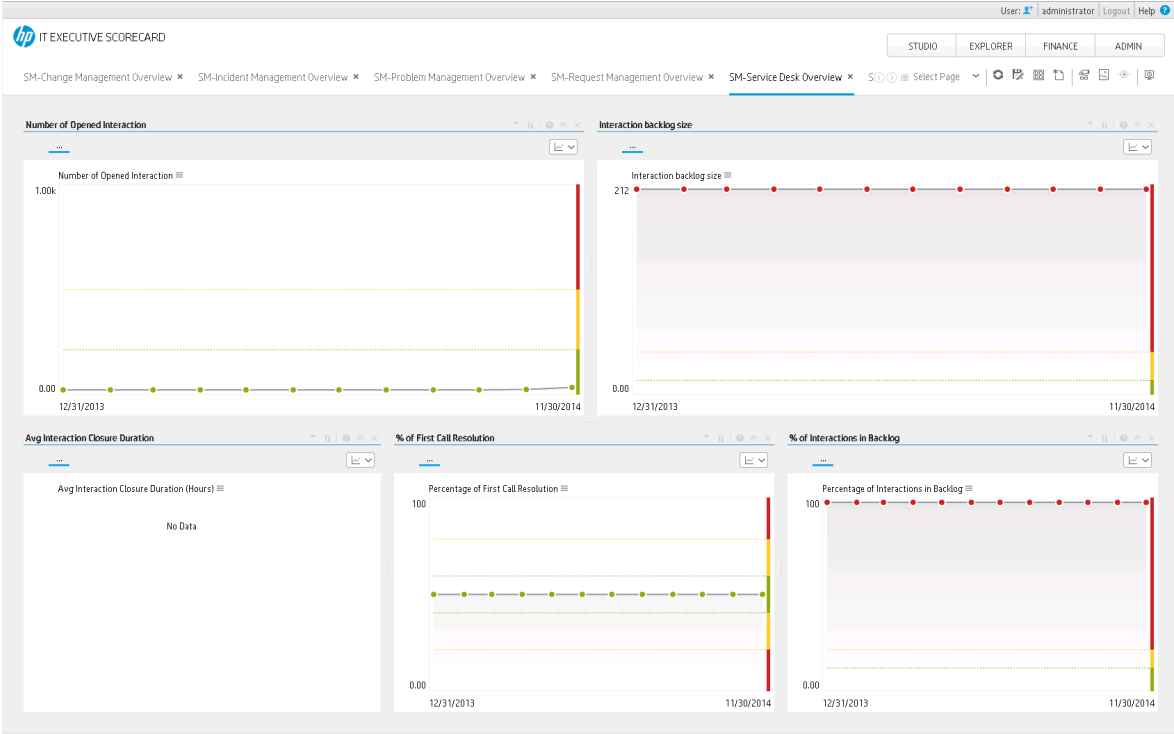
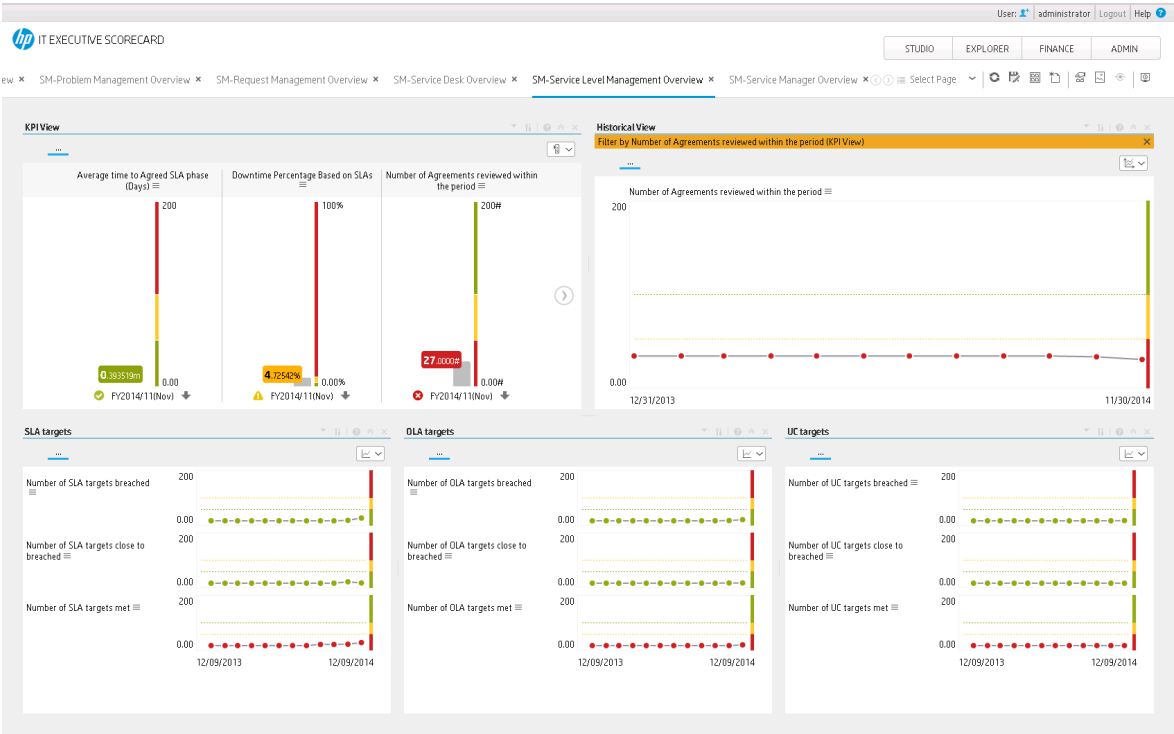## SM Incident Management Overview

SM Problem Management Overview
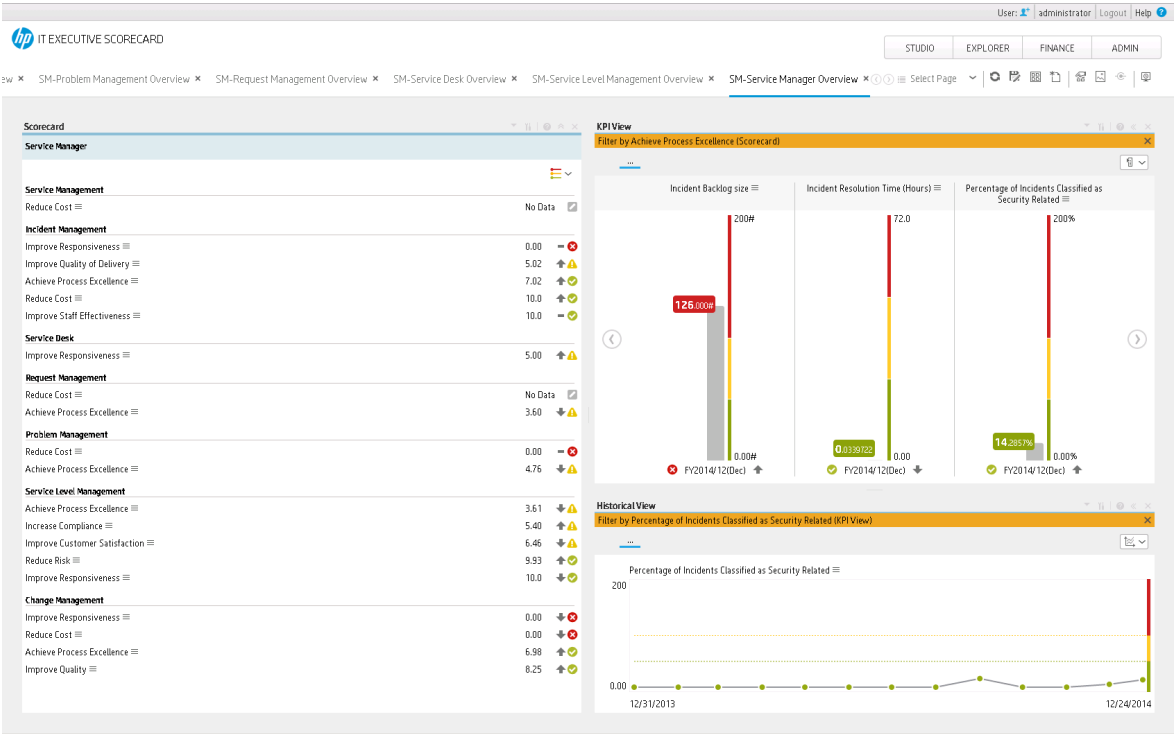
SM Request Management Overview

SM Service Desk Overview

SM Service Level Management Overview

SM HP Service Manager Overview

Scorecards

- Service Manager

Out-of-the-box Business Contexts

- SM_ChangeManagement
- SM_IncidentManagement
- SM_ProblemManagement
- SM_RequestManagement
- SM_ServiceDesk
- SM_ServiceLevelManagement
- SM_ServiceManagement
- SM_SLM

KPIs

Breakdowns

- Percentage of improvement plans related to agreement by Agreement Category

- "Number of Opened Requests KPI" on page 32
  - Number of Opened requests by Service Name

- "Number of Opened Incidents KPI" on page 31
  - Number of Opened Incidents by Service Name

  - Number of Opened Incidents by Location Name

- "Number of Opened Problems KPI" on page 32

  Number of Opened Problems - Service Name

- "Change Backlog Size KPI" on page 22
  - Change Backlog Size by Service Name

  - Change Backlog Size by Change ApprovalStatus

  - Change Backlog Size by Change Priority

  - Change Backlog Size by Change ChangeCategory

- Interaction Backlog Size KPI
  - Interaction backlog size by Interaction Priority

  - Interaction backlog size by Interaction Category

  - Interaction backlog size by Interaction Status

- "Number of Breached SLA Incidents KPI" on page 25
  - Incidents Resolution Time by Incident Priority

- "Avg Interaction Closure Duration KPI" on page 22
  - Avg Interaction Closure Duration by AssignedToOrganization Name

- "Incident Resolution Time KPI" on page 24
  - Incident Resolution Time by Incident Priority

  - Incident Resolution Time - AssignedToOrganization Name

Data Files (CSV Tables)

This CAP does not use .CSV tables.

Structure

- **Scorecard:** Service Manager

- **Perspective:**Change Management
  - **Objective:**Achieve Process Excellence
    - **KPI:**"Number of Rejected Changes Caused by Incomplete Impact Assessments KPI" on page 33
    - **KPI:**"Number of Rejected Changes Caused by Incomplete Change Specifications KPI" on page 33
    - **KPI:**"Change Success Rate KPI" on page 22
    - **KPI:**"Percentage of Unauthorized Implemented Changes KPI" on page 44
    - **KPI:**"Number of Completed Changes KPI" on page 27
    - **KPI:**"Percentage of Changes Resulting in Outage KPI" on page 37
    - **KPI:**"Number of Opened Changes KPI" on page 31
    - **KPI:**"Approved vs Rejected Changes KPI" on page 18
    - **KPI:**"Number of Failed Changes KPI" on page 28
    - **KPI:**"Number of Changes Where Remediation is Invoked KPI" on page 26
  - **Objective:** Improve Responsiveness
    - **KPI:**"Change Backlog Size KPI" on page 22
  - **Objective:** Improve Quality
    - **KPI:**"Percentage of Emergency Changes KPI" on page 39
  - **Objective:** Reduce Cost
    - **KPI:**"Average Cost of a Change KPI" on page 18

- **Perspective:** Incident Management
  - **Objective:** Achieve Process Excellence
    - **KPI:**"Average Cost of a Change KPI" on page 18
    - **KPI:**"Number of Breached SLA Incidents KPI" on page 25
    - **KPI:**"Incident Backlog Size KPI" on page 23
    - **KPI:**"Percentage of Closed Incidents KPI" on page 38
    - **KPI:**"Number of Opened Incidents KPI" on page 31
    - **KPI:**"Incident Resolution Time KPI" on page 24
    - **KPI:**"Percentage of Incidents Classified as Security Related KPI" on page 42
    - **KPI:**"Number of Incidents Caused by Change KPI" on page 29
  - **Objective:** Improve Quality of Delivery
    - **KPI:**"Average Outage Duration by Service KPI" on page 21
    - **KPI:**"Number of Closed Incidents KPI" on page 27
  - **Objective:** Reduce Cost
    - **KPI:**"Average Cost of an Incident KPI" on page 20
  - **Objective:** Improve Responsiveness
    - **KPI:**"Incident Aging KPI" on page 23

- **KPI:**"Number of UC Targets Close to Breached KPI" on page 35
- **KPI:**"Number of OLA Targets Breached KPI" on page 29
- **KPI:**"Percentage of Availability compared to SLTs KPI" on page 37
- **KPI:**"Percentage of Incident Response Time Meeting SLT KPI" on page 41
    - **Objective:** Increase Compliance
        - **KPI:**"Number of Documented SLAs in Place KPI" on page 28
        - **KPI:**P"Percentage of Service based SLAs Agreed KPI" on page 43
    - **Objective:** Reduce Risk
        - **KPI:**"Number of Breached SLAs With Breached Underpinning Contracts KPI" on page 26
        - **KPI:**"Number of Breached SLAs with Breached OLAs KPI" on page 25
    - **Objective:** Improve Responsiveness
        - **KPI:**"Average Time to Agreed SLA Phase KPI" on page 21

- **Perspective:** Service Management
    - **Objective:**Reduce Cost
        - **KPI:**"Average Cost of Service Provisioning KPI" on page 20

⬛ Tasks

This section includes:

Upload and manage the Content Acceleration Pack

For details , see Content Acceleration Pack in the *Content Acceleration Packs Guide*.

View the CAP-related Dashboard page

1. In the Executive Scorecard application, close all the tabs. The Dashboard is displayed.
2. Click the tab corresponding to the relevant CAP page (for details, see "Pages" on page 6) in the

   Dashboard. If it is not displayed, click the **Page Gallery** ⊞ button in the Dashboard toolbar, double-click the relevant page icon and close the Page Gallery dialog box.

List of KPIs and Metrics

Name	Description
Approved vs Rejected Changes KPI	**Business Questions:** Make sure our change approval process is efficient. **Business Objective:** Achieve Process Excellence **Description:** The approved changes relative to the rejected changes. The approved and rejected changes are broken down by: 1. Urgency, Impact, Service/Business Service, CI, CI Type, Platform. 2. Risk (side to by-side). 3. Cost vs. Projected ROI (side-by-side). **Context:** SM_ChangeManagement **Data Sources:** SM **Formula:** PERCENTAGE_MATH(COUNT(Change, Change.ApprovalStatus='Denied' And PERIOD_ENTITY=CreateTimePeriod),COUNT(Change, Change.ApprovalStatus='Approved' and PERIOD_ENTITY=CreateTimePeriod),100) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:** | 0 to 70	70 to 80	80 to 100	
Average Cost of a Change KPI	**Business Questions:** Make sure the costs of change management are under control. **Business Objective:** Reduce cost **Description:** The average cost of a change during the measurement period. • **Limitation:** If the cost change time and change create time are not recorded in the same measurement period, the KPI will not be calculated. • **Version Limitation:** This KPI is available only if you have SM 9.40 Codeless mode(PD) version. **Context:** SM_ChangeManagement **Data Sources:** SM **Formula:** AVG(Change.Amount , PERIOD_ENTITY = CreateTimePeriod) **Formula Filter:** N/A **Unit Type:** US $ **Time Period:** Monthly **Threshold:**

Name	Description

| 0 to 50 | 50 to 100 | 100 to 200 |

Average Cost of a Problem KPI

Business Questions: Make sure the costs of problem management are under control.

Business Objective: Reduce cost

Description: The average cost of a problem during the measurement period.

- **Limitation:** If the cost change time and problem create time are not recorded in the same measurement period, the KPI will not be calculated.
- **Version Limitation:** This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Context: SM_ProblemManagement

Data Sources: SM

Formula: AVG(Problem.Amount , PERIOD_ENTITY = CreateTimePeriod)

Formula Filter: N/A

Unit Type: US $

Time Period: Monthly

Threshold:

| 0 to 50 | 50 to 100 | 100 to 200 |

Average Cost of a Request KPI

Business Questions: Make sure the costs of request management are under control.

Business Objective: Reduce cost

Description: The average cost of a request during the measurement period.

- **Limitation:** If the cost change time and request create time are not recorded in the same measurement period, the KPI will not be calculated.
- **Version Limitation:** This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Context: SM_RequestManagement

Data Sources: SM

Formula: AVG(Request.Amount , PERIOD_ENTITY = CreateTimePeriod)

Formula Filter: N/A

Unit Type: US $

Time Period: Monthly

Threshold:

| 0 to 50 | 50 to 100 | 100 to 200 |

Name	Description
Average Cost of an Incident KPI	**Business Questions:** Make sure the costs of incident management are under control. **Business Objective:** Reduce cost **Description:** The average cost of an incident during the measurement period. • **Limitation:** If the cost change time and incident create time are not recorded in the same measurement period, the KPI will not be calculated. • **Version Limitation:** This KPI is available only if you have SM 9.40 Codeless mode(PD) version. **Context:** SM_IncidentManagement **Data Sources:** SM **Formula:** AVG(Incident.Amount, PERIOD_ENTITY = CreateTimePeriod)) **Formula Filter:** N/A **Unit Type:** US $ **Time Period:** Monthly **Threshold:**

0 to 50	50 to 100	100 to 200

Name	Description
Average Cost of Service Provisioning KPI	**Business Questions:** Make sure the cost of the services is under control. **Business Objective:** Reduce cost **Description:** The total cost for Problem, change, incident, request added to the total cost for license and hardware relative to the number of services in SM during the measurement period. • **Limitation:** This KPI will not display data if you do not have the AM module. • **Version Limitation:** This KPI is available only if you have SM 9.40 Codeless mode(PD) version. **Context:** SM_ServiceManagement **Data Sources:** SM **Formula:** RATIO_MATH(SUM(AMCost.Amount , AMAsset.Type is not null And AMAsset.Name <> 'INVALID' And AMAsset.Name <> 'UNKNOWN') + SUM(SMChange.Amount,*) + SUM(SMIncident.Amount , *) + SUM(SMProblem.Amount , *) + SUM(SMRequest.Amount , *) , COUNT(CI.Name , CI.Type = 'SERVICE' And CI.Status = 'In Use')) **Formula Filter:** N/A **Unit Type:** US$ **Time Period:** Monthly **Threshold:**

Name	Description

	0 to 50	50 to 100	100 to 200

Name	Description
Average Outage Duration by Service KPI	**Business Questions:** Make sure our outage resolution policy is efficient. **Business Objective:** Improve Quality of Delivery **Description:** The number of incidents where the service has been flagged as unavailable and the average duration of the "downtime". **Context:** SM_IncidentManagement **Data Sources:** SM **Formula:** DATE_CONVERT('ms','h',AVG(Incident.OutageEnd, Incident.OutageEnd is not NULL And PERIOD_ENTITY=OutageStartPeriod)-AVG(Incident.OutageStart,Incident.OutageEnd is not NULL And PERIOD_ENTITY=OutageStartPeriod)) **Formula Filter:** N/A **Unit Type:** Hours **Time Period:** Monthly **Threshold:**

0 to 24	24 to 48	48 to 72

Name	Description
Average Time to Agreed SLA Phase KPI	**Business Questions:** Ensure all services have agreements and targets in place by their "Agreed" phase. **Business Objective:** Improve responsiveness **Description:** The average duration of SLAs from the time they are "Draft" to the time they are "Agreed". • **Version Limitation:** This KPI is available only if you have SM 9.40 version. **Context:** SM_ServiceLevelManagement **Data Sources:** SM **Formula:** DATE_CONVERT('MS','D' , AVG(Agreement.AgreeDate,Agreement.DraftDate IS NOT NULL And Agreement.Name <>'INVALID' And Agreement.Name <> 'UNKNOWN' And Agreement.AgreeDate IN_PERIOD) - AVG(Agreement.DraftDate ,Agreement.DraftDate IS NOT NULL And Agreement.Name <>'INVALID' And Agreement.Name <> 'UNKNOWN' And Agreement.AgreeDate IN_PERIOD)) **Formula Filter:** N/A **Unit Type:** Days **Time Period:** Monthly **Threshold:**

Name	Description

	0 to 50	50 to 100	100 to 200

Avg Interaction Closure Duration KPI

Business Questions: Make sure our interaction processes are efficient.

Business Objective: Improve Responsiveness

Description: The average time elapsed from the interaction creation time till the interaction close time.

Context: SM_ServiceDesk

Data Sources: SM

Formula: DATE_CONVERT('ms','h', AVG (Interaction.ClosedTime,Interaction.ClosedTime is NOT NULL and PERIOD_ ENTITY=CreateTimePeriod)- AVG(Interaction.CreateTime, Interaction.ClosedTime is NOT NULL and PERIOD_ENTITY=CreateTimePeriod))

Formula Filter: N/A

Unit Type: Hours

Time Period: Monthly

Threshold:

0 to 12	12 to 24	24 to 36

Change Backlog Size KPI

Business Questions: Provide a snapshot of change trends for better resources planning and provisioning.

Business Objective: Improve responsiveness

Description: The backlog of opened change requests that are waiting for a decision.

Context: SM_ChangeManagement

Data Sources: SM

Formula: COUNT(Change, Change.CreateTime <= NOW) - COUNT(Change , Change.CloseTime <= NOW)

Formula Filter: N/A

Unit Type: #

Time Period: Monthly

Threshold:

0 to 10	10 to 20	20 to 50

Change

Business Questions: Ensure changes are effectively planned and implemented and testing is effective.

Name	Description
Success Rate KPI	Ensure changes are successful. **Business Objective:** Achieve Process Excellence **Description:** The number of successful changes relative to the total number of changes performed during the measurement period. **Context:** SM_ChangeManagement **Data Sources:** SM **Formula:** PERCENTAGE(Change, (Change.CompletionCode = '1' Or Change.CompletionCode ='2') And PERIOD_ENTITY= ClosedTimePeriod , PERIOD_ENTITY= ClosedTimePeriod) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:**
	<table><tr><td style="background:red">0 to 75</td><td style="background:yellow">75 to 90</td><td style="background:lightgreen">90 to 100</td></tr></table>
Incident Aging KPI	**Business Questions:** Enable service managers to: 1) Identify how long the service desk takes to resolve most incidents. 2) Identify the areas of process improvement that help the service desk address incidents in a timely manner. **Business Objective:** Improve Responsiveness **Description:** The number of open incidents older than 5 days (or any other given time frame) relative to the total number of open incidents. This metric measures the efficiency of the service desk by determining how quickly technicians address the incidents and group the incidents into aging categories. **Context:** SM_IncidentManagement **Data Sources:** SM **Formula:** Percentage(Incident, (Incident.Status='Open') and (Now-Incident.CreateTime>5*day), Incident.Status='Open') **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:**
	<table><tr><td style="background:lightgreen">0 to 5</td><td style="background:yellow">5 to 10</td><td style="background:red">10 to 50</td></tr></table>
Incident Backlog Size KPI	**Business Questions:** Make sure our Incident process is efficient. **Business Objective:** Achieve Process Excellence **Description:** The number of incidents that are not "closed" during the current

Name	Description
	measurement period relative to the number of incidents that were not "closed" during the previous measurement period
	Context: SM_IncidentManagement
	Data Sources: SM
	Formula: COUNT(Incident , Incident.CreateTime <= NOW) - COUNT(Incident , Incident.ClosedTime <= NOW)
	Formula Filter: N/A
	Unit Type: #
	Time Period: Monthly
	Threshold:

0 to 10	10 to 40	40 to 100

Name	Description
Incident Resolution Time KPI	**Business Questions:** To help call center managers and service managers identify: 1) The top incident categories by their impact on the organization. 2) Whether the top incident trends track each other to identify otherwise hidden relationships between top incident categories. Managers can then assign and train resources to address the state of the organization's support activities and lead any issues where trends dictate that particular incident categories are more visible.
	Business Objective: Achieve Process Excellence
	Description: The total time used by the service desk to address incidents.
	Context: SM_IncidentManagement
	Data Sources: SM
	Formula: DATE_CONVERT('ms','h',AVG(Incident.ClosedTime, Incident.ClosedTime is Not Null and PERIOD_ENTITY=CreateTimePeriod)-AVG(Incident.CreateTime, Incident.ClosedTime is Not Null and PERIOD_ ENTITY=CreateTimePeriod))
	Formula Filter: N/A
	Unit Type: Hours
	Time Period: Monthly
	Threshold:

0 to 24	24 to 48	48 to 72

Name	Description
Interaction Backlog Size KPI	**Business Questions:** Helps determine an unexpected increase or decrease in interaction activity. Regional managers can use the metric as a template to understand interaction counts in their areas of interest by applying the required filters.

Name	Description
	Business Objective: Improve Responsiveness **Description:** The trend of the number of interactions. Managers can track the total number of opened interactions within a specified time period to determine the effectiveness of interaction prevention initiatives that include training, automation, proactive processes, and maintenance. **Context:** SM_ServiceDesk **Data Sources:** SM **Formula:** COUNT(Interaction, Interaction.Status <> 'Closed') **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:**
Number of Breached SLA Incidents KPI	**Business Questions:** Ensure that we monitor the incidents that breach. **Business Objective:** Achieve Process Excellence **Description:** The number of incidents belonging to the SLA(SLT) category opened during the measurement period. • **Version Limitation:** This KPI is available only if you have SM 9.40 Codeless mode(PD) version. **Context:** SM_IncidentManagement **Data Sources:** SM **Formula:** COUNT(Incident , PERIOD_ENTITY = CreateTimePeriod and Incident.Subcategory = 'SLA breach') **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:**
Number of Breached SLAs with Breached OLAs KPI	**Business Questions:** Ensure our services are offered within agreed up-time and without interruption. Ensure Service Level Targets are achieved and continuously meet business requirements. **Business Objective:** Reduce risk **Description:** The number of SLA targets that are breached and whose relevant

Threshold (for first KPI):

0 to 10	10 to 40	40 to 100

Threshold (for Number of Breached SLA Incidents KPI):

0 to 50	50 to 100	100 to 200

Name	Description
	OLA targets are breached as well during the measurement period.
	• **Version Limitation:** This KPI is available only if you have SM 9.40 version.
	Context: SM_ServiceLevelManagement
	Data Sources: SM
	Formula: COUNT(SLABreachedOLA , PERIOD_ENTITY = SLABreachedOLAPeriod)
	Formula Filter: N/A
	Unit Type: #
	Time Period: Monthly
	Threshold:
	0 to 50 50 to 100 100 to 200
Number of Breached SLAs With Breached Underpinning Contracts KPI	**Business Questions:** Ensure our services are offered within agreed up-time and without interruption. Ensure Service Level Targets are achieved and continuously meet business requirements. **Business Objective:** Reduce Risk **Description:** The number of SLA targets that breached with relevant UC targets that also breached during the measurement period. • **Version Limitation:** This KPI is available only if you have SM 9.40 version. **Context:** SM_ServiceLevelManagement **Data Sources:** SM **Formula:** COUNT(SLABreachedUC , PERIOD_ENTITY = SLABreachedUCPeriod) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:** 0 to 50 50 to 100 100 to 200
Number of Changes Where Remediation is Invoked KPI	**Business Questions:** Ensure changes are effectively planned and implemented and testing is effective. Reduce the number of changes that require remediation. **Business Objective:** Achieve Process Excellence **Description:** The number of changes where remediation is invoked during the measurement period.

Name	Description
	• **Version Limitation:** This KPI is available only if you have SM Codeless mode(PD) version. **Context:** SM_ChangeManagement **Data Sources:** SM **Formula:** COUNT_DISTINCT(ChangeForChangePhase.ReferenceNumber , ChangePhase.ToPhaseCode = 'Backout' And ChangePhase.IncurredDate IN_ PERIOD) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:** | 0 to 50	50 to 100	100 to 200	
Number of Closed Incidents KPI	**Business Questions:** Improve Service Delivery Performance **Business Objective:** Improve Quality of Delivery **Description:** The amount of incidents closed during the measurement period. **Context:** IncidentManagement **Data Sources:** SM **Formula:** COUNT(Incident,PERIOD_ENTITY=ClosedTimePeriod) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:** | 0 to 100	100 to 400	400 to 500	
Number of Completed Changes KPI	**Business Questions:** Make sure our change procedures are efficient. **Business Objective:** Achieve Process Excellence **Description:** The number of changes that were completed successfully in a measurable period (for example: daily/weekly/monthly). **Context:** SM_ChangeManagement **Data Sources:** SM **Formula:** COUNT(Change,Change.CompletionCode='1' And PERIOD_ ENTITY=CreateTimePeriod) **Formula Filter:** N/A

Name	Description
	Unit Type: #
	Time Period: Monthly
	Threshold:
	<table><tr><td style="background:red">0 to 300</td><td style="background:yellow">300 to 400</td><td style="background:green">400 to 600</td><td style="background:yellow">600 to 700</td><td style="background:red">700 to 1000</td></tr></table>
Number of Documented SLAs in Place KPI	**Number of Documented SLAs in Place KPI** **Business Questions:** Ensure that all services provided have documented agreements in place, and defined targets. **Business Objective:** Increase compliance **Description:** The number of Service Level Agreements (SLAs) that are agreed upom during the measurement period. • **Version Limitation:** This KPI is available only if you have SM 9.40 version. **Context:** SM_ServiceLevelManagement **Data Sources:** SM **Formula:** COUNT(Agreement , Agreement.Category = 'sla' And Agreement.CurrentPhase = 'agreed' And Agreement.AgreeDate IN_PERIOD) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:** <table><tr><td style="background:red">0 to 50</td><td style="background:yellow">50 to 100</td><td style="background:green">100 to 200</td></tr></table>
Number of Failed Changes KPI	**Business Questions:** Ensure changes are effectively planned and implemented and testing is effective. Reduce the number of changes that failed. **Business Objective:** Achieve Process Excellence **Description:** The number of failed changes during the measurement period. **Context:** SM_ChangeManagement **Data Sources:** SM **Formula:** COUNT(Change , Change.CompletionCode = '3' And PERIOD_ENTITY = ClosedTimePeriod) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly

Name	Description
	Threshold:
	0 to 50 / 50 to 100 / 100 to 200
Number of Incidents Caused by Change KPI	**Business Questions:** Ensure changes are effectively planned and implemented and testing is effective. Ensure changes are causing a minimal amount of negative business impact. **Business Objective:** Achieve Process Excellence **Description:** The number of incidents created caused by change failure during the measurement period. • **Limitation:** If the linkage setup time and the incident create time are not recorded in the same measurement period, the KPI will not able to count it. • **Version Limitation:** This KPI is available only if you have SM Codeless mode(PD) version. **Context:** SM_IncidentManagement **Data Sources:** SM **Formula:** COUNT(Incident , PERIOD_ENTITY = CreateTimePeriod and Incident.FlagCausedByChange = 'Y') **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:**
	0 to 50 / 50 to 100 / 100 to 200
Number of OLA Targets Breached KPI	**Business Questions:** Make sure that our process and service delivery is meeting customer expectations. **Business Objective:** Improve Customer Satisfaction **Description:** The number of Service Level Targets for Operational Level Agreement that were breached during the measurement period. • **Version Limitation:** This KPI is available only if you have SM 9.40 version. **Context:** SM_ServiceLevelManagement **Data Sources:** SM **Formula:** COUNT(SLT , Agreement.Category = 'ola' And SLTStatus.IndYellow = 'Y' And PERIOD_ENTITY = Period) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly

Name	Description
	Threshold:
	<table><tr><td style="background:#90e090">0 to 50</td><td style="background:#ffff00">50 to 100</td><td style="background:#ff0000">100 to 200</td></tr></table>
Number of OLA Targets Close to Breached KPI	**Business Questions:** Make sure that our process and service delivery is meeting customer expectations. **Business Objective:** Improve Customer Satisfaction **Description:** The number of Service Level Targets for Operational Level Agreement that were close to breached during the measurement period. ● **Version Limitation:** This KPI is available only if you have SM 9.40 version. **Context:** SM_ServiceLevelManagement **Data Sources:** SM **Formula:** COUNT(SLT , Agreement.Category = 'ola' And SLTStatus.IndYellow = 'Y' And PERIOD_ENTITY = Period) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:**
	<table><tr><td style="background:#90e090">0 to 50</td><td style="background:#ffff00">50 to 100</td><td style="background:#ff0000">100 to 200</td></tr></table>
Number of OLA Targets Met KPI	**Business Questions:** Make sure that our process and service delivery is meeting customer expectations. **Business Objective:** Improve Customer Satisfaction **Description:** The number of Service Level Targets for Operational Level Agreement that were met during the measurement period. ● **Version Limitation:** This KPI is available only if you have SM 9.40 version. **Context:** SM_ServiceLevelManagement **Data Sources:** SM **Formula:** COUNT(SLT , Agreement.Category = 'ola' And SLTStatus.IndGreen = 'Y' And PERIOD_ENTITY = Period) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:**
	<table><tr><td style="background:#90e090">0 to 50</td><td style="background:#ffff00">50 to 100</td><td style="background:#ff0000">100 to 200</td></tr></table>

Name	Description
Number of Opened Changes KPI	**Business Questions:** Improve Service Delivery Performance. **Business Objective:** Achieve Process Excellence **Description:** The amount of new changes opened during the specific period. **Context:** SM_ChangeManagement **Data Sources:** SM **Formula:** COUNT(Change,PERIOD_ENTITY=CreateTimePeriod) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:** 0 to 200 / 200 to 500 / 500 to 1000
Number of Opened Incidents KPI	**Number of Opened Incidents KPI** **Business Questions:** Improve Service Delivery Performance **Business Objective:** Achieve Process Excellence **Description:** The amount of new incidents opened during the specific period **Context:** SM_IncidentManagement **Data Sources:** SM **Formula:** COUNT(Incident,PERIOD_ENTITY=CreateTimePeriod) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:** 0 to 50 / 50 to 100 / 100 to 200
Number of Opened Interactions KPI	**Business Questions:** Improve Service Delivery Performance. **Business Objective:** Improve Responsiveness **Description:** The amount of new interactions opened during the specific period. **Context:** SM_ServiceDesk **Data Sources:** SM **Formula:** COUNT(Interaction,PERIOD_ENTITY=CreateTimePeriod) **Formula Filter:** N/A

Name	Description
	Unit Type: #
	Time Period: Monthly
	Threshold:
	<table><tr><td>0 to 200</td><td>200 to 500</td><td>500 to 1000</td></tr></table>
Number of Opened Problems KPI	**Business Questions:** Make sure our request processes are efficient.
	Business Objective: Achieve Process Excellence
	Description: The number of new problems that occurred during the measurement period.
	Context: SM_ProblemManagement
	Data Sources: SM
	Formula: COUNT(Problem , PERIOD_ENTITY = CreateTimePeriod)
	Formula Filter: N/A
	Unit Type: $
	Time Period: Monthly
	Threshold:
	<table><tr><td>0 to 50</td><td>50 to 100</td><td>100 to 200</td></tr></table>
Number of Opened Requests KPI	**Number of Opened Requests KPI**
	Business Questions: Make sure our request processes are efficient.
	Business Objective: Achieve Process Excellence
	Description: The number of new requests that were opened during the measurement period.
	• **Version Limitation:**This KPI is available only if you have SM 9.40 Codeless mode(PD) version.
	Context: SM_RequestManagement
	Data Sources:SM
	Formula: COUNT(Request , PERIOD_ENTITY = CreateTimePeriod)
	Formula Filter:N/A
	Unit Type: $
	Time Period: Monthly
	Threshold:
	<table><tr><td>0 to 50</td><td>50 to 100</td><td>100 to 200</td></tr></table>

Name	Description
Number of Rejected Changes Caused by Incomplete Change Specifications KPI	**Business Questions:** Ensure all changes provide complete information and specifications. **Business Objective:** Achieve Process Excellence **Description:** The number of changes with incomplete change specifications that were implemented during the measurement period. **Context:** SM_ChangeManagement **Data Sources:** SM **Formula:** COUNT_DISTINCT(ChangeForChangeRejection.ReferenceNumber , ChangeRejection.RejectionCode = 'Insufficient Information' And ChangeRejection.IncurredDate IN_PERIOD) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:** | 0 to 50	50 to 100	100 to 200	
Number of Rejected Changes Caused by Incomplete Impact Assessments KPI	**Business Questions:** Ensure all changes provide a complete and accurate assessment of impact. **Business Objective:** Achieve Process Excellence **Description:** The number of changes with incomplete impact assessments that were implemented during the measurement period. **Context:** SM_ChangeManagement **Data Sources:** SM **Formula:** COUNT_DISTINCT(ChangeForChangeRejection.ReferenceNumber , ChangeRejection.RejectionCode = 'Incomplete Impact Assessments' And ChangeRejection.IncurredDate IN_PERIOD) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:** | 0 to 50	50 to 100	100 to 200	
Number of SLA Targets Breached KPI	**Business Questions:** Make sure that our process and service delivery is meeting customer expectations. **Business Objective:** Improve Customer Satisfaction **Description:** The number of Service Level Targets for SLA that are breached

Name	Description
	during the measurement period.
	Version Limitation: This KPI is available only if you have SM 9.40 version.
	Context: SM_ServiceLevelManagement
	Data Sources: SM
	Formula: COUNT(SLT , Agreement.Category = 'sla' And SLTStatus.IndRed = 'Y' And PERIOD_ENTITY = Period)
	Formula Filter: N/A
	Unit Type: #
	Time Period: Monthly
	Threshold:
	<table><tr><td>0 to 50</td><td>50 to 100</td><td>100 to 200</td></tr></table>
Number of SLA Targets Close to Breached KPI	**Business Questions:** Make sure that our process and service delivery is meeting customer expectations.
	Business Objective: Make sure that our process and service delivery is meeting customer expectations.
	Description: The number of Service Level Targets for SLA that are close to breached during the measurement period.
	• **Version Limitation:** This KPI is available only if you have SM 9.40 version.
	Context: SM_ServiceLevelManagement
	Data Sources: SM
	Formula: COUNT(SLT , Agreement.Category = 'sla' And SLTStatus.IndYellow = 'Y' And PERIOD_ENTITY = Period)
	Formula Filter: N/A
	Unit Type: #
	Time Period: Monthly
	Threshold:
	<table><tr><td>0 to 50</td><td>50 to 100</td><td>100 to 200</td></tr></table>
Number of SLA Targets Met KPI	**Business Questions:** Make sure that our process and service delivery is meeting customer expectations.
	Business Objective: Improve Customer Satisfaction
	Description: The number of Service Level Targets for SLA that are met during the measurement period.
	• **Version Limitation:** This KPI is available only if you have SM 9.40 version.

Name	Description
	Context: SM_ServiceLevelManagement **Data Sources:** SM **Formula:** COUNT(SLT , Agreement.Category = 'sla' And SLTStatus.IndGreen = 'Y' And PERIOD_ENTITY = Period) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:** | 0 to 100	50 to 100	100 to 200	
Number of UC Targets Breached KPI	**Business Questions:** Make sure that our process and service delivery is meeting customer expectations. **Business Objective:** Improve Customer Satisfaction **Description:** The number of Service Level Targets for underpining contracts that are breached during the measurement period. • **Version Limitation:** This KPI is available only if you have SM 9.40 version. **Context:** SM_ServiceLevelManagement **Data Sources:** SM **Formula:** COUNT(SLT , Agreement.Category = 'uc' And SLTStatus.IndRed = 'Y' And PERIOD_ENTITY = Period) **Formula Filter:** N/A **Unit Type:** # **Time Period:** Monthly **Threshold:** | 0 to 50	50 to 100	100 to 200	
Number of UC Targets Close to Breached KPI	**Business Questions:** Make sure that our process and service delivery is meeting customer expectations. **Business Objective:** Improve Customer Satisfaction **Description:** The number of Service Level Targets for underpining contracts that are close to breached during the measurement period. • **Version Limitation:** This KPI is available only if you have SM 9.40 version. **Context:** SM_ServiceLevelManagement **Data Sources:** SM **Formula:** COUNT(SLT , Agreement.Category = 'uc' And SLTStatus.IndYellow

Name	Description
	= 'Y' And PERIOD_ENTITY = Period)
	Formula Filter: N/A
	Unit Type: #
	Time Period: Monthly
	Threshold:
	<table><tr><td style="background:#8f8">0 to 25</td><td style="background:#ff0">25 to 50</td><td style="background:#f00">50 to 100</td></tr></table>
Number of UC Targets Met KPI	**Business Questions:** Make sure that our process and service delivery is meeting customer expectations.
	Business Objective: Improve Customer Satisfaction
	Description: The number of Service Level Targets for underpining contracts that are met during the measurement period.
	• **Version Limitation:** This KPI is available only if you have SM 9.40 version.
	Context: SM_ServiceLevelManagement
	Data Sources: SM
	Formula: COUNT(SLT , Agreement.Category = 'uc' And SLTStatus.IndGreen = 'Y' And PERIOD_ENTITY = Period)
	Formula Filter: N/A
	Unit Type: #
	Time Period: Monthly
	Threshold:
	<table><tr><td style="background:#f00">0 to 100</td><td style="background:#ff0">50 to 100</td><td style="background:#8f8">100 to 200</td></tr></table>
Percentage of Agreements Reviewed Within the Period KPI	**Business Questions:** Ensure review process is implemented and covers each SLA.
	Business Objective: Achieve process excellence
	Description: The Number of Agreements with a next review date that is not expired relative to the total number of agreements.
	• **Version Limitation:** This KPI is available only if you have SM 9.40 version.
	Context: SM_ServiceLevelManagement
	Data Sources: SM
	Formula: PERCENTAGE_MATH(COUNT(Agreement , Agreement.NextReviewDate > NOW And Agreement.EndDate > NOW) , COUNT(Agreement , Agreement.EndDate > NOW
	Formula Filter: N/A

Name	Description
	Unit Type: # **Time Period:** Monthly **Threshold:** <table><tr><td>0 to 50</td><td>50 to 100</td><td>100 to 200</td></tr></table>
Percentage of Availability compared to SLTs KPI	**Business Questions:** Make sure that our service delivery is meeting customer expectations. **Business Objective:** Improve Customer Satisfaction **Description:** The number of outages relative to the total SLA uptime, during the measurement period. **Context:** SM_SLM **Data Sources:** SM **Formula:** PERCENTAGE_MATH(SUM(SLAOutage.UnplannedDowntime,PERIOD_ENTITY=Period), SUM(SLAOutage.ExpectedUptime,PERIOD_ENTITY=Period)) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:** <table><tr><td>0 to 2</td><td>2 to 5</td><td>5 to 100</td></tr></table>
Percentage of Changes Resulting in Outage KPI	**Business Questions:** Make sure changes implications and risk assessments are correct **Business Objective:** Achieve Process Excellence **Description:** The number of changes opened during the measurement period that resulted in outage, relative to the total number of changes. **Context:** SM_ChangeManagement **Data Sources:** SM **Formula:** PERCENTAGE(Change,Change.OutageStart is not NULL And PERIOD_ENTITY=CreateTimePeriod,PERIOD_ENTITY=CreateTimePeriod) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:**

Name	Description
	<table><tr><td style="background:green">0 to 5</td><td style="background:yellow">5 to 20</td><td style="background:red">20 to 50</td></tr></table>
Percentage of Closed Incidents KPI	**Business Questions:** Make sure our Incident processes are efficient. **Business Objective:** Achieve Process Excellence **Description:** The number of incidents that were closed relative to the total number of incidents that were opened during the measurement period. **Context:** SM_IncidentManagement **Data Sources:** SM **Formula:** PERCENTAGE_MATH(COUNT(Incident , PERIOD_ENTITY = ClosedTimePeriod) ,COUNT(Incident , PERIOD_ENTITY = CreateTimePeriod)) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:** <table><tr><td style="background:red">0 to 100</td><td style="background:yellow">50 to 100</td><td style="background:green">100 to 200</td></tr></table>
Percentage of Closed Problems KPI	**Business Questions:** Make sure our problem processes are efficient. **Business Objective:** Achieve Process Excellence **Description:** The number of Problems closed relative to the total number of Problems opened during the measurement period. **Context:** SM_ProblemManagement **Data Sources:** SM **Formula:** PERCENTAGE_MATH(COUNT(Problem , PERIOD_ENTITY = ClosedTimePeriod) , COUNT(Problem , PERIOD_ENTITY = CreateTimePeriod)) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:** <table><tr><td style="background:red">0 to 100</td><td style="background:yellow">50 to 100</td><td style="background:green">100 to 200</td></tr></table>
Percentage of Closed Requests KPI	**Business Questions:** Make sure our requests processes are efficient. **Business Objective:** Achieve Process Excellence **Description:** The number of new requests that were closed relative to the total

Name	Description
	number of new requests that were opened during the measurement period.

Version Limitation: This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Context: SM_RequestManagement

Data Sources: SM

Formula: PERCENTAGE_MATH(COUNT(Request , PERIOD_ENTITY = ClosedTimePeriod) , COUNT(Request ,PERIOD_ENTITY = CreateTimePeriod))

Formula Filter: N/A

Unit Type: %

Time Period: Monthly

Threshold:

0 to 100	50 to 100	100 to 200

Percentage of Emergency Changes KPI

Business Questions: Make sure that the potential risk of urgent changes does not impact the quality and performance of the projects and that our change management process is efficient.

Business Objective: Improve quality

Description: The number of changes of type emergency compared to the total number of changes during the measurement period.

Version Limitation: This KPI is available only if you have SM Codeless mode(PD) version.

Context: SM_ChangeManagement

Data Sources: SM

Formula: PERCENTAGE(Change, Change.EmergencyChange='Y' And PERIOD_ENTITY=CreateTimePeriod,PERIOD_ENTITY=CreateTimePeriod)

Formula Filter: N/A

Unit Type: %

Time Period: Monthly

Threshold:

0 to 10	10 to 30	30 to 100

Percentage of Escalated Incidents KPI

Business Questions: Make sure that our incident management process is efficient and that the major number of incidents are solved by the first or second support tiers. Use this result to determine when and how often incidents are routed incorrectly so that organizations can identify measures to reduce the frequency and occurrence of mis-routed incidents. Ways to improve correct

Name	Description
	routing include: additional training, process re-engineering, restructuring assignment groups, improving knowledge documentation, and reclassifying incidents categories. **Business Objective:** Achieve Process Excellence **Description:** The number of escalated incidents relative to the total incidents opened during the measurement period. According to the escalation rule in SM application, based upon the Alerts definition, that is if an incident that has met one of the Alert definitions, then it's considered an escalated incident. This analysis enables organizations to identify inefficiencies in the incident routing process. **Context:** SM_IncidentManagement **Data Sources:** SM **Formula:** PERCENTAGE(Incident, Incident.Escalation='Y' And PERIOD_ENTITY=CreateTimePeriod, PERIOD_ENTITY=CreateTimePeriod) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:**
	<table><tr><td>0 to 25</td><td>35 to 65</td><td>65 to 100</td></tr></table>
Percentage of First Call Resolution KPI	**Business Questions:** Make sure that the service desk management process is efficient and that the majority of interactions are solved by the first level support. If this number is too high you probably need to improve the self-help tools in your organization. **Business Objective:** Improve Responsiveness **Description:** (% of first call resolution of service requests) The number of interactions that were solved by the first line without assistance from other support lines, relative to the total number of interactions that occurred during the measurement period. This metric enables organizations to identify the percentage and call counts that the initial customer contact completes for non-Employee Self Service (ESS) calls. The metric is commonly one of the crucial drivers of customer satisfaction. By monitoring first call resolution, Call Center managers can determine how well the service is performing and whether additional staff or knowledge tools are necessary to facilitate high call volumes. **Context:** SM_ServiceDesk **Data Sources:** SM **Formula:** PERCENTAGE(Interaction, Interaction.FirstCall='Y' and Interaction.Status='closed' And PERIOD_ENTITY=ClosedTimePeriod, Interaction.Status='closed' And PERIOD_ENTITY=ClosedTimePeriod,50)

Name	Description
	Formula Filter: N/A **Unit Type:** % **Time Period:** Monthly **Threshold:** | 0 to 20	20 to 40	40 to 60	60 to 80	80 to 100	
Percentage of Improvement Plans Related to Agreements KPI	**Business Questions:** Ensure that improvement plans are added after each service review period. **Business Objective:** Achieve Process Excellence **Description:** The number of Agreements with service improvement plans relative to the total number of Agreements during the measurement period. • **Version Limitation:** This KPI is available only if you have SM 9.40 version. **Context:** SM_ServiceLevelManagement **Data Sources:** SM **Formula:** PERCENTAGE(Agreement , Agreement.FlagSIP = 'Y' , *) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:** 	0 to 50	50 to 75	75 to 100	
Percentage of Incident Response Time Meeting SLT KPI	**Business Questions:** Make sure that our incident management process is efficient and that the major number of incidents are solved by the first or second support tiers. Use this result to determine when and how often incidents are routed incorrectly so that organizations can identify measures to reduce the frequency and occurrence of mis-routed incidents. Ways to improve correct routing include: additional training, process re-engineering, restructuring assignment groups, improving knowledge documentation, and reclassifying incidents categories. **Business Objective:** Achieve Process Excellence **Description:** The number of escalated incidents relative to the total incidents opened during the measurement period. According to the escalation rule in SM application, based upon the Alerts definition, that is if an incident that has met one of the Alert definitions, then it's considered an escalated incident. This analysis enables organizations to identify inefficiencies in the incident routing process. **Context:** IncidentManagement

Name	Description
	Data Sources: SM
	Formula: PERCENTAGE(Incident, Incident.Escalation='Y' And PERIOD_ ENTITY=CreateTimePeriod, PERIOD_ENTITY=CreateTimePeriod)
	Formula Filter: N/A
	Unit Type: %
	Time Period: Monthly
	Threshold:

0 to 25	35 to 65	65 to 100

Name	Description
Percentage of Incidents Classified as Security Related KPI	**Business Questions:** Make sure our security processes are efficient. **Business Objective:** Reduce Risk **Description:** The number of incidents classified as security-related relative to the total number of incidents that occurred during the measurement period. **Context:** SM_IncidentManagement **Data Sources:** SM **Formula:** PERCENTAGE(Incident , Incident.Category = 'incident' and Incident.Subcategory = 'security' and PERIOD_ENTITY = CreateTimePeriod , PERIOD_ENTITY = CreateTimePeriod) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:**

0 to 50	50 to 100	100 to 200

Name	Description
Percentage of Interactions in Backlog KPI	**Business Questions:** To enable organizations to understand which parts of their service desk are the busiest. When this measurement is combined with metrics that show call center efficiency, organizations can determine how to optimize their resources. **Business Objective:** Improve Responsiveness **Description:** The number of open interactions that are older than 28 days (or any other given time frame) relative to the total number of open interactions. This number reflects the size of the backlog of old unresolved interactions. **Context:** SM_ServiceDesk **Data Sources:** SM **Formula:** PERCENTAGE(Interaction, ((Now-Interaction.CreateTime)>= 28*Day) And (Interaction.Status like 'Open%' or (Interaction.Status not like

Name	Description
	'Open%' and Interaction.ClosedTime>Now)),Interaction.CreateTime<=Now And (Interaction.Status like 'Open%' or (Interaction.Status not like 'Open%' and Interaction.ClosedTime>Now))) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:**

0 to 10	10 to 20	20 to 100

Name	Description
Percentage of Reopened Incidents KPI	**Business Questions:** Make sure our incident closing process is efficient. **Business Objective:** Improve Staff Effectiveness **Description:** The number of closed incidents that were reopened, relative to the total number of incidents closed during the measurement period. This KPI is meaningful only if your Incident Management process allows reopening calls. **Context:** SM_IncidentManagement **Data Sources:** SM **Formula:** PERCENTAGE(Incident,Incident.ReopenedTime is not Null And PERIOD_ENTITY=ClosedTimePeriod, PERIOD_ENTITY=ClosedTimePeriod) **Formula Filter:** N/A **Unit Type:** % **Time Period:** Monthly **Threshold:**

0 to 5	5 to 10	10 to 100

Name	Description
Percentage of Service based SLAs Agreed KPI	**Business Questions:** Ensure that all services provided have documented agreements in place, and defined targets. **Business Objective:** Increase Compliance **Description:** The number of Service based SLA agreed relative to the total number of SLAs. **Version Limitation:** This KPI is available only if you have the SM 9.40 version. **Context:** SM_ServiceLevelManagement **Data Sources:** SM **Formula:** PERCENTAGE_MATH(COUNT(Agreement , Agreement.Category = 'sla' And Agreement.CurrentPhase = 'agreed' And Agreement.AgreementType = 'service') , COUNT(Agreement , Agreement.Category = 'sla'))

Name	Description
	Formula Filter: N/A
	Unit Type: %
	Time Period: Monthly
	Threshold:
	<table><tr><td>0 to 5</td><td>5 to 20</td><td>20 to 100</td></tr></table>
Percentage of SLAs Due to Expire KPI	**Business Questions:** Make sure we are providing the best service to our customers. Make sure our services are up to date.
	Business Objective: Achieve Process Excellence
	Description: The number of SLAs that according to plan, should expire in the current period relative to the total number of SLAs.
	Context: SM_SLM
	Data Sources: SM
	Formula: PERCENTAGE(SLA, SLA.State='Running' and SLA.EndDate IN_ PERIOD , SLA.Name <> 'INVALID' and SLA.Name <> 'UNKNOWN')
	Formula Filter: N/A
	Unit Type: %
	Time Period: Monthly
	Threshold:
	<table><tr><td>0 to 50</td><td>50 to 75</td><td>75 to 100</td></tr></table>
Percentage of Unauthorized Implemented Changes KPI	**Business Questions:** Ensure that all changes adhere to the change management process and minimize any unauthorized changes.
	Business Objective: Achieve Process Excellence
	Description: The number of unplanned changes relative to the total number of changes during the measurement period.
	Context: SM_ChangeManagement
	Data Sources: SM
	Formula: PERCENTAGE(Change ,Change.UnplannedChange = 'Y' And PERIOD_ENTITY = ClosedTimePeriod , PERIOD_ENTITY = ClosedTimePeriod)
	Formula Filter: N/A
	Unit Type: %
	Time Period: Monthly
	Threshold:

Name	Description

| | 0 to 50 | 50 to 100 | 100 to 200 |

| **Problem Backlog Size KPI** | **Business Questions:** Make sure our Problem process is efficient.

Business Objective: Achieve Process Excellence

Description: The backlog of opened problems.

Context: SM_ProblemManagement

Data Sources: SM

Formula: COUNT(Problem , Problem.CreateTime <= NOW) - COUNT(Problem , Problem.ClosedTime <= NOW)

Formula Filter: N/A

Unit Type: $

Time Period: Monthly

Threshold: |

| | 0 to 100 | 50 to 100 | 100 to 200 |

| **Request Backlog Size KPI** | **Business Questions:** Make sure our request processes are efficient.

Business Objective: Achieve Process Excellence

Description: The backlog of opened requests.

Version Limitation: This KPI is available only if you have SM 9.40 Codeless mode(PD) version.

Context: SM_RequestManagement

Data Sources: SM

Formula: COUNT(Request , Request.CreateTime <= NOW) - COUNT(Request , Request.ClosedTime <= NOW)

Formula Filter: N/A

Unit Type: $

Time Period: Monthly

Threshold: |

| | 0 to 100 | 50 to 100 | 100 to 200 |

Send Documentation Feedback

If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on CAP_SM Content Acceleration Pack Guide (IT Executive Scorecard 9.50)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to SW-Doc@hp.com.

We appreciate your feedback!