

HP IT Executive Scorecard

Software Version: 9.50 Windows ® operating system



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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



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.

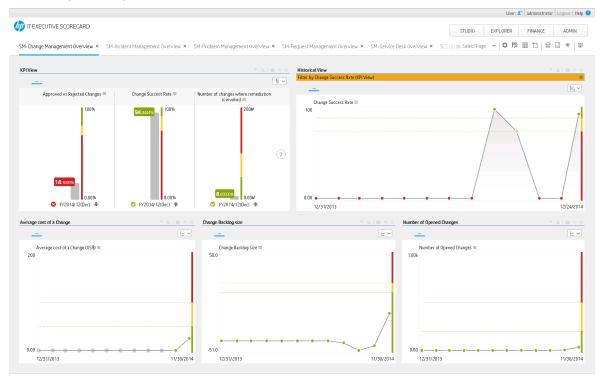
CAPs describe typical stories that show how the correct implementation of Executive Scorecard drives Performance Improvement and Cost Reduction for the IT organization.

CAPs demonstrate Executive Scorecard capabilities, and helps you add basic elements that can be used to customize your Dashboard.

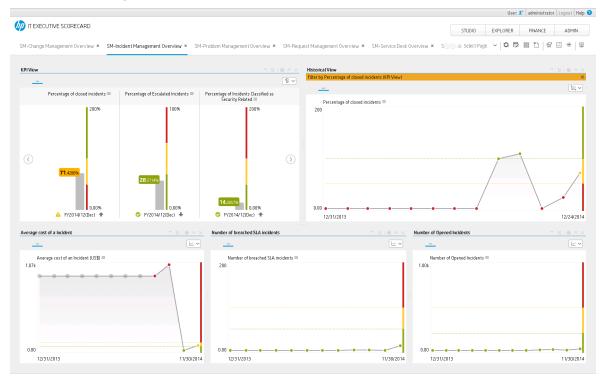
The SM_CAP CAP includes data from the HP Service Manager data source.

Pages

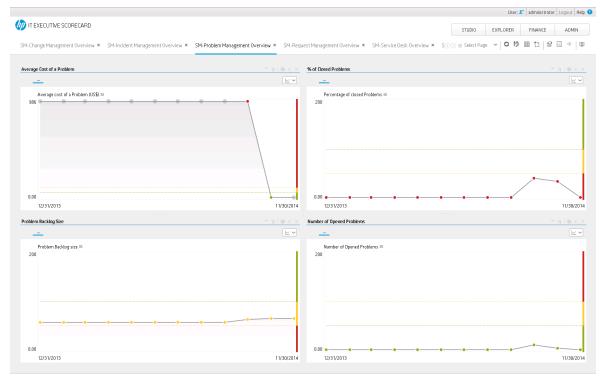
SM-Change Management Overview



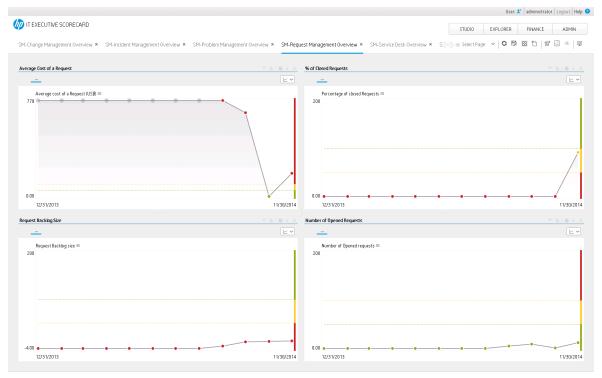
SM Incident Management Overview



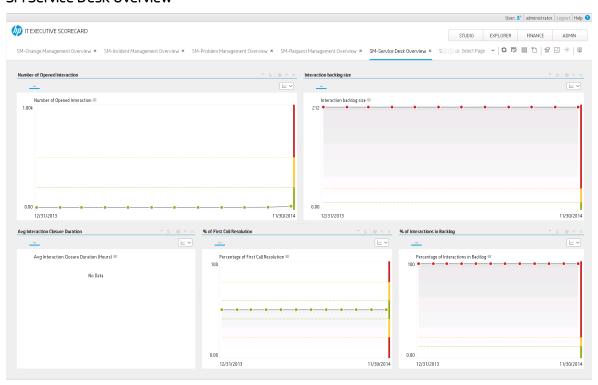
SM Problem Management Overview



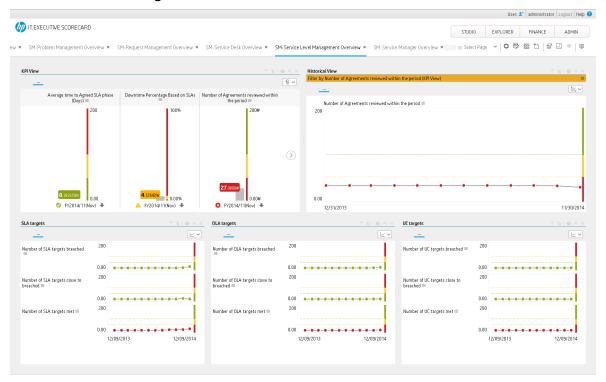
SM Request Management Overview



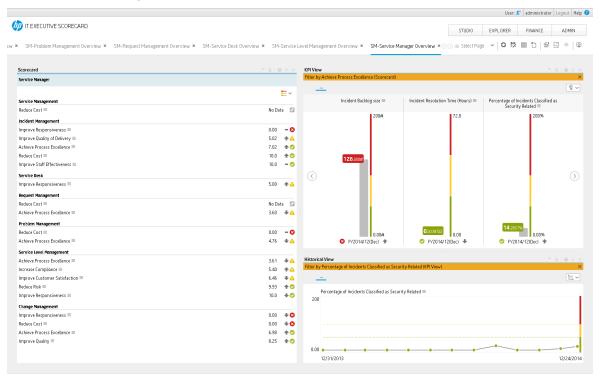
SM Service Desk Overview



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

- "Approved vs Rejected Changes KPI" on page 18
- "Average Cost of a Change KPI" on page 18
- "Average Cost of a Problem KPI" on page 19
- "Average Cost of a Request KPI" on page 19
- "Average Cost of an Incident KPI" on page 20
- "Average Cost of Service Provisioning KPI" on page 20
- "Average Outage Duration by Service KPI" on page 21
- "Average Time to Agreed SLA Phase KPI" on page 21
- "Avg Interaction Closure Duration KPI" on page 22
- "Change Backlog Size KPI" on page 22
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- "Incident Aging KPI" on page 23
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- "Incident Resolution Time KPI" on page 24
- "Interaction Backlog Size KPI" on page 24
- "Number of Breached SLA Incidents KPI" on page 25
- "Number of Breached SLAs with Breached OLAs KPI" on page 25
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- "Number of Changes Where Remediation is Invoked KPI" on page 26
- "Number of Closed Incidents KPI" on page 27
- "Number of Completed Changes KPI" on page 27
- "Number of Documented SLAs in Place KPI" on page 28
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- "Number of OLA Targets Breached KPI" on page 29
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- "Number of Opened Requests KPI" on page 32
- "Number of Rejected Changes Caused by Incomplete Change Specifications KPI" on page 33
- "Number of Rejected Changes Caused by Incomplete Impact Assessments KPI" on page 33
- "Number of SLA Targets Breached KPI" on page 33
- "Number of SLA Targets Close to Breached KPI" on page 34
- "Number of SLA Targets Met KPI" on page 34
- "Number of UC Targets Breached KPI" on page 35
- "Number of UC Targets Met KPI" on page 36
- "Number of UC Targets Close to Breached KPI" on page 35
- "Percentage of Agreements Reviewed Within the Period KPI" on page 36
- "Percentage of Availability compared to SLTs KPI" on page 37
- "Percentage of Changes Resulting in Outage KPI" on page 37
- "Percentage of Closed Incidents KPI" on page 38
- "Percentage of Closed Problems KPI" on page 38
- "Percentage of Closed Requests KPI" on page 38
- "Percentage of Emergency Changes KPI" on page 39
- "Percentage of Escalated Incidents KPI" on page 39
- "Percentage of First Call Resolution KPI" on page 40
- "Percentage of Improvement Plans Related to Agreements KPI" on page 41
- "Percentage of Incident Response Time Meeting SLT KPI" on page 41
- "Percentage of Incidents Classified as Security Related KPI" on page 42
- "Percentage of Interactions in Backlog KPI" on page 42
- "Percentage of Reopened Incidents KPI" on page 43
- "Percentage of Service based SLAs Agreed KPI" on page 43
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- "Percentage of Unauthorized Implemented Changes KPI" on page 44
- "Problem Backlog Size KPI" on page 45
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Breakdowns

- "Percentage of Agreements Reviewed Within the Period KPI" on page 36
 - Percentage of Agreements reviewed within the period by Agreement Category
- "Percentage of Improvement Plans Related to Agreements KPI" on page 41

- 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
 - o 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

- Objective: Improve Staff Effectiveness
 - KPI:"Percentage of Reopened Incidents KPI" on page 43
- Perspective: Problem Management
 - Objective: Achieve Process Excellence
 - KPI: "Problem Backlog Size KPI" on page 45
 - KPI:"Number of Opened Problems KPI" on page 32
 - KPI: "Percentage of Closed Problems KPI" on page 38
 - **Objective:** Reduce Cost
 - KPI:"Average Cost of a Problem KPI" on page 19
- Perspective: Request Management
 - o Objective: Achieve Process Excellence
 - KPI:"Number of Opened Requests KPI" on page 32
 - KPI: "Request Backlog Size KPI" on page 45
 - KPI:"Percentage of Closed Requests KPI" on page 38
 - Objective: Reduce Cost
 - KPI:"Average Cost of a Request KPI" on page 19
- Perspective: Service Desk
 - Objective: Improve Responsiveness
 - KPI:"Percentage of First Call Resolution KPI" on page 40
 - KPI:"Interaction Backlog Size KPI" on page 24
 - KPI:"Percentage of Interactions in Backlog KPI" on page 42
 - KPI:"Avg Interaction Closure Duration KPI" on page 22
 - KPI:N"Number of Opened Interactions KPI" on page 31
- Perspective: Service Level Management
 - o Objective: Achieve Process Excellence
 - KPI: "Percentage of Agreements Reviewed Within the Period KPI" on page 36
 - KPI:"Percentage of Improvement Plans Related to Agreements KPI" on page 41
 - KPI:"Percentage of SLAs Due to Expire KPI" on page 44
 - o Objective: Improve Customer Satisfaction
 - KPI:"Number of SLA Targets Close to Breached KPI" on page 34
 - KPI:"Number of OLA Targets Met KPI" on page 30
 - KPI:"Number of UC Targets Breached KPI" on page 35
 - KPI:"Number of SLA Targets Met KPI" on page 34
 - KPI:"Number of UC Targets Met KPI" on page 36
 - KPI: "Number of OLA Targets Close to Breached KPI" on page 30
 - KPI: "Number of SLA Targets Breached KPI" on page 33

- 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
- o 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



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.
- 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

| Approved vs Rejected Changes KPI | 18 |
|----------------------------------|----|
| Average Cost of a Change KPI | _ |
| Average Cost of a Problem KPI | |
| Average Cost of a Request KPI | |

| Average Cost of an Incident KPI | 20 |
|---|-----|
| Average Cost of Service Provisioning KPI | 20 |
| Average Outage Duration by Service KPI | 21 |
| Average Time to Agreed SLA Phase KPI | 21 |
| Avg Interaction Closure Duration KPI | 22 |
| Change Backlog Size KPI | 22 |
| Change Success Rate KPI | 22 |
| Incident Aging KPI | 23 |
| Incident Backlog Size KPI | 23 |
| Incident Resolution Time KPI | 24 |
| Interaction Backlog Size KPI | 24 |
| Number of Breached SLA Incidents KPI | 25 |
| Number of Breached SLAs with Breached OLAs KPI | 25 |
| Number of Breached SLAs With Breached Underpinning Contracts KPI | 26 |
| Number of Changes Where Remediation is Invoked KPI | 26 |
| Number of Closed Incidents KPI | 27 |
| Number of Completed Changes KPI | 27 |
| Number of Documented SLAs in Place KPI | 28 |
| Number of Documented SLAs in Place KPI | 28 |
| Number of Failed Changes KPI | 28 |
| Number of Incidents Caused by Change KPI | 29 |
| Number of OLA Targets Breached KPI | 29 |
| Number of OLA Targets Close to Breached KPI | 30 |
| Number of OLA Targets Met KPI | 30 |
| Number of Opened Changes KPI | 31_ |
| Number of Opened Incidents KPI | 31_ |
| Number of Opened Incidents KPI | 31_ |
| Number of Opened Interactions KPI | 31_ |
| Number of Opened Problems KPI | 32 |
| Number of Opened Requests KPI | 32 |
| Number of Opened Requests KPI | 32 |
| Number of Rejected Changes Caused by Incomplete Change Specifications KPI | 33 |
| Number of Rejected Changes Caused by Incomplete Impact Assessments KPI | 33 |

| Number of SLA Targets Breached KPI | 33 |
|--|----|
| Number of SLA Targets Close to Breached KPI | 34 |
| Number of SLA Targets Met KPI | 34 |
| Number of UC Targets Breached KPI | 35 |
| Number of UC Targets Close to Breached KPI | 35 |
| Number of UC Targets Met KPI | 36 |
| Percentage of Agreements Reviewed Within the Period KPI | 36 |
| Percentage of Availability compared to SLTs KPI | 37 |
| Percentage of Changes Resulting in Outage KPI | 37 |
| Percentage of Closed Incidents KPI | 38 |
| Percentage of Closed Problems KPI | 38 |
| Percentage of Closed Requests KPI | 38 |
| Percentage of Emergency Changes KPI | 39 |
| Percentage of Escalated Incidents KPI | 39 |
| Percentage of First Call Resolution KPI | 40 |
| Percentage of Improvement Plans Related to Agreements KPI | 41 |
| Percentage of Incident Response Time Meeting SLT KPI | 41 |
| Percentage of Incidents Classified as Security Related KPI | 42 |
| Percentage of Interactions in Backlog KPI | 42 |
| Percentage of Reopened Incidents KPI | 43 |
| Percentage of Service based SLAs Agreed KPI | 43 |
| Percentage of SLAs Due to Expire KPI | 44 |
| Percentage of Unauthorized Implemented Changes KPI | 44 |
| Problem Backlog Size KPI | 45 |
| Request Backlog Size KPI | 45 |

| Name | Description | | | | |
|-------------------------|---|--|--|--|--|
| A . | Business Questions: Make sure our change approval process is efficient. | | | | |
| Approved vs Rejected | Business Objective: Achieve Process Excellence | | | | |
| Changes KPI | Description: The approved changes relative to the rejected changes. The approved and rejected changes are broken down by: | | | | |
| | Urgency, Impact, Service/Business Service, CI, CI Type, Platform. 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 | Business Questions: Make sure the costs of change management are under control. | | | | |
| of a Change KPI | Business Objective: Reduce cost | | | | |
| 13.1 | 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 | | | | |
| | | | | | |

| Name | Description | | | |
|---------------------------|---|--|---|--|
| | 0 to 50 | 50 to 100 | 100 to 200 | |
| Average Cost | Business Questions: Make sure the costs of problem management are under control. | | | |
| of a Problem KPI | 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_Problem | mManagement | | |
| | Data Sources: SM | | | |
| | Formula: AVG(Prob | lem.Amount , PERIOD_ENT | TITY = CreateTimePeriod) | |
| | Formula Filter: N/A | | | |
| | Unit Type: US \$ | | | |
| | Time Period: Monthl | у | | |
| | Threshold: | | | |
| | 0 to 50 50 to 100 100 to 200 | | | |
| Average Cost of a Request | Business Questions control. | : Make sure the costs of req | uest management are under | |
| KPI | Business Objective: | : Reduce cost | | |
| | Description : The ave | 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. | | | |
| | | | t create time are not recorded | |
| | in the same measu | rement period, the KPI will nn: This KPI is available only | t create time are not recorded | |
| | in the same measure. Version Limitation | rement period, the KPI will nn: This KPI is available only | t create time are not recorded ot be calculated. | |
| | in the same measurement Version Limitation mode(PD) version. | rement period, the KPI will nn: This KPI is available only | t create time are not recorded ot be calculated. | |
| | in the same measurement Version Limitation mode(PD) version Context: SM_Request Data Sources: SM | rement period, the KPI will nn: This KPI is available only | t create time are not recorded ot be calculated. if you have SM 9.40 Codeless | |
| | in the same measurement Version Limitation mode(PD) version Context: SM_Request Data Sources: SM | rement period, the KPI will n n: This KPI is available only stManagement | t create time are not recorded ot be calculated. if you have SM 9.40 Codeless | |
| | in the same measu • Version Limitatio mode(PD) version. Context: SM_Reque. Data Sources: SM Formula: AVG(Requ | rement period, the KPI will n n: This KPI is available only stManagement | t create time are not recorded ot be calculated. if you have SM 9.40 Codeless | |
| | in the same measure. Version Limitation mode(PD) version. Context: SM_Requestrate Sources: SM Formula: AVG(Requestrate N/A | rement period, the KPI will n n: This KPI is available only stManagement uest.Amount , PERIOD_EN | t create time are not recorded ot be calculated. if you have SM 9.40 Codeless | |
| | in the same measure. Version Limitation mode(PD) version. Context: SM_Request Data Sources: SM Formula: AVG(Request Formula Filter: N/A Unit Type: US\$ | rement period, the KPI will n n: This KPI is available only stManagement uest.Amount , PERIOD_EN | t create time are not recorded ot be calculated. if you have SM 9.40 Codeless | |

| Name | Description | | | | |
|-----------------------------|--|---|------------------------------|--|--|
| Average Cost of an Incident | Business Questions: Make sure the costs of incident management are under control. | | | | |
| KPI | Business Objective: Reduce cost | | | | |
| | Description: The ave | erage cost of an incident duri | ng 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 mode(PD) version. | • Version Limitation: This KPI is available only if you have SM 9.40 Codeless | | | |
| | Context: SM_Inciden | tManagement | | | |
| | Data Sources: SM | | | | |
| | Formula: AVG(Incide | ent.Amount, PERIOD_ENT | ITY = CreateTimePeriod)) | | |
| | Formula Filter: N/A | | | | |
| | Unit Type: US\$ | | | | |
| | Time Period: Monthly | y | | | |
| | Threshold: | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | |
| Averes Cost | Business Questions | : Make sure the cost of the s | services is under control. | | |
| Average Cost of Service | Business Objective: | Reduce cost | | | |
| Provisioning KPI | 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 K | PI will not display data if you | do not have the AM module. | | |
| | Version Limitation mode(PD) version. | • | if you have SM 9.40 Codeless | | |
| | Context: SM_Service | eManagement | | | |
| | 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 | y | | | |

| Name | Description | | | |
|-------------------------|--|-------------------------------|----------------------------------|--|
| | 0 to 50 | 50 to 100 | 100 to 200 | |
| Average | 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". | | | |
| Outage | | | | |
| Duration by Service KPI | | | | |
| | 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: Monthl | у | | |
| | Threshold: | | | |
| | 0 to 24 | 24 to 48 | 48 to 72 | |
| Average Time | Business Questions by their "Agreed" phase | | greements and targets in place | |
| to Agreed SLA Phase | Business Objective: | Improve responsiveness | | |
| KPI | Description: The ave | • | the time they are "Draft" to the | |
| | Version Limitatio | n: This KPI is available only | if you have SM 9.40 version. | |
| | Context: SM_Service | eLevelManagement | | |
| | 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: Monthl | у | | |
| | Threshold: | | | |

| Name | Description | | | |
|-------------------------|--|---|--|--|
| | 0 to 50 | 50 to 100 | 100 to 200 | |
| Δνα | Business Questions: Make sure our interaction processes are efficient. | | | |
| Avg Interaction | Business Objective: Improve Responsiveness | | | |
| Closure Duration KPI | Description: The ave interaction close time. | • | nteraction creation time till the | |
| | 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 | Business Questions planning and provision | | nge trends for better resources | |
| Backlog Size KPI | Size Business Objective: Improve responsiveness | | | |
| | _ | r r | | |
| | Description: The bac decision. | klog of opened change requ | ests that are waiting for a | |
| | • | klog of opened change requ | ests that are waiting for a | |
| | decision. | klog of opened change requ | ests that are waiting for a | |
| | decision. Context: SM_Change Data Sources: SM | klog of opened change requirement Management nange, Change.CreateTime | · | |
| | decision. Context: SM_Change Data Sources: SM Formula: COUNT(Ch | klog of opened change requirement Management nange, Change.CreateTime | · | |
| | decision. Context: SM_Change Data Sources: SM Formula: COUNT(Change.CloseTime <= | klog of opened change requirement Management nange, Change.CreateTime | ests that are waiting for a <= NOW) - COUNT(Change , | |
| | decision. Context: SM_Change Data Sources: SM Formula: COUNT(Change.CloseTime <= Formula Filter: N/A | klog of opened change requirements nange, Change.CreateTime = NOW) | · | |
| | decision. Context: SM_Change Data Sources: SM Formula: COUNT(Change.CloseTime <= Formula Filter: N/A Unit Type: # | klog of opened change requirements nange, Change.CreateTime = NOW) | · | |
| | decision. Context: SM_Change Data Sources: SM Formula: COUNT(Change.CloseTime <= Formula Filter: N/A Unit Type: # Time Period: Monthly | klog of opened change requirements nange, Change.CreateTime = NOW) | · | |

| Name | Description | | | | |
|-----------------------|--|----------------------------|------------------------|--|--|
| Success Rate | Ensure changes are successful. Business Objective: Achieve Process Excellence | | | | |
| KPI | | | | | |
| | Description: The number of successful changes relative to the total number of changes performed during the measurement period. | | | | |
| | Context: SM_Changel | Management | | | |
| | 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: | | | | |
| | 0 to 75 | 75 to 90 | 90 to 100 | | |
| 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_IncidentI | Management | | | |
| | 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: | | | | |
| | 0 to 5 | 5 to 10 | 10 to 50 | | |
| | Business Questions: | Make sure our Incident pro | cess is efficient. | | |
| Incident | | Achieve Process Excellenc | | | |
| Backlog Size KPI | Description: The number of incidents that are not "closed" during the current | | | | |
| | | | see as as a see our on | | |

| 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 | |
| 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 | | | |
| | - | ime used by the service de | esk to address incidents. | |
| | Context: SM_IncidentM | lanagement | | |
| | 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 | |
| Interaction Backlog Size KPI | interaction activity. Reg | ional managers can use th | ected increase or decrease in e metric as a template to rest by applying the required | |

| Name | Description | | | | |
|------------------------------------|--|---|------------------------|--|--|
| | Business Objective: | 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: | (| | | |
| | | | 101 100 | | |
| | 0 to 10 | 10 to 40 | 40 to 100 | | |
| Number of | 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. | | | | |
| Breached | | | | | |
| SLA Incidents KPI | | | | | |
| | | | | | |
| | Context: SM_Inciden | tManagement | | | |
| | Data Sources: SM | | | | |
| | Formula: COUNT(In Incident.Subcategory | cident , PERIOD_ENTITY : = 'SLA breach') | = CreateTimePeriod and | | |
| | Formula Filter: N/A | | | | |
| | Unit Type: # | | | | |
| | Time Period: Monthly | / | | | |
| | Threshold: | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | |
| Number of Breached SLAs with | Business Questions: Ensure our services are offered within agreed up-time ar without interruption. Ensure Service Level Targets are achieved and continuously meet business requirements. | | | | |
| Breached OLAs KPI | Business Objective: | Reduce risk | | | |
| | Description: The number of SLA targets that are breached and whose relevant | | | | |

| Name | Description | | | |
|---|---|----------------------------|------------------------------------|--|
| | OLA targets are bread | ched as well during the me | easurement period. | |
| | Version Limitatio Context: SM_Service | | nly if you have SM 9.40 version. | |
| | Data Sources: SM | ozov omnanagomom | | |
| | | SLABreachedOLA , PERIO | OD_ENTITY = | |
| | Formula Filter: N/A | nou) | | |
| | Unit Type: # | | | |
| | Time Period: Monthl | N. | | |
| | Threshold: | у | | |
| | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | |
| Number of Breached SLAs With | 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. | | | |
| Breached | Business Objective: Reduce Risk | | | |
| Underpinning Contracts KPI | 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_Service | eLevelManagement | | |
| | 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 | and testing is effective | _ | ectively planned and implementened | |
| Where Remediation | Business Objective: | : Achieve Process Excelle | ence | |
| is Invoked Description: The number of changes where remediation is invoked duri measurement period. | | | | |

| Name | Description | | | | | |
|---------------------------------------|--|--|--|--|--|--|
| Ivaille | • | This KDI is socilable and a | form have OM Ondeless | | | |
| | Version Limitation mode(PD) version | on: This KPI is available only i ı. | f you have SM Codeless | | | |
| | Context: SM_Chang | | | | | |
| | Data Sources: SM | | | | | |
| | _ | Formula: COUNT_DISTINCT(ChangeForChangePhase.ReferenceNumber , ChangePhase.ToPhaseCode = 'Backout' And ChangePhase.IncurredDate IN_PERIOD) | | | | |
| | Formula Filter: N/A | Formula Filter: N/A | | | | |
| | Unit Type: # | | | | | |
| | Time Period: Month | ıly | | | | |
| | Threshold: | | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | | |
| | | | | | | |
| Number of | Business Question | s: Improve Service Delivery P | erformance | | | |
| Closed | Business Objective | : Improve Quality of Delivery | | | | |
| Incidents KPI | Description: The am | nount of incidents closed durin | g the measurement period. | | | |
| | Context: IncidentMa | nagement | | | | |
| | Data Sources: SM | | | | | |
| | Formula: COUNT(Ir | ncident,PERIOD_ENTITY=Cl | osedTimePeriod) | | | |
| | Formula Filter: N/A | | | | | |
| | Unit Type: # | | | | | |
| | Time Period: Month | ıly | | | | |
| | Threshold: | | | | | |
| | 0 to 100 | 100 to 400 | 400 to 500 | | | |
| | | | | | | |
| | Business Question | s: Make sure our change proce | edures are efficient. | | | |
| | | . | | | | |
| | Business Objective | : Achieve Process Excellenc | e | | | |
| Completed | Business Objective Description: The nu | . | e mpleted successfully in a | | | |
| Completed | Business Objective Description: The nu | : Achieve Process Excellence imber of changes that were control example: daily/weekly/montrol | e mpleted successfully in a | | | |
| Number of Completed Changes KPI | Business Objective Description: The nu measurable period (for | : Achieve Process Excellence imber of changes that were control example: daily/weekly/montrol | e mpleted successfully in a | | | |
| Completed | Business Objective Description: The nu measurable period (for Context: SM_Chang Data Sources: SM | e: Achieve Process Excellence Imber of changes that were control or example: daily/weekly/montrol geManagement Change, Change. Completion Compl | e mpleted successfully in a thly). | | | |

| Name | Description | | | | | |
|------------------------------------|----------------|--|---------------------------------------|-------------------|-----------------------|--|
| | Unit Type: # | ŧ | | | | |
| | Time Period | I: Monthly | | | | |
| | Threshold: | Threshold: | | | | |
| | 0 to 300 | 300 to 400 | 400 to 600 | 600 to 700 | 700 to 1000 | |
| Number of | Number of | Number of Documented SLAs in Place KPI | | | | |
| Documented SLAs in Place KPI | | uestions: Ensu n place, and def | re that all service ined targets. | s provided have | documented | |
| | Business O | bjective : Increa | se compliance | | | |
| | | : The number of the measureme | • | greements (SLAs | s) that are agreed | |
| | • Version L | .imitation: This | KPI is available | only if you have | SM 9.40 version. | |
| | Context: SM | 1_ServiceLevell | Management | | | |
| | Data Source | es: SM | | | | |
| | | , - | ent , Agreement.0 agreed' And Agre | | And ate IN_PERIOD) | |
| | Formula Filt | ter: N/A | | | | |
| | Unit Type: # | ŧ | | | | |
| | Time Period | I: Monthly | | | | |
| | Threshold: | | | | | |
| | 0 to 50 | 50 to | 100 | 100 to 200 | | |
| Number of Failed | and testing is | | _ | fectively planne | d and implemented | |
| Changes KPI | Business O | bjective : Achie | ve Process Exce | llence | | |
| | Description | : The number of | failed changes d | uring the measu | rement period. | |
| | Context: SM | I_ChangeMana | gement | | | |
| | Data Source | es: SM | | | | |
| | | OUNT(Change losedTimePerio | , Change.Compl d) | etionCode = '3' A | And PERIOD_ | |
| | Formula Filt | ter: N/A | | | | |
| | Unit Type: # | ŧ | | | | |
| | | | | | | |

| Name | Description | Description | | | |
|-------------------------|--|--|---|--|--|
| | Threshold: | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | |
| Number of Incidents | and testing is effect | ctive. | effectively planned and implemented ant of negative business impact. | | |
| Caused by Change KPI | Business Objective: Achieve Process Excellence | | | | |
| J | Description: The the measurement | | ed caused by change failure during | | |
| | | | he incident create time are not , the KPI will not able to count it. | | |
| | Version Limita mode(PD) vers | | only if you have SM Codeless | | |
| | Context: SM_Inci | dentManagement | | | |
| | Data Sources: SI | M | | | |
| | Formula: COUNT(Incident, PERIOD_ENTITY = CreateTimePeriod and Incident.FlagCausedByChange = 'Y') | | | | |
| | Formula Filter: N | I/A | | | |
| | Unit Type: # | | | | |
| | Time Period: Mo | nthly | | | |
| | Threshold: | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | |
| Nii | Rusiness Ouesti | | | | |
| Number of | meeting customer | • | ocess and service delivery is | | |
| OLA Targets | meeting customer | • | · | | |
| | meeting customer Business Object Description: The | expectations. ive: Improve Customer Sa | tisfaction argets for Operational Level | | |
| OLA Targets | meeting customer Business Object Description: The Agreement that we | expectations. ive: Improve Customer Sa number of Service Level T ere breached during the me | tisfaction argets for Operational Level | | |
| OLA Targets | meeting customer Business Object Description: The Agreement that we Version Limita | expectations. ive: Improve Customer Sa number of Service Level T ere breached during the me | tisfaction argets for Operational Level asurement period. | | |
| OLA Targets | meeting customer Business Object Description: The Agreement that we Version Limita | expectations. ive: Improve Customer Sa number of Service Level T ere breached during the me ation: This KPI is available viceLevelManagement | tisfaction argets for Operational Level asurement period. | | |
| OLA Targets | meeting customer Business Object Description: The Agreement that we Version Limita Context: SM_Ser Data Sources: SI Formula: COUN | expectations. ive: Improve Customer Sanumber of Service Level Tere breached during the meation: This KPI is available viceLevelManagement | tisfaction argets for Operational Level asurement period. | | |
| OLA Targets | meeting customer Business Object Description: The Agreement that we Version Limita Context: SM_Ser Data Sources: SI Formula: COUN | rexpectations. ive: Improve Customer Salanumber of Service Level Tere breached during the meation: This KPI is available viceLevelManagement If (SLT, Agreement.Categor) D_ENTITY = Period) | tisfaction argets for Operational Level asurement period. e only if you have SM 9.40 version. | | |
| OLA Targets | meeting customer Business Object Description: The Agreement that we Version Limita Context: SM_Ser Data Sources: SI Formula: COUNT = 'Y' And PERIOD | rexpectations. ive: Improve Customer Salanumber of Service Level Tere breached during the meation: This KPI is available viceLevelManagement If (SLT, Agreement.Categor) D_ENTITY = Period) | tisfaction argets for Operational Level asurement period. e only if you have SM 9.40 version. | | |

| Name | Description | | | | | |
|--------------------------------------|--|--|-------------------------------|--|--|--|
| | Threshold: | | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | | |
| Number of OLA Targets Close to | Business Questions: Make sure that our process and service delivery is meeting customer expectations. Business Objective: Improve Customer Satisfaction | | | | | |
| Breached KPI | Description: The number of Service Level Targets for Operational Lev Agreement that were close to breached during the measurement period | | | | | |
| | Version Limitatio Context: SM_Service | _ | if you have SM 9.40 version. | | | |
| | Data Sources: SM | | | | | |
| | Formula: COUNT(S | | 'ola' And SLTStatus.IndYellow | | | |
| | Formula Filter: N/A | | | | | |
| | Unit Type: # | | | | | |
| | Time Period: Monthl | Time Period: Monthly | | | | |
| | Threshold: | | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | | |
| Number of | Business Questions meeting customer ex | s: Make sure that our process pectations. | s and service delivery is | | | |
| OLA Targets Met KPI | Business Objective: Improve Customer Satisfaction | | | | | |
| | • | mber of Service Level Target met during the measurement | • | | | |
| | Version Limitation | n: This KPI is available only | if you have SM 9.40 version. | | | |
| | Context: SM_Service | eLevelManagement | | | | |
| | Data Sources: SM | | | | | |
| | Formula: COUNT(S | | 'ola' And SLTStatus.IndGreen | | | |
| | Formula Filter: N/A | | | | | |
| | Unit Type: # | | | | | |
| | Time Period: Month | у | | | | |
| | Threshold: | | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | | |

| Name | Description | | | | | |
|--|--|---|-------------------------------------|--|--|--|
| | | s: Improve Service Delivery | Performance | | | |
| Number of | | : Achieve Process Excellen | | | | |
| Opened Changes KPI | _ | nount of new changes opene | | | | |
| Onanges Ki i | _ | | a during the specific period. | | | |
| | Context: SM_Chang | gewanagement | | | | |
| | | Data Sources: SM | | | | |
| | | Change,PERIOD_ENTITY=0 | Greate i imePeriod) | | | |
| | Formula Filter: N/A | | | | | |
| | Unit Type: # | | | | | |
| | Time Period: Month | lly | | | | |
| | Threshold: | | | | | |
| | 0 to 200 | 200 to 500 | 500 to 1000 | | | |
| Number of Opened Incidents KPI | Business Objective Description: The an Context: SM_Incide Data Sources: SM | s: Improve Service Delivery c: Achieve Process Excellen nount of new incidents opene ntManagement ncident,PERIOD_ENTITY=0 | ce ed during the specific period | | | |
| | 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 | | | | | |
| | | nteraction,PERIOD_ENTIT\ | ⟨=CreateTimePeriod⟩ | | | |
| | Formula Filter: N/A | | | | | |

| Name | Description | | |
|--------------|---|---|---|
| | Unit Type: # Time Period: Monthl | v | |
| | Threshold: | , | |
| | 0 to 200 | 200 to 500 | 500 to 1000 |
| Number of | Business Questions | : Make sure our request prod | cesses are efficient. |
| Opened | Business Objective: | Achieve Process Excellence | e |
| Problems KPI | Description: The numerous measurement period. | nber of new problems that oc | curred during the |
| | Context: SM_Probler | nManagement | |
| | Data Sources: SM | | |
| | Formula: COUNT(P | roblem , PERIOD_ENTITY : | = CreateTimePeriod) |
| | Formula Filter: N/A | | |
| | Unit Type: \$ | | |
| | Time Period: Monthly | у | |
| | Threshold: | | |
| | 0 to 50 | 50 to 100 | 100 to 200 |
| Number of | Number of Opene | d Requests KPI | |
| Opened | Business Questions | :Make sure our request proc | esses are efficient. |
| Requests KPI | Rusinoss Objective: | | |
| | Business Objective. | Achieve Process Excellence | e |
| | - | Achieve Process Excellence nber of new requests that we | |
| | Description: The numerous measurement period. | nber of new requests that we | |
| | Description: The numerous measurement period. • Version Limitation | nber of new requests that we | ere opened during the |
| | Description: The numerous measurement period. • Version Limitation mode(PD) version. | nber of new requests that we | ere opened during the |
| | Description: The numerous measurement period. • Version Limitation mode(PD) version. Context: SM_Request Data Sources:SM | nber of new requests that we | ere opened during the f you have SM 9.40 Codeless |
| | Description: The numerous measurement period. • Version Limitation mode(PD) version. Context: SM_Request Data Sources:SM | nber of new requests that we n:This KPI is available only i stManagement | ere opened during the f you have SM 9.40 Codeless |
| | Description: The numerous measurement period. • Version Limitation mode(PD) version. Context: SM_Request Data Sources:SM Formula: COUNT(Recognition) | nber of new requests that we n:This KPI is available only i stManagement | ere opened during the f you have SM 9.40 Codeless |
| | Description: The numerous measurement period. • Version Limitation mode(PD) version. Context: SM_Request Data Sources:SM Formula: COUNT(Reserved) | nber of new requests that we n:This KPI is available only i stManagement equest , PERIOD_ENTITY | ere opened during the f you have SM 9.40 Codeless |
| | Description: The numerous measurement period. • Version Limitation mode(PD) version. Context: SM_Request Data Sources:SM Formula: COUNT(R Formula Filter:N/A Unit Type: \$ | nber of new requests that we n:This KPI is available only i stManagement equest , PERIOD_ENTITY | ere opened during the f you have SM 9.40 Codeless |

| Name | Description | | | | |
|---|--|--|--|--|--|
| Number of | Business Questions specifications. | : Ensure all changes provide | e complete information and | | |
| Rejected Changes | Business Objective: Achieve Process Excellence | | | | |
| Caused by Incomplete | - | nber of changes with incompring the measurement period | olete change specifications that . | | |
| Change Specifications | Context: SM_Change | eManagement | | | |
| KPI | 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 | у | | | |
| | Threshold: | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | |
| Number of Rejected Changes Caused by Incomplete Impact Assessments KPI | Business Objective: Description: The number of implemented during the context: SM_Change Data Sources: SM Formula: COUNT_D, ChangeRejection.Ref | Achieve Process Excellence Inber of changes with incompring the measurement period eManagement ISTINCT(ChangeForChange ejectionCode = 'Incomplete I urredDate IN_PERIOD) | ce plete impact assessments that . geRejection.ReferenceNumber | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | |
| Number of SLA Targets | meeting customer exp | | · | | |
| Breached KPI | Business Objective: Improve Customer Satisfaction Description: The number of Service Level Targets for SLA that are breached | | | | |

| Name | Description | | | | | |
|--|---|--|-------------------------------|--|--|--|
| | during the measureme | ent period. | | | | |
| | Version Limitation: | This KPI is available only if | you have SM 9.40 version. | | | |
| | Context: SM_Service | eLevelManagement | | | | |
| | Data Sources: SM | | | | | |
| | Formula: COUNT(SLT, Agreement.Category = 'sla' And SLTStatus.IndRed = 'Y' And PERIOD_ENTITY = Period) | | | | | |
| | Formula Filter: N/A | Formula Filter: N/A | | | | |
| | Unit Type: # | | | | | |
| | Time Period: Monthl | y | | | | |
| | Threshold: | | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | | |
| Number of SLA Targets Close to Breached KPI | meeting customer explanation meeting customer explanation meeting customer explanation. The number of the customer explanation of the customer explanation of the customer explanation. The number of the customer explanation of | : Make sure that our process pectations. mber of Service Level Target neasurement period. on: This KPI is available only eLevelManagement SLT, Agreement.Category = INTITY = Period) | and service delivery is | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | | |
| Number of SLA Targets Met KPI | meeting customer exp | Business Questions: Make sure that our process and service delivery is meeting customer expectations. Business Objective: Improve Customer Satisfaction | | | | |
| | Description: The nur the measurement per | | s for SLA that are met during | | | |
| | Version Limitatio | n: This KPI is available only | if you have SM 9.40 version. | | | |

| Name | Description | | | |
|--------------------------|---|------------------------------|----------------------------------|--|
| | Context: SM_Servicel | _evelManagement | | |
| | 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 | Business Questions: meeting customer expe | Make sure that our process | s and service delivery is | |
| Breached KPI | Business Objective: | mprove Customer Satisfac | etion | |
| | Description: The num are breached during the | | s for underpining contracts that | |
| | • Version Limitation | : This KPI is available only | if you have SM 9.40 version. | |
| | Context: SM_Servicel | _evelManagement | | |
| | Data Sources: SM | | | |
| | Formula: COUNT(SL 'Y' And PERIOD_ENT | | 'uc' And SLTStatus.IndRed = | |
| | Formula Filter: N/A | | | |
| | Unit Type: # | | | |
| | Time Period: Monthly | | | |
| | Threshold: | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | |
| Number of | Business Questions: meeting customer expe | Make sure that our process | s and service delivery is | |
| UC Targets | | Improve Customer Satisfac | ction | |
| Close to Breached KPI | Description: The num | • | s for underpining contracts that | |
| | | | if you have SM 9.40 version. | |
| | Context: SM_Servicel | · | , | |
| | Data Sources: SM | - | | |
| | Formula: COUNT(SL | T , Agreement.Category = | 'uc' And SLTStatus.IndYellow | |
| | | , 5 | | |

| Name | Description | | |
|--------------------------|---|--|--------------------------------|
| | = 'Y' And PERIOD_EN | TITY = Period) | |
| | Formula Filter: N/A | | |
| | Unit Type: # | | |
| | Time Period: Monthly | | |
| | Threshold: | | |
| | 0 to 25 | 25 to 50 | 50 to 100 |
| Number of | Business Questions: meeting customer expe | Make sure that our process ctations. | and service delivery is |
| UC Targets Met KPI | Business Objective: In | mprove Customer Satisfac | tion |
| | Description: The number are met during the meas | _ | for underpining contracts that |
| | • Version Limitation: | This KPI is available only | if you have SM 9.40 version. |
| | Context: SM_ServiceLe | evelManagement | |
| | Data Sources: SM | | |
| | Formula: COUNT(SLT = 'Y' And PERIOD_EN | | uc' And SLTStatus.IndGreen |
| | Formula Filter: N/A | | |
| | Unit Type: # | | |
| | Time Period: Monthly | | |
| | Threshold: | | |
| | 0 to 100 | 50 to 100 | 100 to 200 |
| Percentage of | Business Questions: SLA. | Ensure review process is ir | nplemented and covers each |
| Agreements Reviewed | Business Objective: A | achieve process excellence | • |
| Within the Period KPI | - | ber of Agreements with a neutral number of agreements. | ext review date that is not |
| | • Version Limitation: | This KPI is available only | if you have SM 9.40 version. |
| | Context: SM_ServiceLe | evelManagement | |
| | Data Sources: SM | | |
| | Formula: PERCENTAGE_MATH(COUNT(Agreement , Agreement.NextReviewDate > NOW And Agreement.EndDate > NOW), | | |
| | | vDate > NOW And Agreem Agreement.EndDate > NOV | • |

| Name | Description | | | | |
|--------------------------|--|--|---|--|--|
| | Unit Type: # | | | | |
| | Time Period: Monthly | y | | | |
| | Threshold: | | | | |
| | 0 to 50 | 50 to 100 | 100 to 200 | | |
| Percentage of | Business Questions: Make sure that our service delivery is meeting c expectations. | | | | |
| Availability compared to | Business Objective: | Improve Customer Satisfa | ction | | |
| SLTs KPI | Description: The nun measurement period. | nber of outages relative to the | ne total SLA uptime, during the | | |
| | Context: SM_SLM | | | | |
| | Data Sources: SM | | | | |
| | ` ` | AGE_MATH(plannedDowntime,PERIOD pectedUptime,PERIOD_EI | | | |
| | Formula Filter: N/A | | | | |
| | Unit Type: % | | | | |
| | Time Period: Monthly | | | | |
| | Threshold: | | | | |
| | 0 to 2 | a. = | | | |
| | | 2 to 5 | 5 to 100 | | |
| | | 2 to 5 | 5 to 100 | | |
| Percentage of | Business Questions are correct | | sations and risk assessments | | |
| Changes | are correct | | ations and risk assessments | | |
| • | are correct Business Objective: Description: The num | : Make sure changes implic Achieve Process Excellen | cations and risk assessments ce ing the measurement period | | |
| Changes Resulting in | are correct Business Objective: Description: The num | : Make sure changes implice Achieve Process Excellent on the changes opened dures, relative to the total number | cations and risk assessments ce ing the measurement period | | |
| Changes Resulting in | are correct Business Objective: Description: The nun that resulted in outage | : Make sure changes implice Achieve Process Excellent on the changes opened dures, relative to the total number | cations and risk assessments ce ing the measurement period | | |
| Changes Resulting in | are correct Business Objective: Description: The number that resulted in outage Context: SM_Change Data Sources: SM Formula: PERCENT | : Make sure changes implice. Achieve Process Excellent on the changes opened dure, relative to the total number of the control | eations and risk assessments ce ing the measurement period r of changes. | | |
| Changes Resulting in | are correct Business Objective: Description: The number that resulted in outage Context: SM_Change Data Sources: SM Formula: PERCENT | : Make sure changes implice. Achieve Process Excellent on the changes opened dure, relative to the total number of the control | eations and risk assessments ce ing the measurement period r of changes. ageStart is not NULL And | | |
| Changes Resulting in | are correct Business Objective: Description: The number that resulted in outage Context: SM_Change Data Sources: SM Formula: PERCENT PERIOD_ENTITY=C | : Make sure changes implice. Achieve Process Excellent on the changes opened dure, relative to the total number of the control | eations and risk assessments ce ing the measurement period r of changes. | | |
| Changes Resulting in | are correct Business Objective: Description: The number that resulted in outage Context: SM_Change Data Sources: SM Formula: PERCENT PERIOD_ENTITY=C Formula Filter: N/A | : Make sure changes implice. Achieve Process Excellent on the process opened during the second of th | eations and risk assessments ce ing the measurement period r of changes. ageStart is not NULL And | | |

| Name | Description | | | | | |
|----------------------|--|---|--|--|--|--|
| | 0 to 5 | 5 to 20 | 20 to 50 | | | |
| Porcontago of | Business Questions: Make sure our Incident processes are efficient. | | | | | |
| Percentage of Closed | Business Objective: Achieve Process Excellence | | | | | |
| Incidents KPI | 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 | 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: | | | | | |
| | 0 to 100 | 50 to 100 | 100 to 200 | | | |
| Percentage of | Business Questions: Make sure our problem processes are efficient. | | | | | |
| Closed | Business Objective: Achieve Process Excellence | | | | | |
| | | Achieve Process Excellence | 9 | | | |
| Problems KPI | • | Achieve Process Excellence per of Problems closed relat g the measurement period. | | | | |
| Problems KPI | • | per of Problems closed relat g the measurement period. | | | | |
| Problems KPI | Problems opened during | per of Problems closed relat g the measurement period. | | | | |
| Problems KPI | Problems opened during Context: SM_Problems Data Sources: SM Formula: PERCENTA | per of Problems closed relat g the measurement period. | ive to the total number of em , PERIOD_ENTITY = | | | |
| Problems KPI | Problems opened during Context: SM_Problems Data Sources: SM Formula: PERCENTA ClosedTimePeriod), C | per of Problems closed relat g the measurement period. Management GE_MATH(COUNT(Probl | ive to the total number of em , PERIOD_ENTITY = | | | |
| Problems KPI | Problems opened during Context: SM_Problems Data Sources: SM Formula: PERCENTA ClosedTimePeriod), C CreateTimePeriod)) | per of Problems closed relat g the measurement period. Management GE_MATH(COUNT(Probl | ive to the total number of em , PERIOD_ENTITY = | | | |
| Problems KPI | Problems opened during Context: SM_Problems Data Sources: SM Formula: PERCENTA ClosedTimePeriod), C CreateTimePeriod)) Formula Filter: N/A | per of Problems closed relat g the measurement period. Management GE_MATH(COUNT(Probl | ive to the total number of em , PERIOD_ENTITY = | | | |
| Problems KPI | Problems opened during Context: SM_Problems Data Sources: SM Formula: PERCENTA ClosedTimePeriod), C CreateTimePeriod)) Formula Filter: N/A Unit Type: % | per of Problems closed relat g the measurement period. Management GE_MATH(COUNT(Probl | ive to the total number of em , PERIOD_ENTITY = | | | |
| Problems KPI | Problems opened during Context: SM_Problems Data Sources: SM Formula: PERCENTA ClosedTimePeriod), C CreateTimePeriod)) Formula Filter: N/A Unit Type: % Time Period: Monthly | per of Problems closed relat g the measurement period. Management GE_MATH(COUNT(Probl | ive to the total number of em , PERIOD_ENTITY = | | | |
| | Problems opened during Context: SM_Problems Data Sources: SM Formula: PERCENTA ClosedTimePeriod), C CreateTimePeriod)) Formula Filter: N/A Unit Type: % Time Period: Monthly Threshold: 0 to 100 | per of Problems closed relating the measurement period. Management GE_MATH(COUNT(Problem) PERIOD 50 to 100 | ive to the total number of em , PERIOD_ENTITY = _ENTITY = 100 to 200 | | | |
| Percentage of Closed | Problems opened during Context: SM_Problems Data Sources: SM Formula: PERCENTA ClosedTimePeriod), C CreateTimePeriod)) Formula Filter: N/A Unit Type: % Time Period: Monthly Threshold: 0 to 100 Business Questions: | per of Problems closed relat g the measurement period. Management GE_MATH(COUNT(Problem OUNT(Problem , PERIOD | em , PERIOD_ENTITY = _ENTITY = _100 to 200 cesses are efficient. | | | |

| 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_Request | Management | | |
| | Data Sources: SM | | | |
| | Formula: PERCENTAGE_MATH(COUNT(Request , PERIOD_ENT 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 | |
| | 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 | |
| | | | | |

| 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_IncidentN | /lanagement | | |
| | Data Sources: SM | | | |
| | | GE(Incident, Incident.Escaeriod, PERIOD_ENTITY= | — | |
| | Formula Filter: N/A | | | |
| | Unit Type: % | | | |
| | Time Period: Monthly | | | |
| | Threshold: | | | |
| | 0 to 25 | 35 to 65 | 65 to 100 | |
| Percentage of First Call | 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. | | | |
| Resolution | organization. | n you probably need to imp | rove the self-help tools in your | |
| Resolution KPI | organization. | n you probably need to import of the import of the market in prove Responsiveness | rove the self-help tools in your | |
| | organization. Business Objective: In Description: (% of first interactions that were so support lines, relative to measurement period. The percentage and call counce Employee Self Service drivers of customer satismanagers can determine | mprove Responsiveness call resolution of service resolved by the first line without the total number of interactions metric enables organizates that the initial custome (ESS) calls. The metric is esfaction. By monitoring first enow well the service is perfection. | equests) The number of ut assistance from other tions that occurred during the ations to identify the r contact completes for non-commonly one of the crucial t call resolution, Call Center | |
| | organization. Business Objective: In Description: (% of first interactions that were so support lines, relative to measurement period. The percentage and call counce Employee Self Service drivers of customer satismanagers can determine | mprove Responsiveness call resolution of service resolved by the first line without the total number of interactions metric enables organizates that the initial custome (ESS) calls. The metric is esfaction. By monitoring first e how well the service is peedge tools are necessary to | equests) The number of ut assistance from other tions that occurred during the ations to identify the r contact completes for non-commonly one of the crucial t call resolution, Call Center erforming and whether | |
| | organization. Business Objective: In Description: (% of first interactions that were so support lines, relative to measurement period. The percentage and call counterployee Self Service drivers of customer sation managers can determine additional staff or knowledge. | mprove Responsiveness call resolution of service resolved by the first line without the total number of interactions metric enables organizates that the initial custome (ESS) calls. The metric is esfaction. By monitoring first e how well the service is peedge tools are necessary to | equests) The number of ut assistance from other tions that occurred during the ations to identify the r contact completes for non-commonly one of the crucial t call resolution, Call Center erforming and whether | |

| 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 | Business Que service review | | sure that improve | ment plans are add | ed after each | | |
| Improvement Plans Related | Business Obj | ective: Ach | ieve Process Exc | ellence | | | |
| to Agreements | | | - | th service improve uring the measuren | • | | |
| KPI | Version Li | mitation: Th | nis KPI is availabl | e only if you have S | SM 9.40 version. | | |
| | Context: SM_ | ServiceLeve | elManagement | | | | |
| | Data Sources | : SM | | | | | |
| | Formula: PEF | RCENTAGE | (Agreement , Ag | reement.FlagSIP = | = 'Y' , *) | | |
| | Formula Filte | r: N/A | | | | | |
| | Unit Type: % | | | | | | |
| | Time Period: | Monthly | | | | | |
| | Threshold: | | | | | | |
| | 0 to 50 | <mark>5</mark> | 0 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. | | | | ation rule in SM nt that has met cident. This | | |
| | Context: Incid | lentManageı | ment | | | | |

| 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 | | |
| Percentage of | Business Questions: | Make sure our security pro | ocesses are efficient. | | |
| Incidents | Business Objective: F | Reduce Risk | | | |
| Classified as Security | - | tion: The number of incidents classified as security-related relative to number of incidents that occurred during the measurement period. | | | |
| Related KPI | 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 | | | | |
| | | | .00.00 =0.0 | | |
| Percentage of Interactions in Backlog | 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. | | | | |
| KPI | Business Objective: Improve Responsiveness | | | | |
| | other given time frame) | ber of open interactions that relative to the total number e of the backlog of old unre | • | | |
| | Context: SM_ServiceD | Desk | | | |
| | 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 | | |
| | Business Questions | : Make sure our incid | dent closing process is efficient. | | |
| Percentage of Reopened | Business Objective: | Improve Staff Effec | tiveness | | |
| Incidents KPI | 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 | | |
| Percentage of | Business Questions: Ensure that all services provided have documented agreements in place, and defined targets. | | | | |
| Service based SLAs Agreed | Business Objective: Increase Compliance | | | | |
| KPI | 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_Service | LevelManagement | | | |
| | Data Sources: SM | | | | |
| | = 'sla' And Agreement | .CurrentPhase = 'ag | IT(Agreement , Agreement.Category reed' And Agreement.AgreementType ment.Category = 'sla')) | | |

| Name | Description | | Description | | | |
|---------------------------|---|---------------------|---|--|--|--|
| | Formula Filter: N/A | Formula Filter: N/A | | | | |
| | Unit Type: % | | | | | |
| | Time Period: Monthly Threshold: | | | | | |
| | | | | | | |
| | 0 to 5 5 to 20 20 to 100 | | | | | |
| Percentage of SLAs Due to | Business Questions: Make sure we are providing the best service to our customers. Make sure our services are up to date. | | | | | |
| Expire KPI | Business Objective: | Achieve Process | Excellence | | | |
| | Description : The nuncurrent period relative | | according to plan, should expire in the or of SLAs. | | | |
| | Context: SM_SLM | | | | | |
| | Data Sources: SM | | | | | |
| | | • | tate='Running' and SLA.EndDate IN_ d SLA.Name <> 'UNKNOWN') | | | |
| | Formula Filter: N/A | | | | | |
| | Unit Type: % | | | | | |
| | Time Period: Monthly | y | | | | |
| | Threshold: | | | | | |
| | 0 to 50 | 50 to 75 | 75 to 100 | | | |
| Percentage of | | | nanges adhere to the change unauthorized changes. | | | |
| Unauthorized Implemented | Business Objective: | Achieve Process | Excellence | | | |
| Changes KPI | Description: The number of unplanned changes relative to the total number of changes during the measurement period. | | | | | |
| | Context: SM_Change | eManagement | | | | |
| | 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 | y | | | | |
| | Threshold: | | | | | |

| Problem Backlog Size KPI | Business Objective: | 50 to 100 Make sure our Problem pro Achieve Process Excellence klog of opened problems. | | | |
|--------------------------|--|--|--------------------------|--|--|
| Problem Backlog Size KPI | Business Objective: Description: The back Context: SM_Problem | Achieve Process Excellence Achieve Process Excellence Alog of opened problems. | | | |
| KPI C | Context: SM_Problem | | | | |
| | _ | Management | | | |
| F | Data Sources: SM | iiiianagoiiioni | | | |
| | | | | | |
| | Formula: COUNT(Propriem Problem , Problem , Problem .Clo | oblem , Problem.CreateTim sedTime <= NOW) | e <= NOW) - COUNT(| | |
| F | Formula Filter: N/A | | | | |
| ι | Unit Type: \$ | | | | |
| 7 | Time Period: Monthly | | | | |
| 1 | Threshold: | | | | |
| | 0 to 100 | 50 to 100 | 100 to 200 | | |
| | Business Questions: | Make sure our request prod | cesses are efficient. | | |
| Request Backlog Size | Business Objective: Achieve Process Excellence | | | | |
| | Description: The backlog of opened requests. | | | | |
| | Version Limitation: Tmode(PD) version. | his KPI is available only if y | ou have SM 9.40 Codeless | | |
| (| Context: SM_Reques | tManagement | | | |
| | Data Sources: SM | | | | |
| | Formula: COUNT(Request , Request.CreateTime <= NOW) - COUNT(Request , Request.ClosedTime <= NOW) | | | | |
| F | Formula Filter: N/A | | | | |
| ι | Unit Type: \$ | | | | |
| 7 | Time Period: Monthly | | | | |
| ר | Threshold: | | | | |
| | 0 to 100 | 50 to 100 | 100 to 200 | | |

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