

ITSM Reporting Services
Enterprise Service Management
Monthly Metric Report
October 2011

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Introduction

Background

ITSM Reporting Services operates within an ITIL framework and measures the maturity via the Cobit 4.1 Objectives and Key Measures.

Purpose

Standardizing the Enterprise Service Management (ESM) process within ITSM Reporting Services ensures a consistent operating framework for all ESM processes. To support alignment this report defines and reports the baseline measures supported by CoBit 4.1 for which the maturity and effectiveness of the ESM process will be measured.

Scope

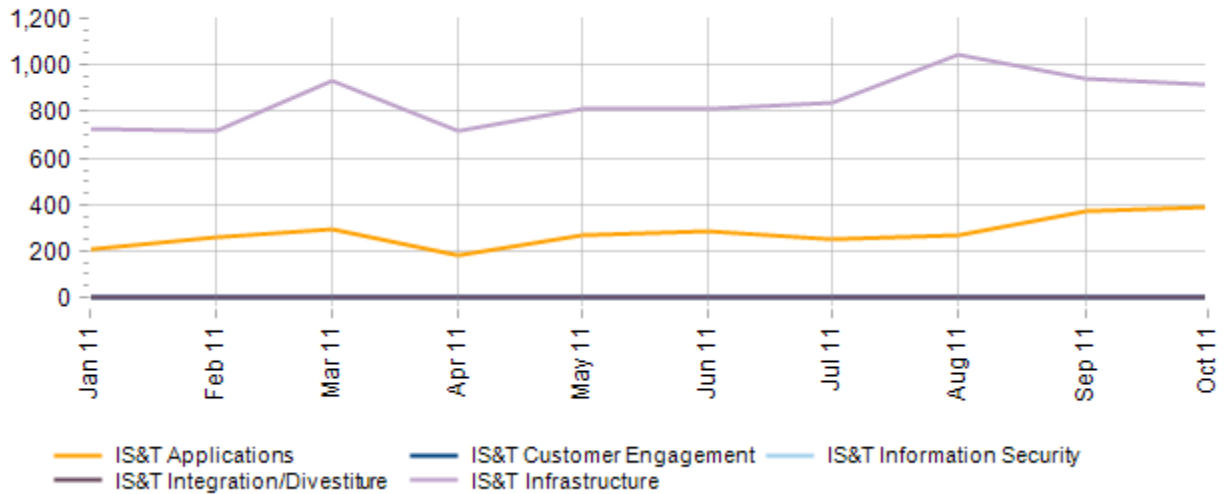
All ESM process utilized within ITSM Reporting Services. All data for this report has been obtained exclusively from the HP Open View Service Desk database.

AI6 – Manage Change

Number of Changes Logged

This metric is established by counting the total number of Changes logged during the last calendar month. How many changes are logged and what the historical trend is shows the rate of change in the environment. The rate of change can be correlated to additional activities such as project deployment and customer base growth.

Number of Changes Logged for IS&T Divisions

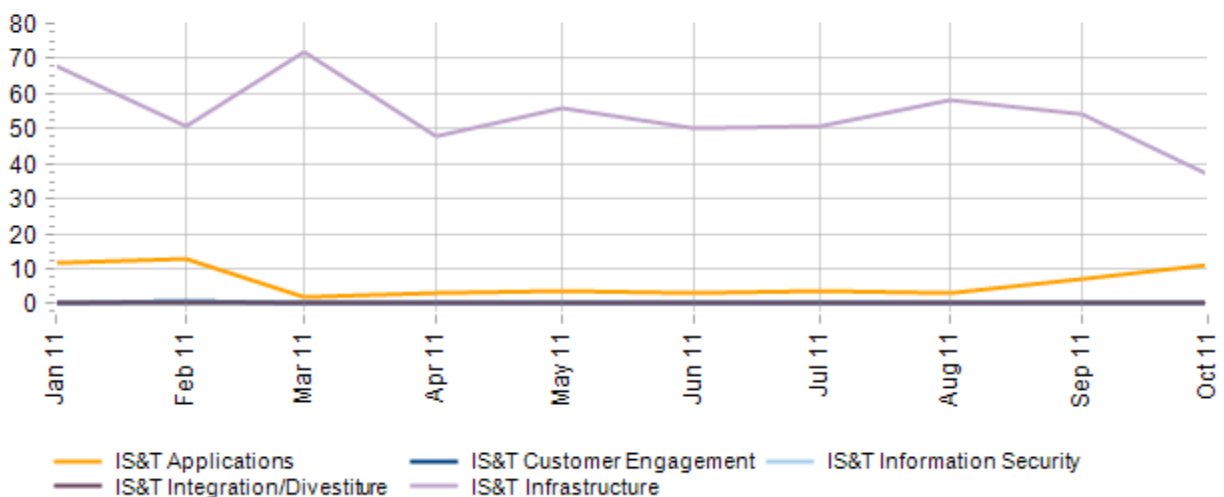


Comments:

Number of Emergency Changes Logged

This metric is established by counting the total number of emergency changes logged during the last calendar month. Urgent changes are changes that bypass the normal CAB cycle. These are typically logged due to an urgent change in business requirements but are not related to a critical incident or problem.

Number of Emergency Changes Logged for IS&T Divisions

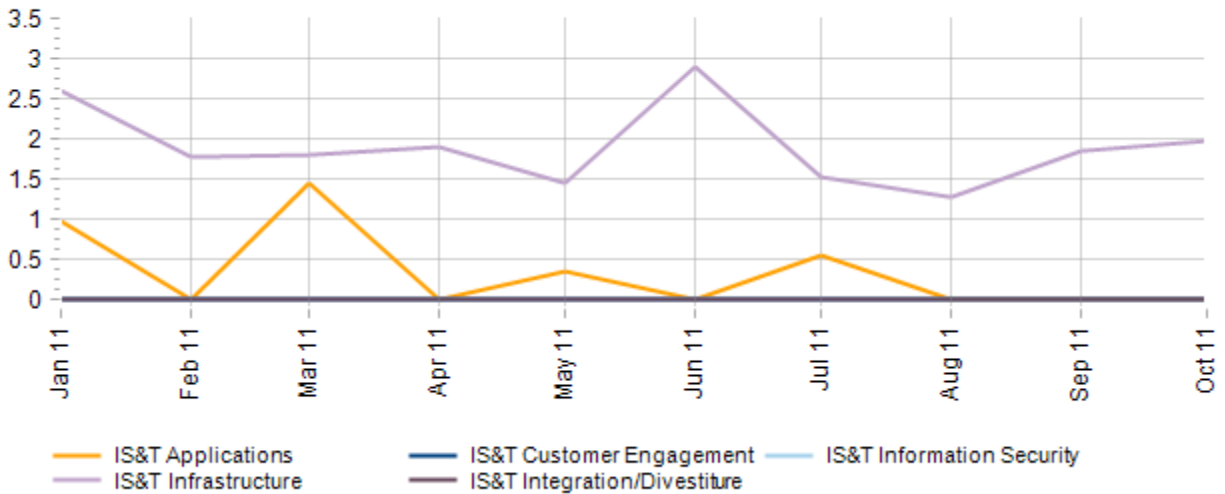


Comments:

Percentage of Failed or Partially Successful Changes

This metric is established by comparing the total number changes to total number of partially successful or failed changes during the month. Failed and / or partially successful changes are an indicator of the quality of testing in our environment. A large number of failed / partially successful changes indicate a potential gap in our testing processes.

Percentage of Failed or Partially Successful Changes for IS&T Divisions

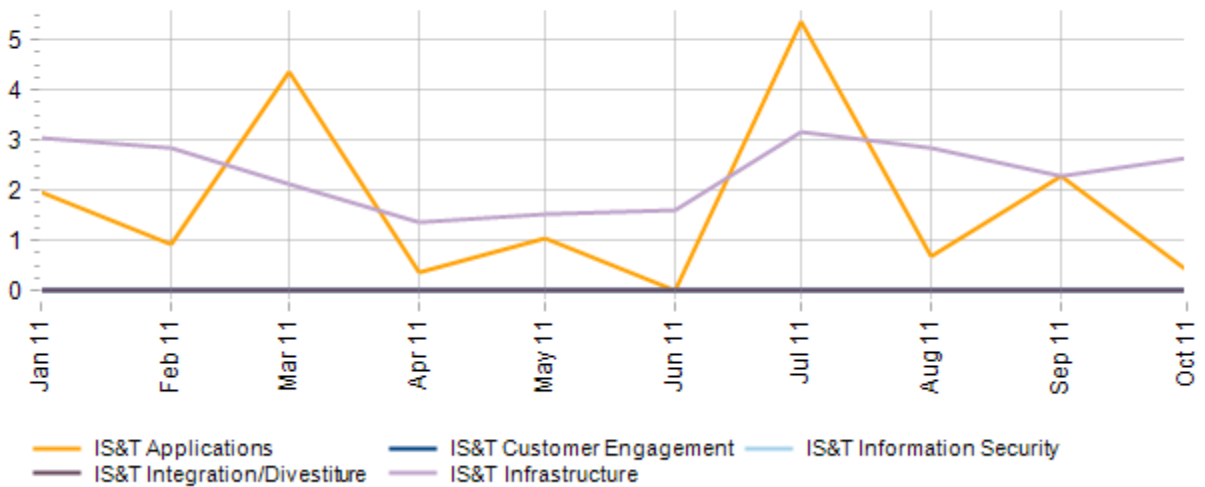


Comments:

Percentage of Rejected Changes

This metric is established by comparing the total number of implementation rejected changes (not build rejected) to total number of changes logged during the last calendar month. A rise in the percentage of rejected changes may indicate changes are being subjected to closer scrutiny and as a result, are being rejected when they do not meet quality criteria.

Percentage of Rejected Changes for IS&T Divisions

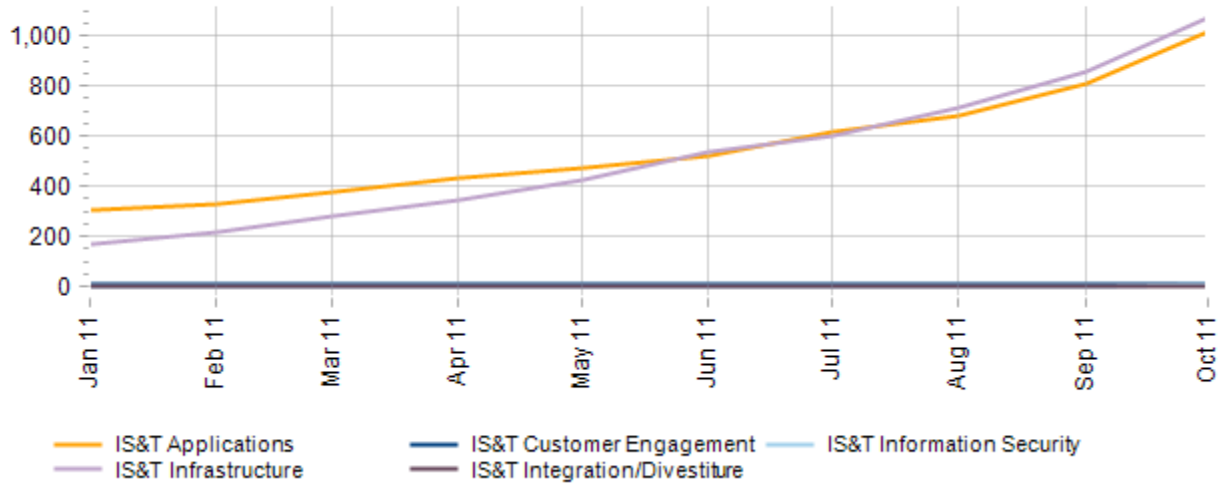


Comments:

Number of Expired Changes

This metric is established by evaluating all approved changes past the implementation date that have not been completed. This metric helps explain how operational teams are managing their queues as well as identifies potential gaps in our understanding of the current state of a Configuration Item (CI).

Number of Expired Changes for IS&T Divisions

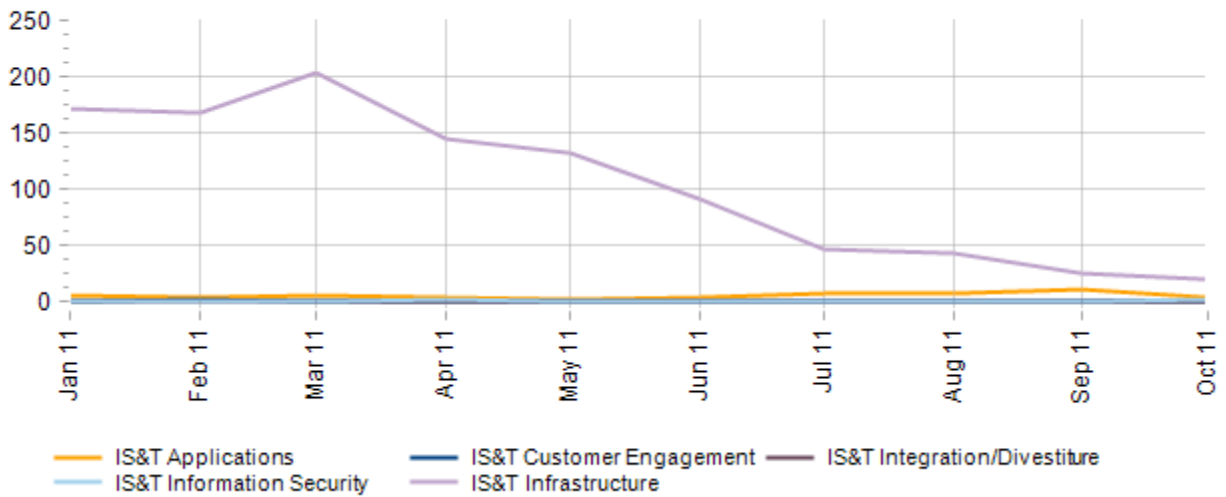


Comments:

Number of Changes Logged Without a Configuration Item

This metric shows the total number of changes logged without referencing a configuration item. A rise in this number indicates a gap in understanding the current state of our environment.

Number of Changes Logged without CI for IS&T Divisions



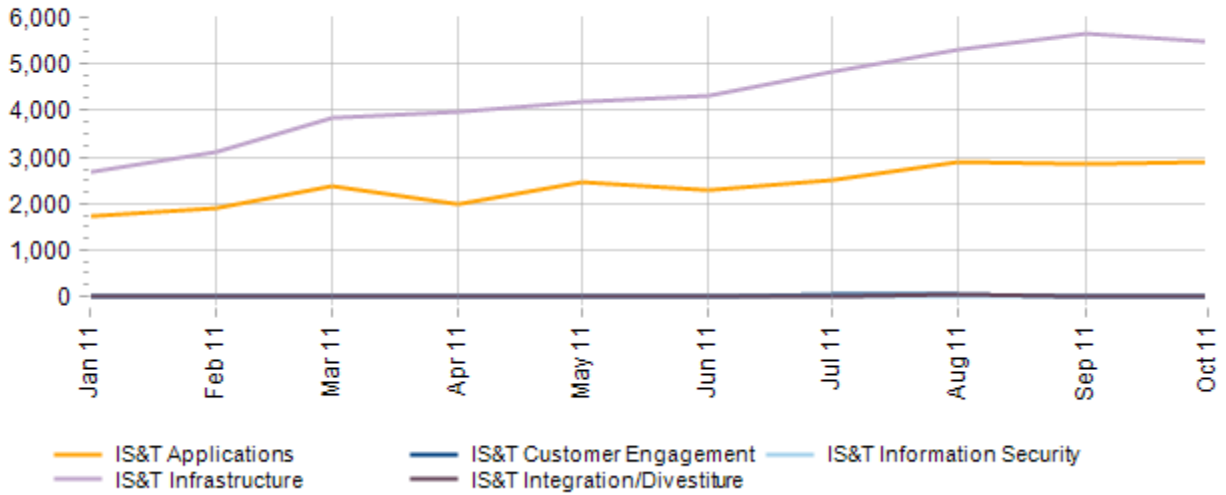
Comments:

DS8 – Incident Management & Service Desk

Number of Incidents Logged

This metric is established by counting the total number of incidents logged during the last calendar month. An increased volume in incidents indicates instability and lack of adherence to ESM processes.

Number of Incidents Logged for IS&T Divisions

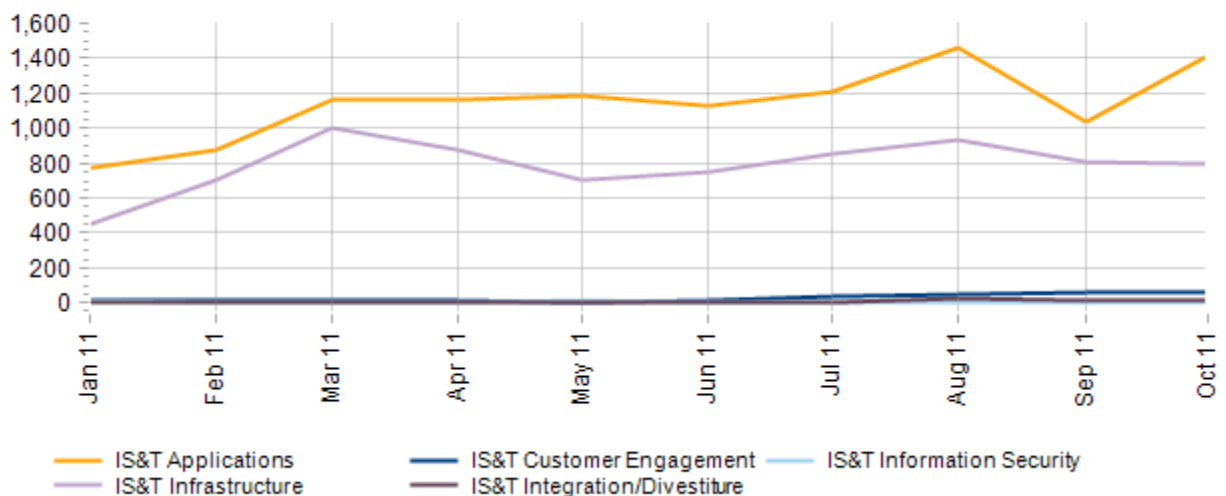


Comments:

Number of Open Incidents

This metric is established by counting the total number of incidents open at the end of each month. The volume of incidents which are open is a component of the Work in Progress measure (WIP). Measuring the volume of open Incidents looks to measure the stability of the IS&T environment and the resilience of the services.

Number of Open Incidents for IS&T Divisions

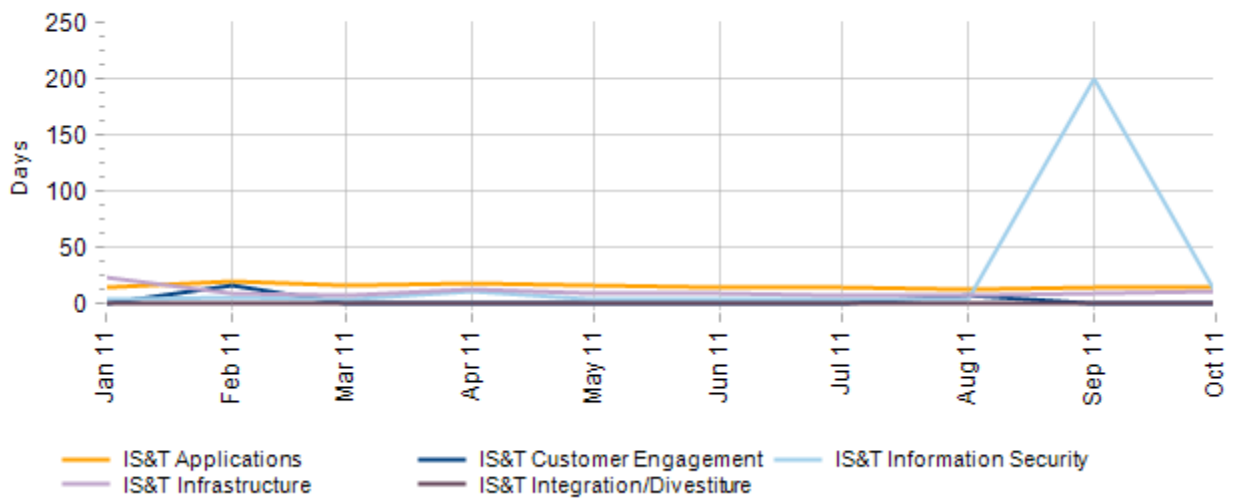


Comments:

Average Age of Open Incidents

This metric is established by determining the average age of incidents open at the end of each month.

Average Age of Open Incidents for IS&T Divisions

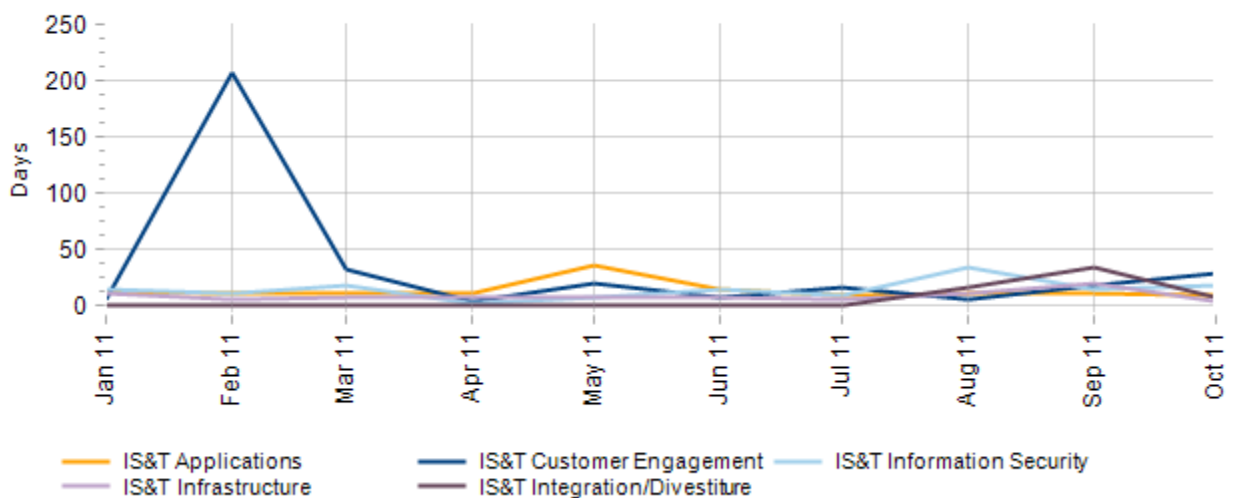


Comments:

Average Cycle Time of Closed Incidents

This metric is established calculating the average cycle time for closed incidents. This calculation is taken from the point of the incident being created to point the incident is closed, this is inclusive of the incident moving across multiple ticketing systems and does not take into consideration SLA's, OLA or UC's. This an end to end measure from the customer's perspective. The cycle time of an incident reflects the maturity of the incident response process and stability of the IS&T environment.

Average Cycle Time of Closed Incidents for IS&T Divisions

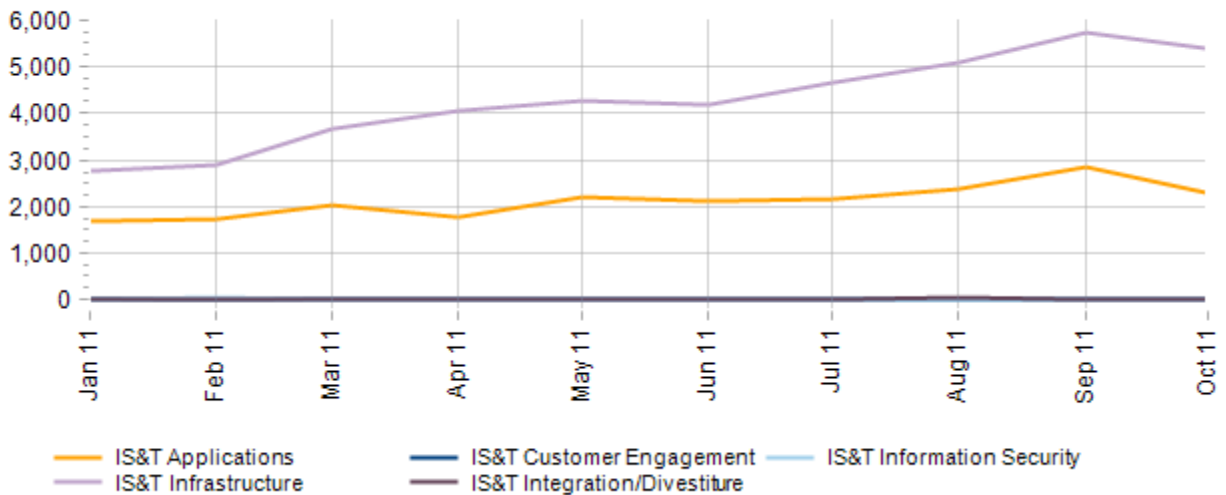


Comments:

Number of Incidents Closed

This metric is established by counting the total number of incidents closed during each calendar month. An increased volume in closed incidents highlights an increase in the Work in Progress measure, it highlights where there may be in efficient resolution procedures, or resources distribution concerns.

Number of Closed Incidents for IS&T Divisions

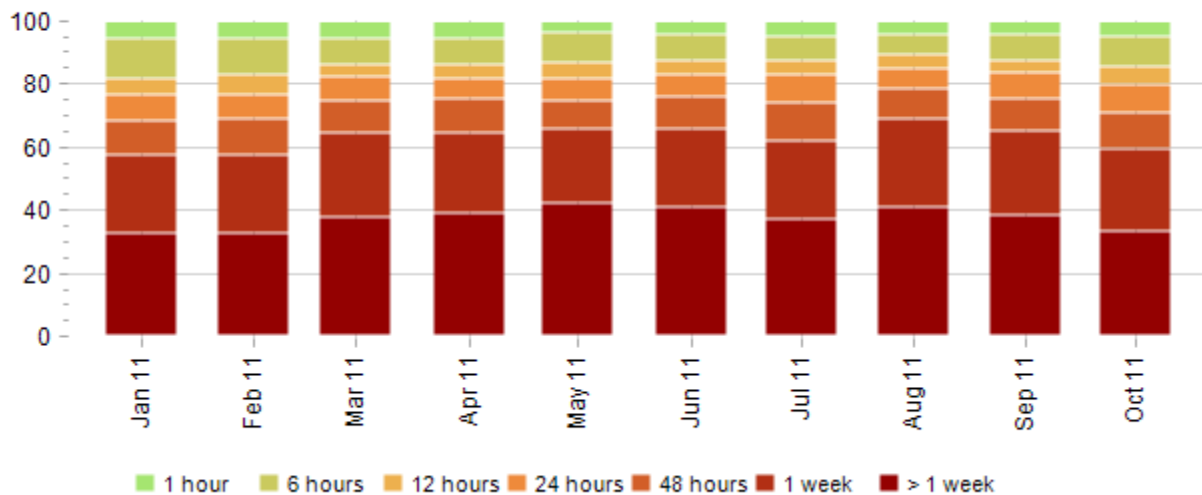


Comments:

Percentile of Incidents Closed within Time Distributions

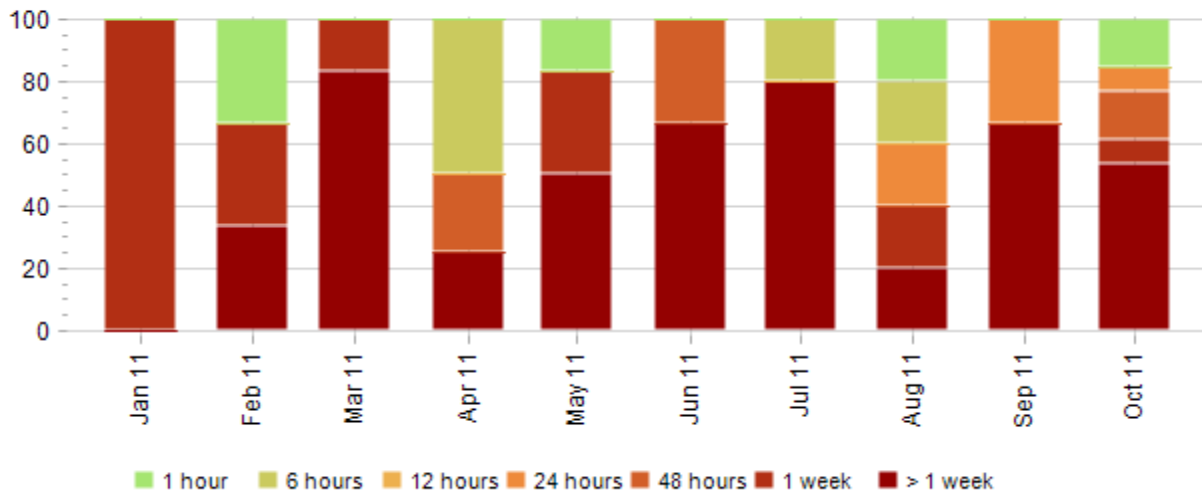
This metric is established by counting the total number of incidents closed during the last calendar month by the given time period. Measuring the speed of which incidents are resolved reflects the first call resolution rates as well as automated system resolution rates.

Percentile Incidents Closed Within Time Divisions for IS&T Applications



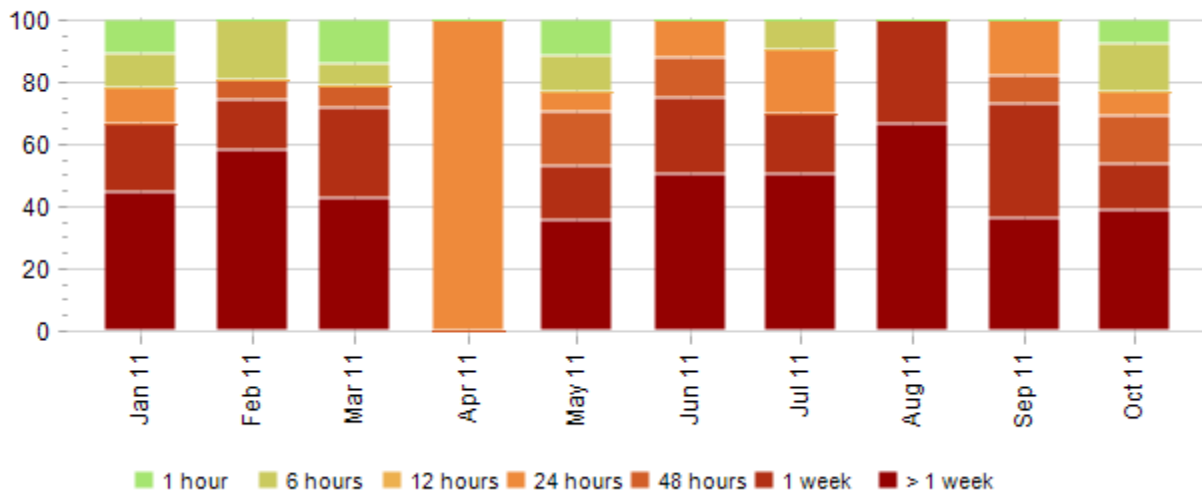
Comments:

Percentile Incidents Closed Within Time Divisions for IS&T Customer Engagement



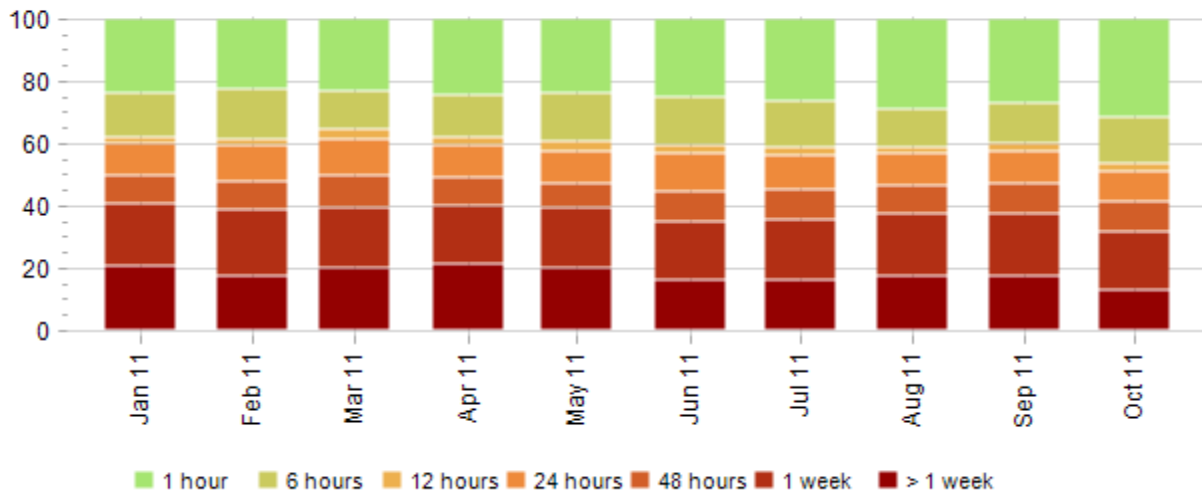
Comments:

Percentile Incidents Closed Within Time Divisions for IS&T Information Security



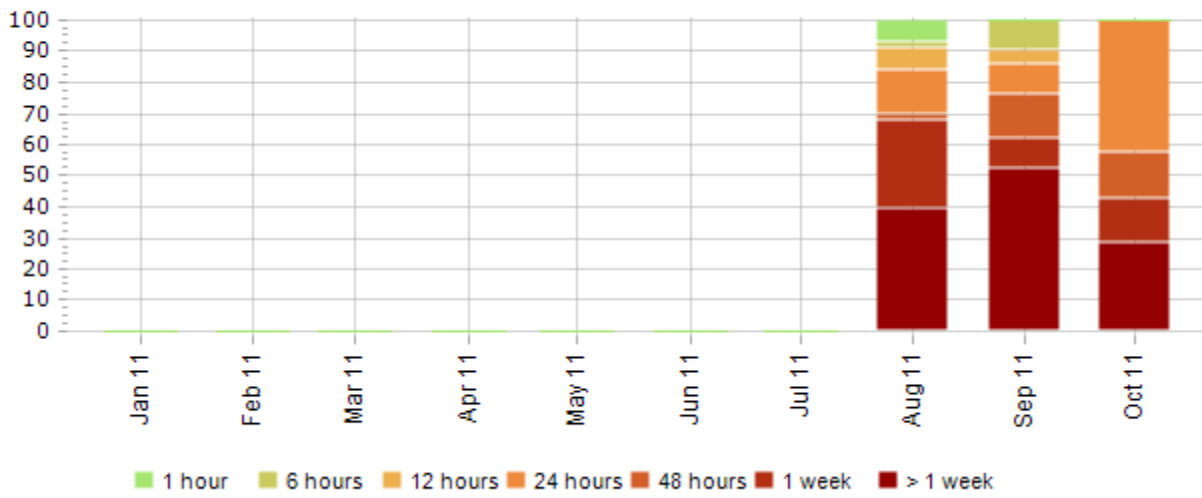
Comments:

Percentile Incidents Closed Within Time Divisions for IS&T Infrastructure



Comments:

Percentile Incidents Closed Within Time Divisions for IS&T Integration/Divestiture

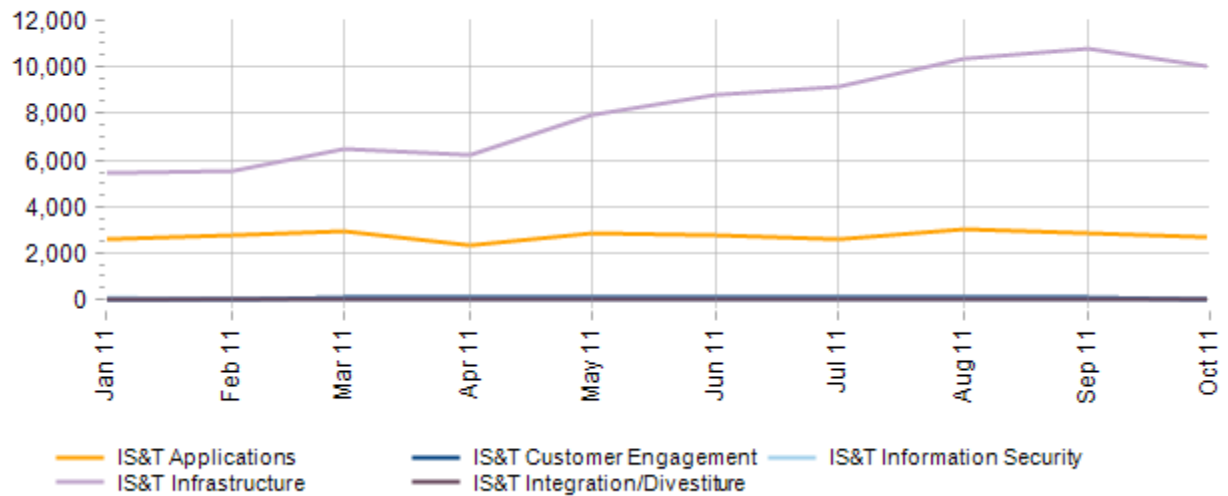


Comments:

Number of Service Requests Logged

This metric is established by counting the total number of service requests logged during the last calendar month. An increased volume in service requests highlights an increase in Customer demand; this measure supports the overall plan and recovery processes. This measure also can be utilized to target request fulfillment automation initiatives as well as user self-fulfillment initiatives.

Number of Service Requests Logged for IS&T Divisions

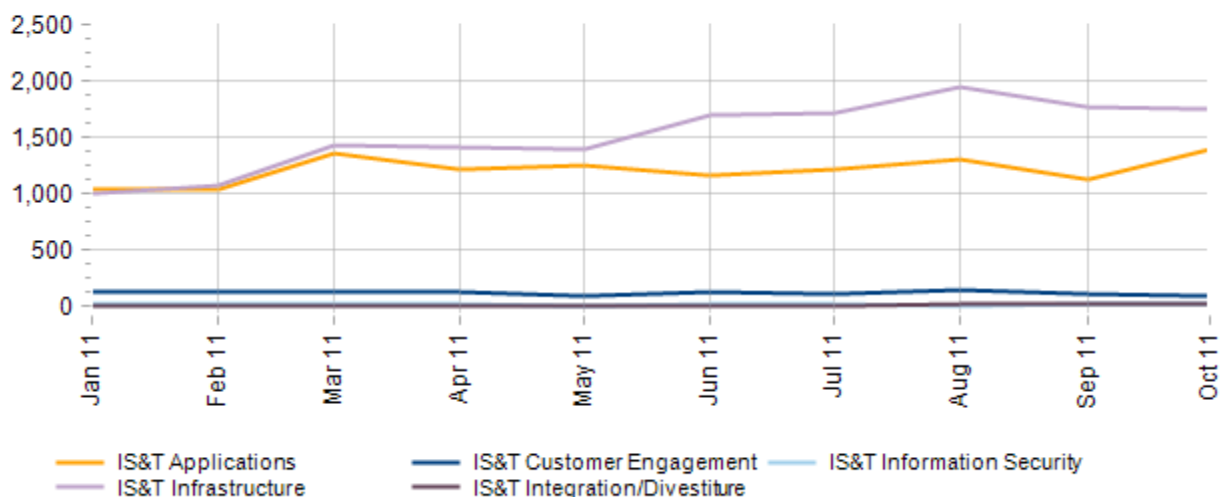


Comments:

Number of Open Service Requests

This metric is established by counting the total number of service requests open at the end of each month. The volume of service requests which are open is a component of the Work in Progress measure (WIP). Measuring the volume of open service requests looks to measure the utilization of services as well as the effectiveness of the request fulfillment processes. Highlights areas of backlog or under or over utilization of resources, allows management to re-deploy resources to improve throughput or improve fulfillment procedures.

Number of Open Service Requests for IS&T Divisions

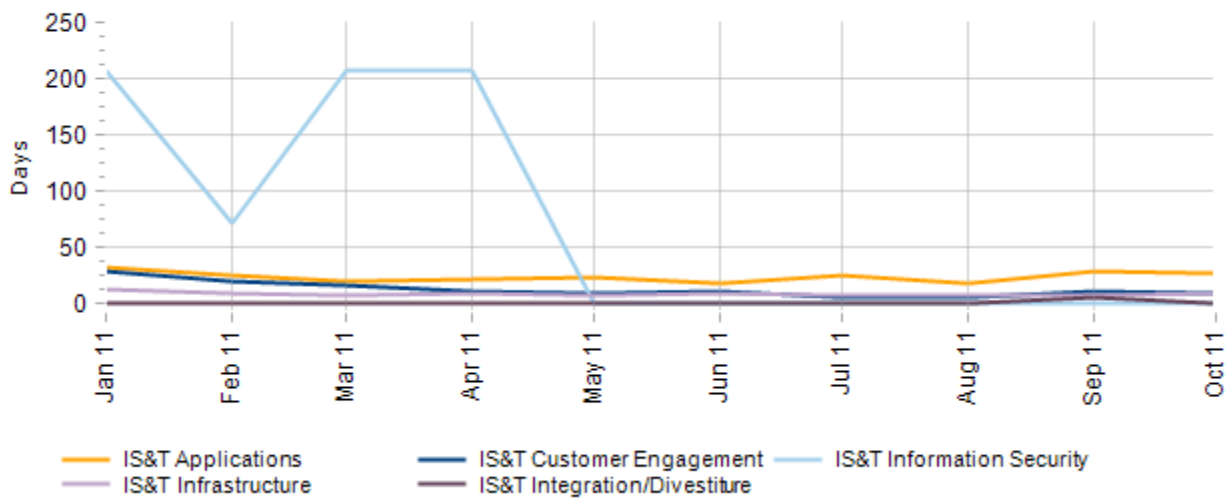


Comments:

Average Age of Open Service Requests

This metric is established by determining the age of Incidents open at the end of each month.

Average Age of Open Service Requests for IS&T Divisions

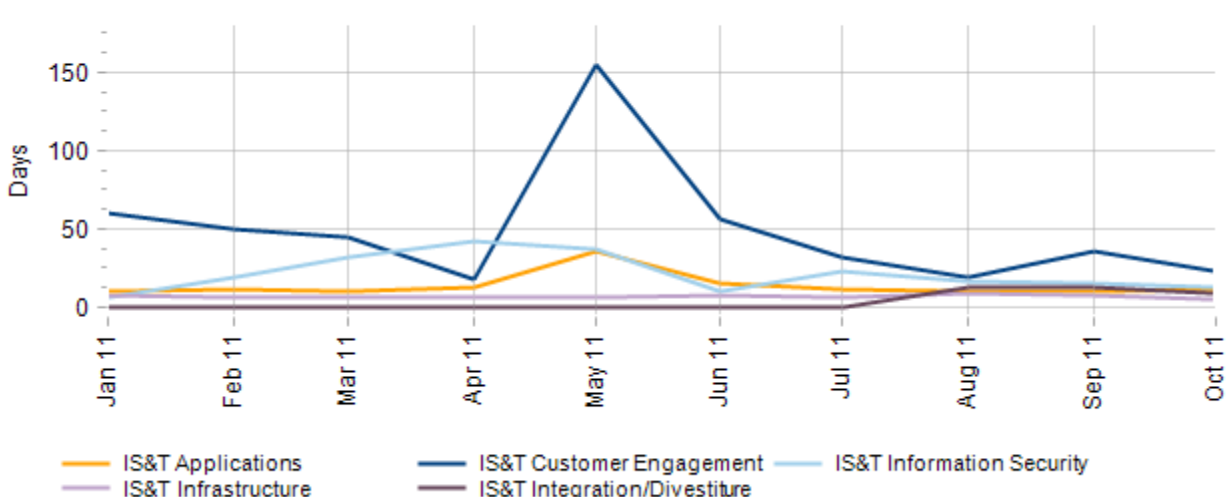


Comments:

Average Cycle Time of Closed Service Requests

This metric is established by calculating the average cycle time for closed service requests. This calculation is taken from the point of the service request is created to point the service request is closed, this is inclusive of the service request moving across multiple ticketing systems and does not take into consideration SLA's, OLA or UC's. This an end to end measure from the customer's perspective. The cycle time of a service request reflects the maturity of the service request and fulfillment processes.

Average Cycle Time of Closed Service Requests for IS&T Divisions

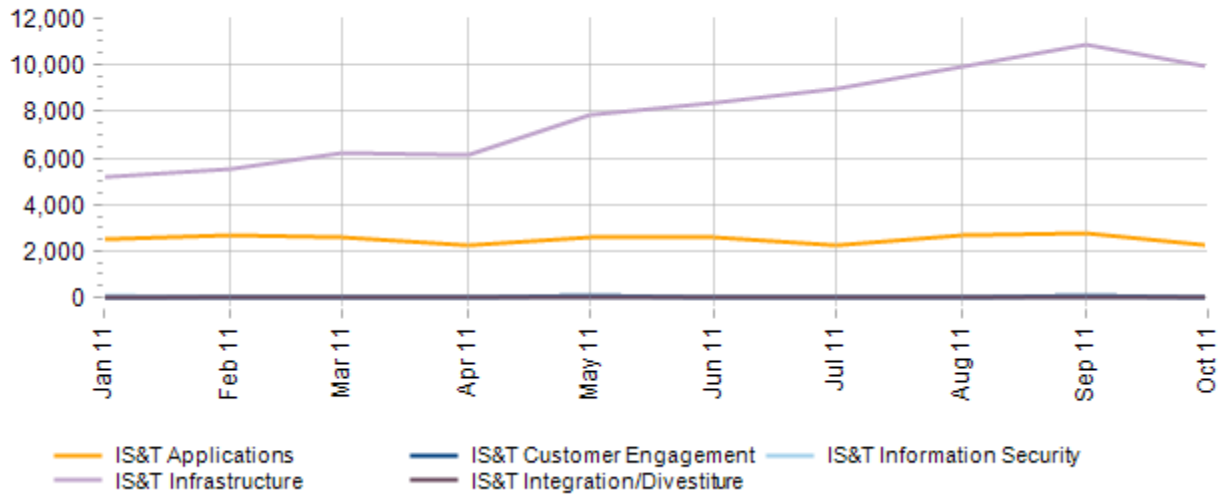


Comments:

Number of Service Requests Closed

This metric is established by counting the total number of service requests closed during the last calendar month. Measuring the volume of closed requests during the period ensures visibility of the underlying resource utilization and process effectiveness. Ensures any breaches of target baselines can be managed and support target service Improvement initiatives.

Number of Closed Service Requests for IS&T Divisions

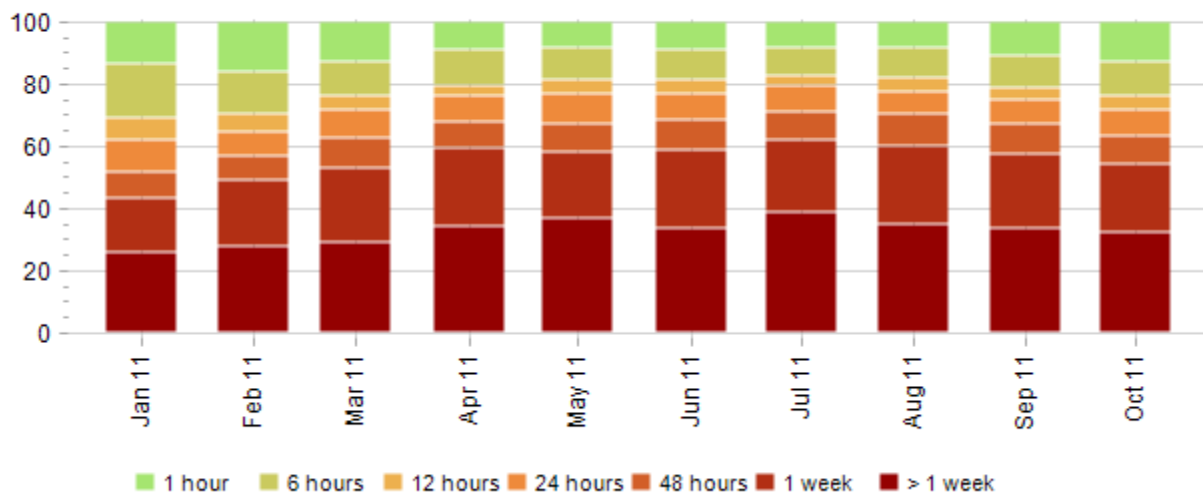


Comments:

Percentile of Service Requests Closed Within Time Distribution

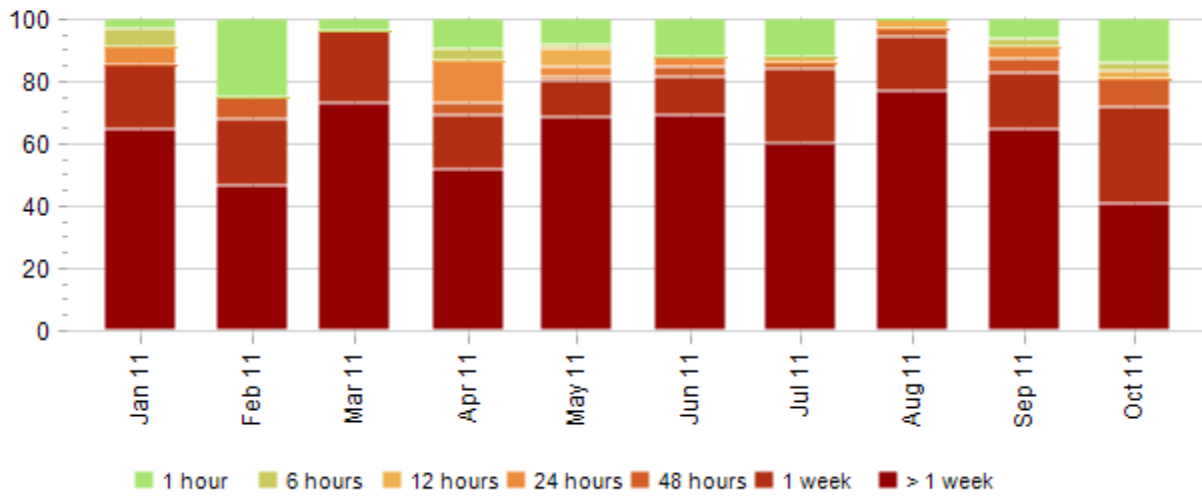
This metric is established by counting the total number of service requests closed during the last calendar month for the given time periods. Measuring the speed of which service requests are fulfilled reflects the first call resolution rates as well as automated system resolution rates. Service request and service request resolution rates must be measured as distinct values as the as not to confuse incident and request management maturity.

Percentile Service Requests Closed Within Time Divisions for IS&T Applications



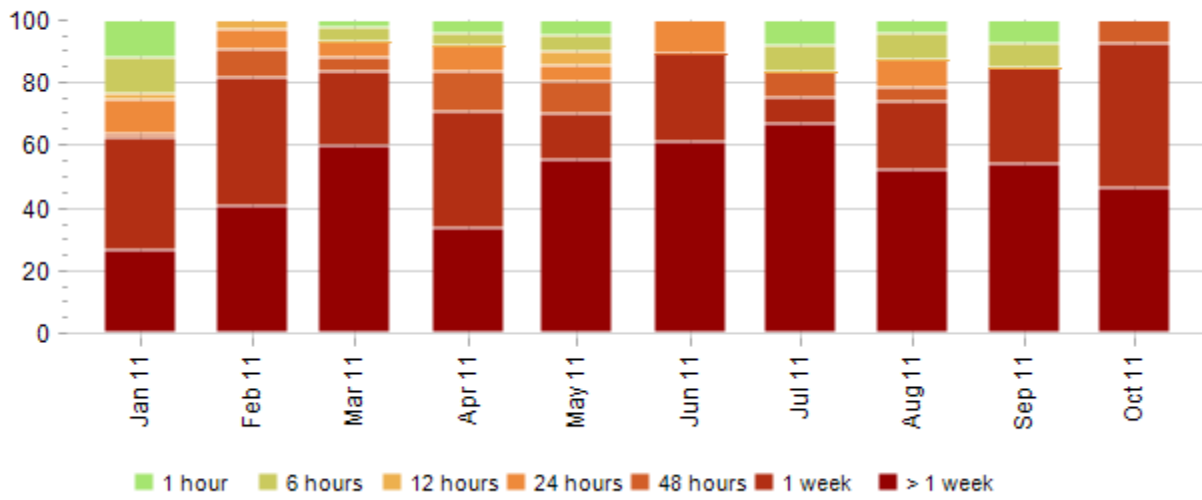
Comments:

Percentile Service Requests Closed Within Time Divisions for IS&T Customer Engagement



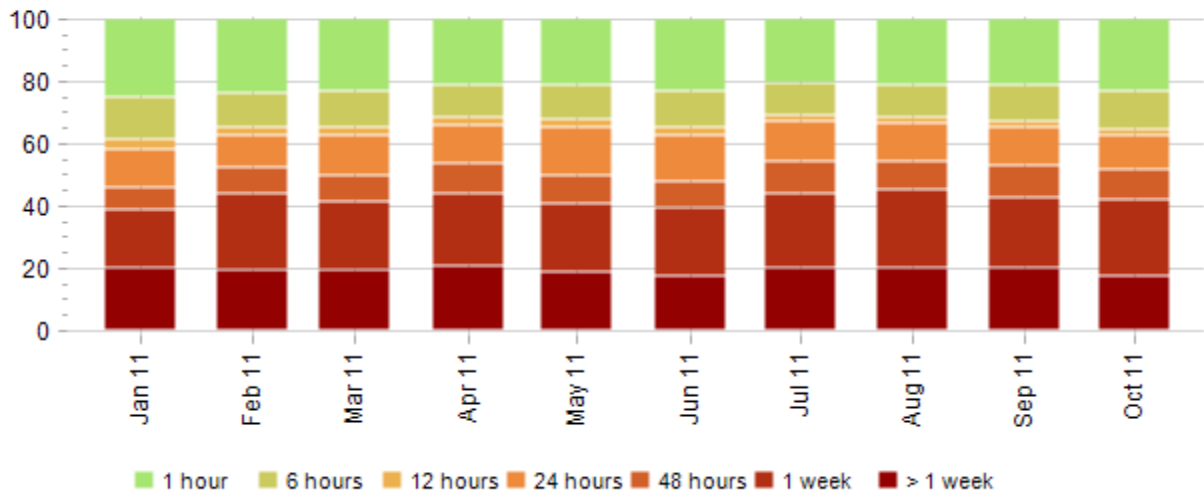
Comments:

Percentile Service Requests Closed Within Time Divisions for IS&T Information Security



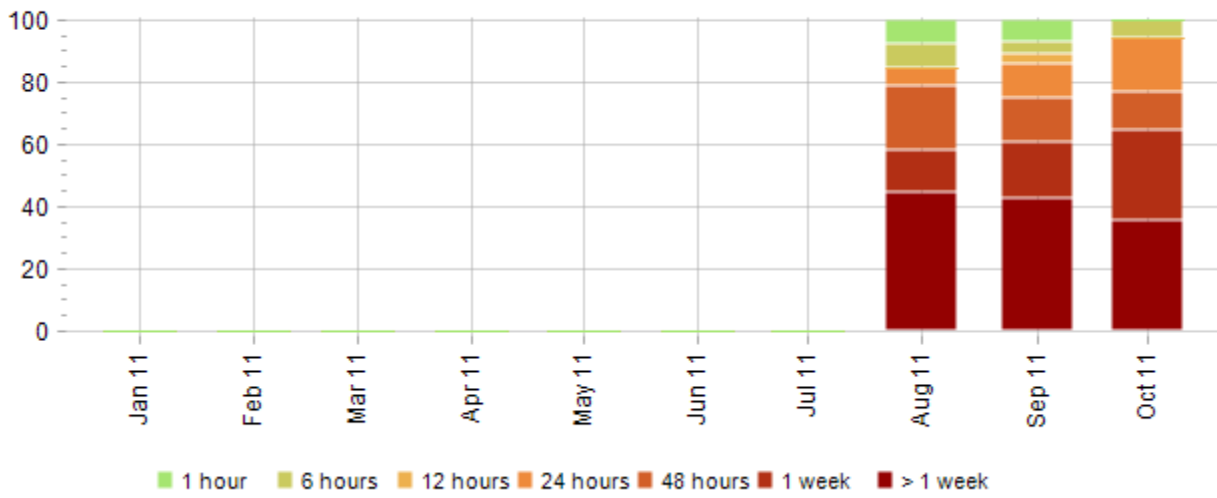
Comments:

Percentile Service Requests Closed Within Time Divisions for IS&T Infrastructure



Comments:

Percentile Service Requests Closed Within Time Divisions for IS&T Integration/Divestiture



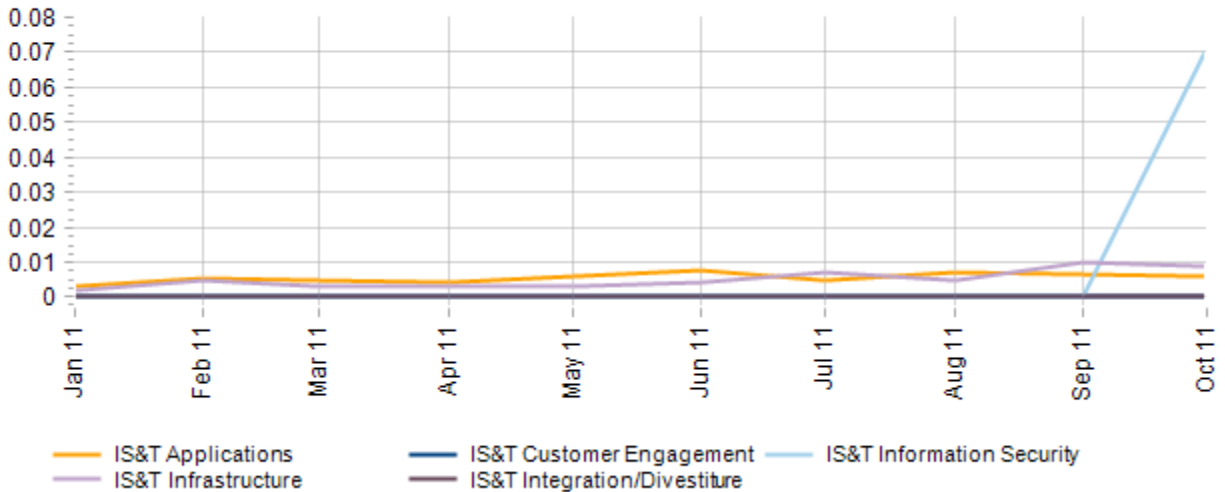
Comments:

DS10 – Manage Problems

Ratio of Problems per Incident

Measures the number of problem records created compared to the number of incident tickets raised. This measure looks at the effectiveness of the problem classifications and incident matching procedures.

Ratio of Problems Per incident for IS&T Divisions

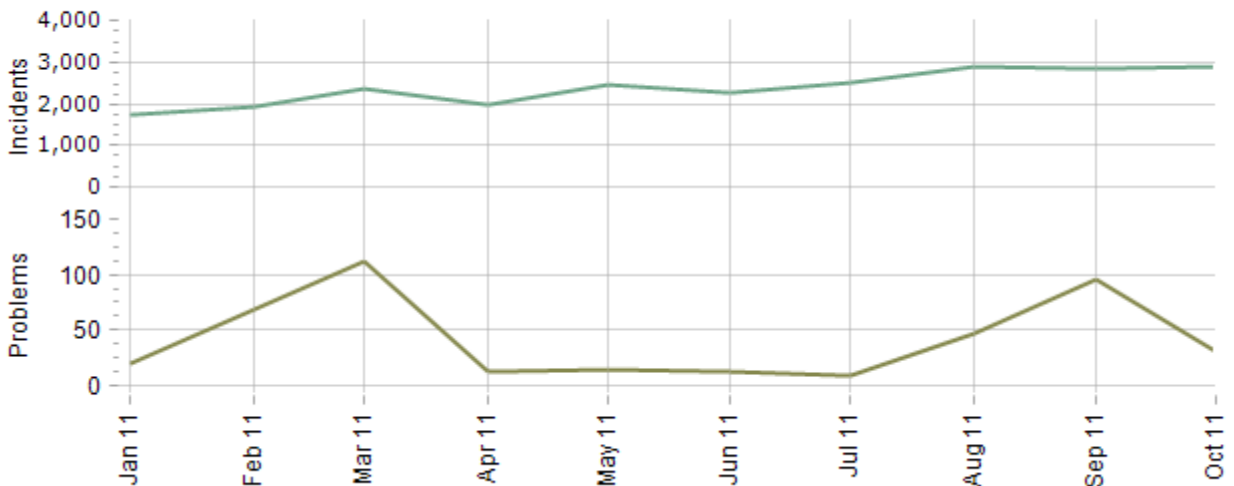


Comments:

Number of Logged Incidents v Closed Problems

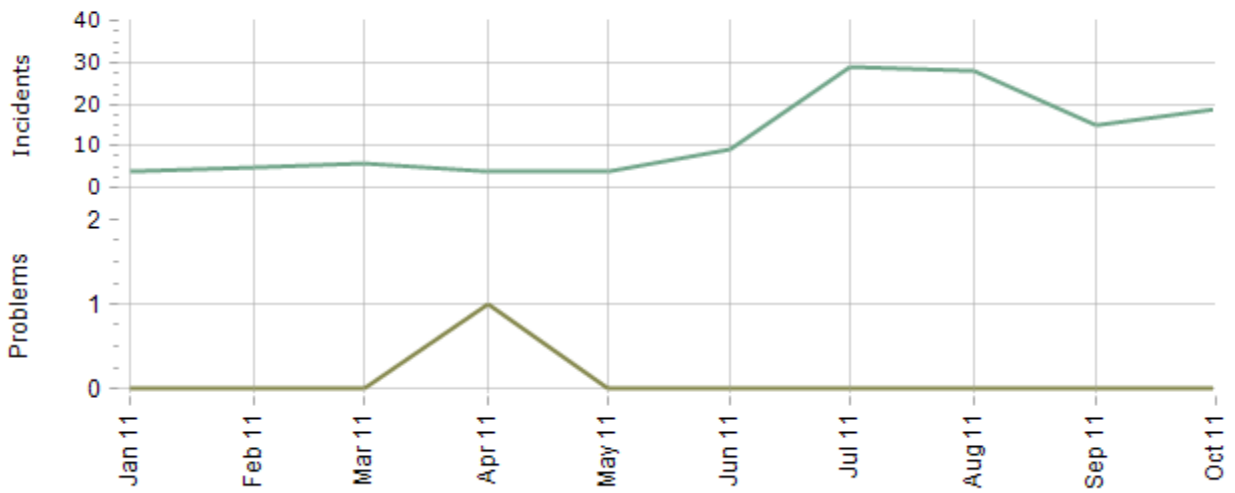
Measures the number of problem records closed compared to the number of incident tickets opened within the time period. This metric measures the extent problem management is acting proactively and also how effective it is in resolving root causes and prevents reoccurring incidents. This is a measure of activity as well as effectiveness of the process.

Incidents vs Problems for IS&T Applications



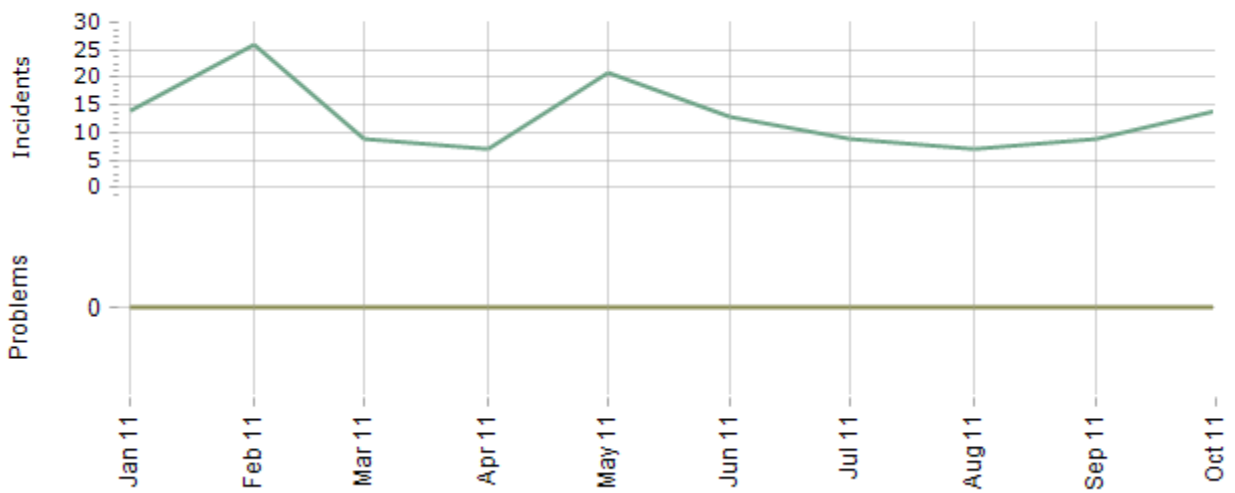
Comments:

Incidents vs Problems for IS&T Customer Engagement



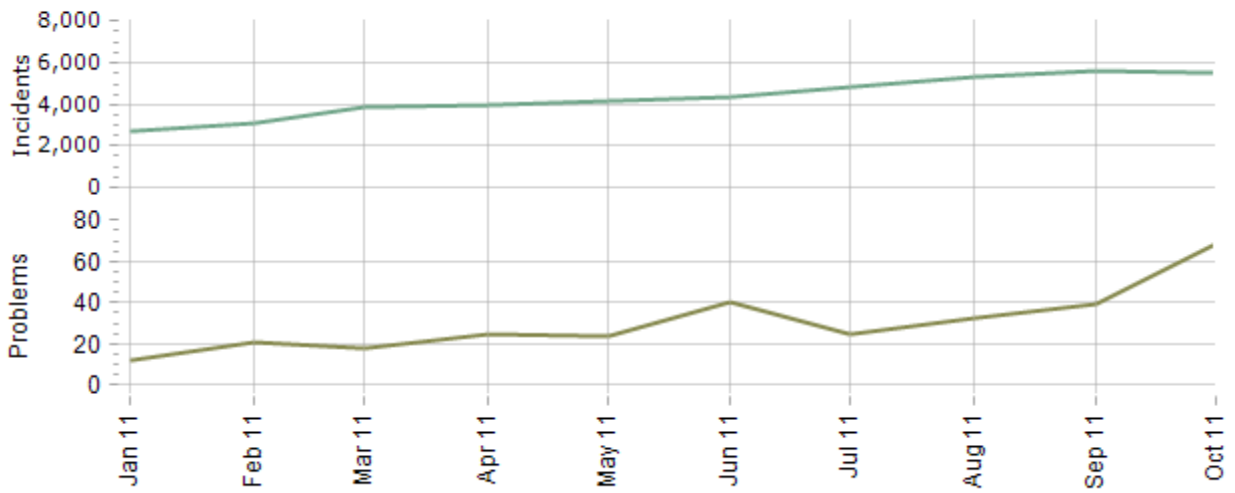
Comments:

Incidents vs Problems for IS&T Information Security



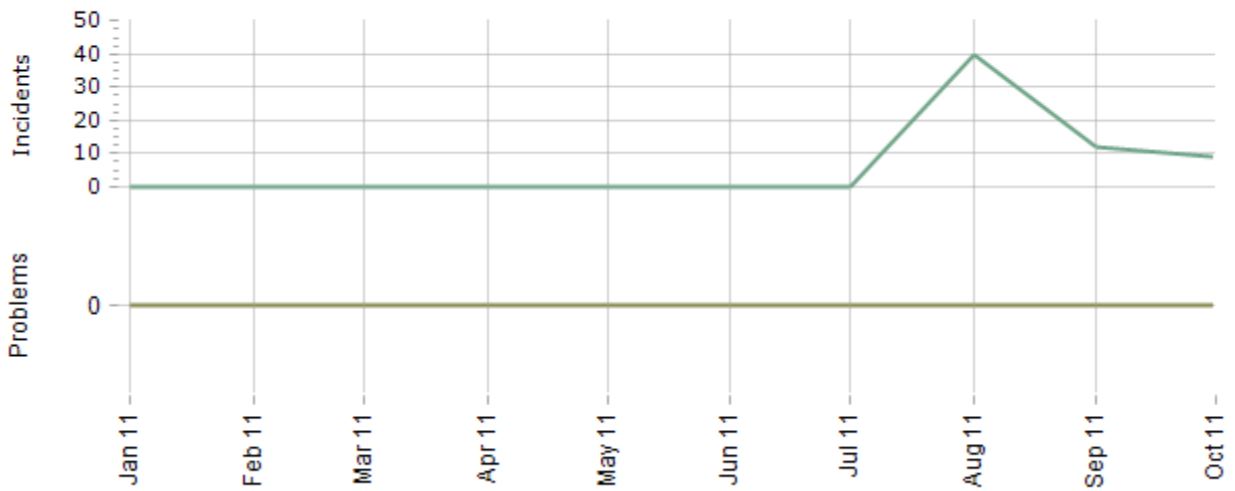
Comments:

Incidents vs Problems for IS&T Infrastructure



Comments:

Incidents vs Problems for IS&T Integration/Divestiture

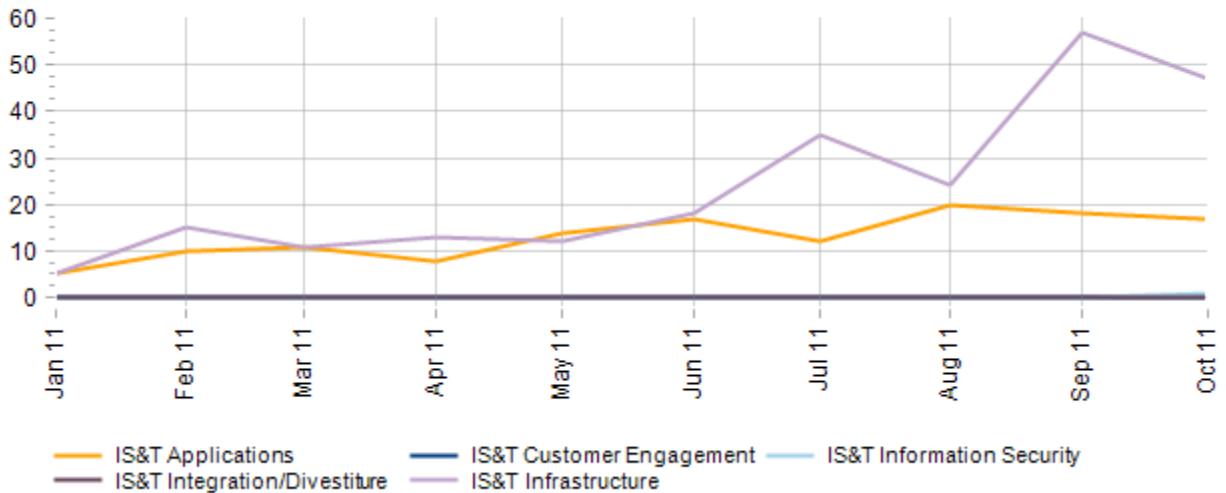


Comments:

Number of Problems Logged

Measures the number of problem recorded, this metric measures the volume of problems being raised and the effectiveness of the process and its utilization. This measure is used to track the uptake of the as well as measuring the stability of IS&T Services.

Number of Problems Logged for IS&T Divisions

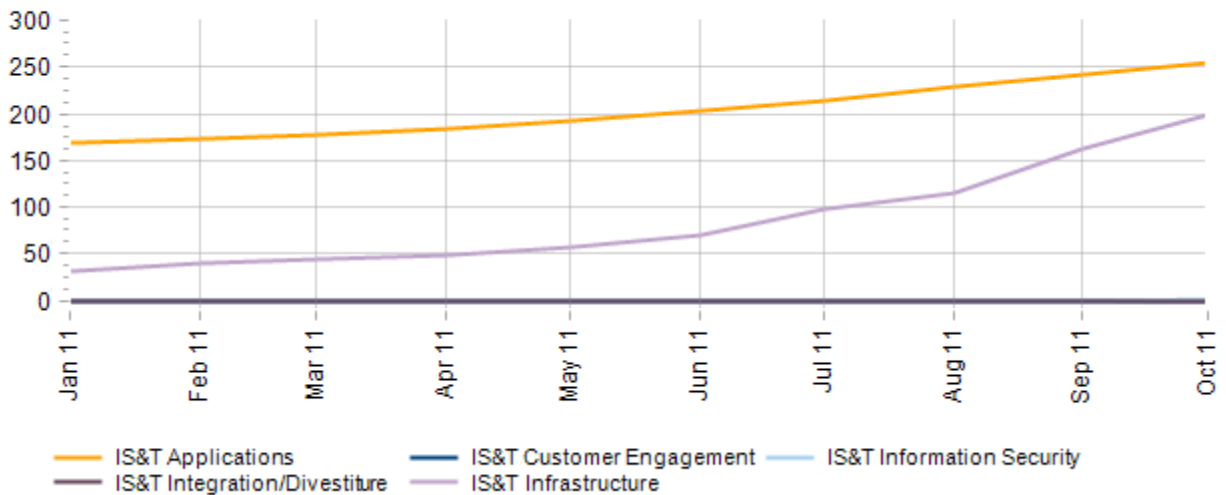


Comments:

Number of Open Problems

Measures the number of problems open within the selected time frame by severity and service. Measures the Work in Progress and the potential impact of open problems on service performance.

Number of Open Problems for IS&T Divisions

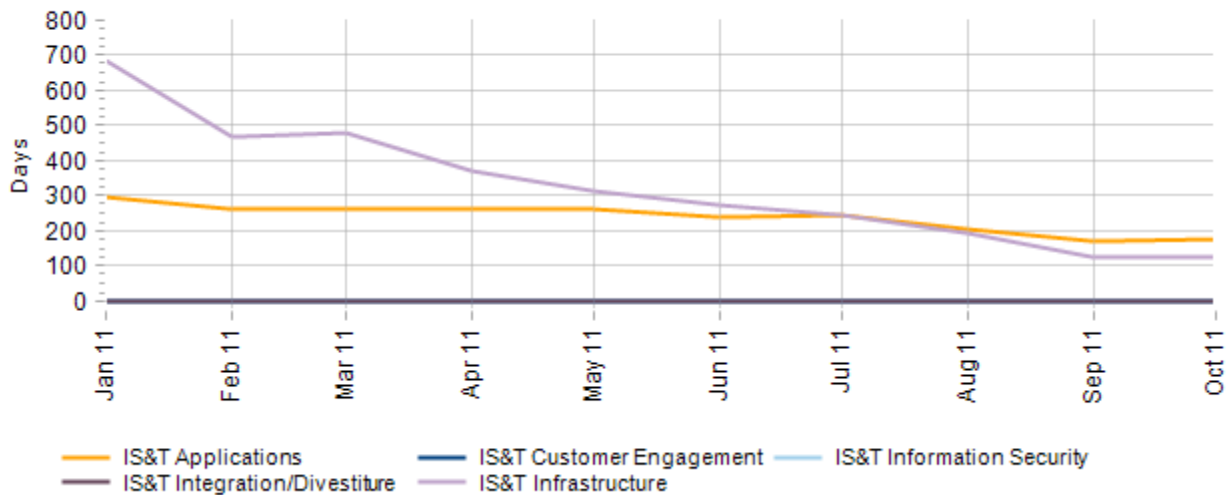


Comments:

Average Age of Open Problems

Measures the average age of open problems records. Problem record can vary greatly in age based on the complexity and problem type. This measure looks to ensure problems are being resolved and not stagnating or being abandoned.

Average Age of Open Problems for IS&T Divisions

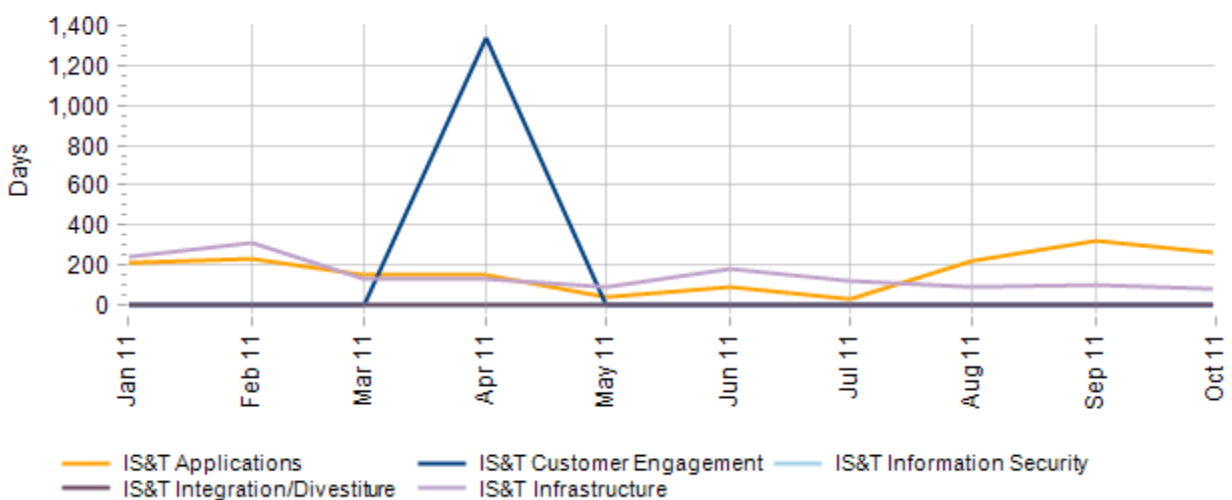


Comments:

Average Cycle Time of Closed Problems

This metric is established by calculating the average cycle time for closed problems. This calculation is taken from the point of the problem is created to point the problem is closed, this is inclusive of the problem moving across multiple ticketing systems and does not take into consideration SLA's, OLA or UC's. This an end to end measure from the customer's perspective.

Average Cycle Time of Closed Problems for IS&T Divisions



Comments: