Team 2

NET-785-01

Chapter 6 review

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Goals and KPI

https://blog.samanage.com/it-service-management/setting-it-service-management-goals-for-2015/

• First call resolution rate –50 % on the phone  
• Average resolution time –24hrs of first contact  
• SLA compliance percentage – 100%   
• End-user satisfaction rates – 90% customer satisfaction  
• Personnel utilization –50%  
• Cost per service desk ticket --

To make sure your goals are clear and reachable, each one should be:

* **S**pecific (simple, sensible, significant).
* **M**easurable (meaningful, motivating).
* **A**chievable (agreed, attainable).
* **R**elevant (reasonable, realistic and resourced, results-based).
* **T**ime bound (time-based, time limited, time/cost limited, timely, time-sensitive).

Profess

<https://www.questionpro.com/survey-templates/>