

**HELPFUL HINT FROM THE 7 STEPS TEAM: This is the Army's Standard Procurement System (SPS) set of metrics. The acquisition team continuously works with the help desk to determine severity levels of problems that arise.**

### SPS Help Desk Metrics

When working on Service Requests, the SPS Help Desk will meet certain target percentages for average response times, and average resolution times. These average response times, average abandon rates and average resolution times and their corresponding definitions and assumptions are documented in the SOW.

SPS Help Desk Metrics	Target Percentage	Time Frame
<b>Monthly Average Response Times</b>		
<i>Severity 1 Service Requests</i>	50%	4 hours
	100%	8 hours
<i>Severity 2 Service Requests</i>	50%	8 hours
	100%	16 hours
<i>Severity 3 Service Requests</i>	50%	16 hours
	100%	2.5 weeks
<b>Monthly Average Resolution Times</b>		
<i>Severity 1 Service Requests</i>	75%	24 hours
	100%	60 hours
<i>Severity 2 Service Requests</i>	50%	44 hours
	100%	96 hours
<i>Severity 3 Service Requests</i>	50%	5 weeks
	100%	10 weeks
<b>Definitions:</b>		
<ul style="list-style-type: none"> <li>Response time is defined as the time it takes for an Authorized Caller to be contacted by the first SPS Help Desk analyst who attempts to troubleshoot the Service Request.</li> <li>Resolution time will be calculated as the time required by the SPS Help Desk to identify a correct solution to an Authorized Caller's Service Request, minus any time the SPS Help Desk is awaiting a response from the Authorized Caller or a 3<sup>rd</sup> party vendor Help Desk support staff. Resolution time commences when a Service Request is opened.</li> </ul>		
<b>Assumptions:</b>		
<ul style="list-style-type: none"> <li>Assumes an average call volume of 1800 calls per month and an average of 600 Service Requests per month for the existing month and the preceding month.</li> <li>Excludes any time the SPS Help Desk is awaiting information from the Authorized Caller or a 3<sup>rd</sup> party vendor in order to resolve the Service Request.</li> <li>Accountability for resolution and response times will be suspended during the times the SPS Help Desk is not in operation (2100 Friday through 2100 Sunday). Work on an issue will be cease upon closure of the SPS Help Desk for a given day regardless of issue severity.</li> <li>Assumes normal SPS Help Desk working conditions. Excludes any loss of service that results from Acts of God such as weather-related issues or other environmental catastrophes outside of AMS's control.</li> </ul>		