

MyOrg.com Service Management Scorecard

Select Date Range: _____

Select saved view: _____

Select up to 10 metrics to show. Sort by column.
Save as a view

Select Key Metrics to Display

Save Current View

	▼ metric	▼ metric	▼ metric	▼ metric	metric	metric	metric
Service 1			0.15 h	C-	C-	C-	C-
Service 2			-	B	B	B	B
Service 3			-	B	B	B	B
Service 4			.75 h	B	B	B	B
Service 5			-	A	A	A	A
Service 6			.33 h	A	A	A	A
Service 7			.25 h	A	A	A	A

FooService

Description of FooService

URL: http://prd.acmetoys.com/estore

Risk Level:

Goals: 4/12
▶ Goals met
▶ Goals missed

Service Info

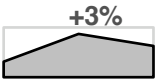
Status: Production
Fragile: Yes
Mission Critical: Yes
Monitored: Yes

Customer: bsmith
Owner: echang
Reprovisioning duration: 1.5 h
Hourly outage cost: \$12,000

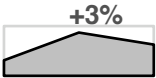
Audit Scores

Audits: 2 [Audit Details...](#)

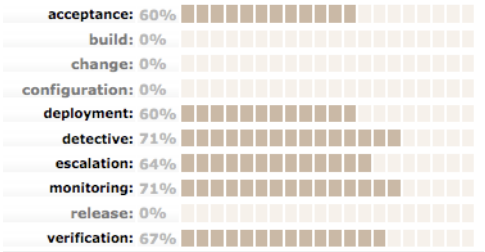
C-
SM Controls
Goal: B



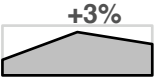
B
Process Coverage
Goal: B



▼ By process type



A-
Process Quality
Goal: B



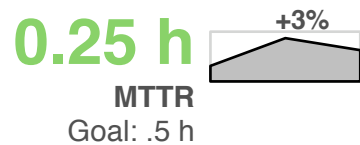
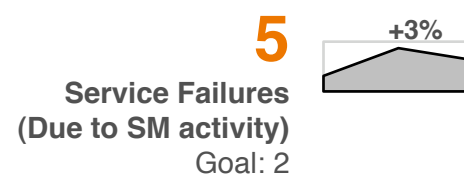
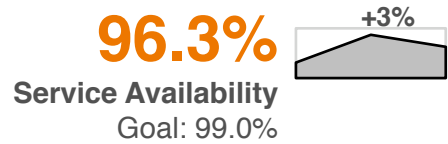
► By process

Performance

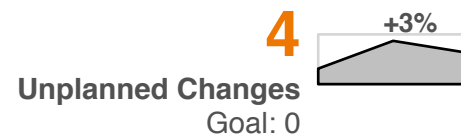
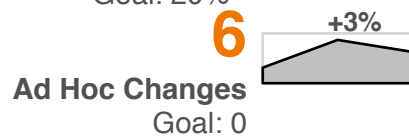
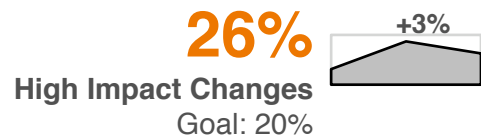
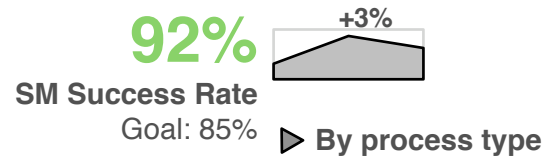
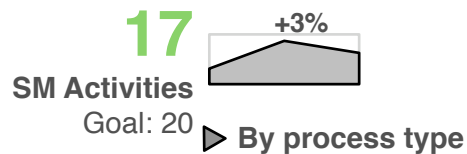
Receipts: 2

[Receipt Details...](#)

Service Availability



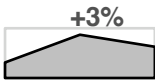
Service Management Activity



9

Process Deviations

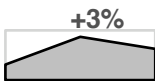
Goal: 0



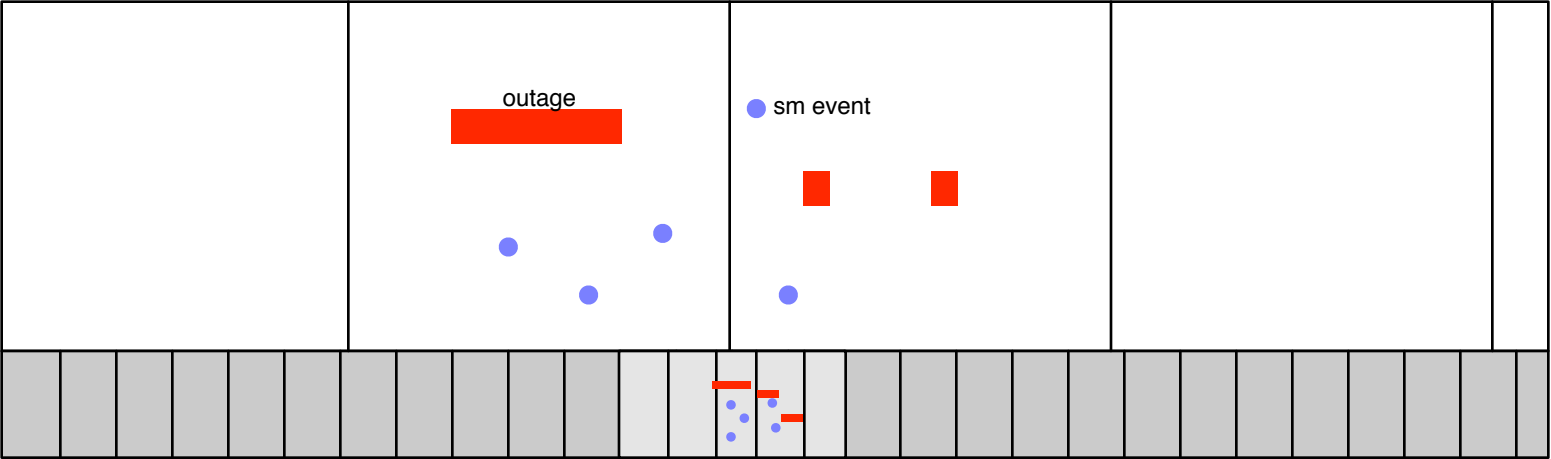
2

Unauthorized Changes

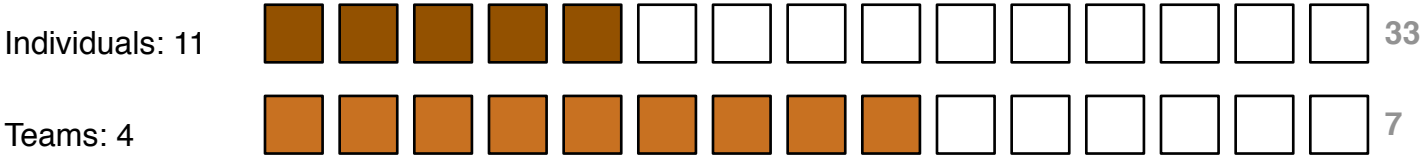
Goal: 0



<http://simile.mit.edu/timeline/>

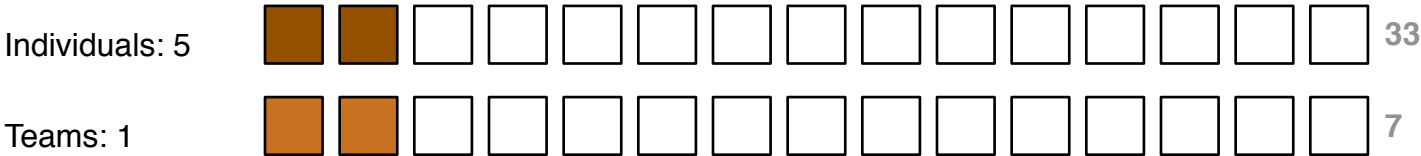


ServiceOne



Availability: 88% High Impact Changes : 88% MTTR : 0.20 H SM Success Rate: 74%

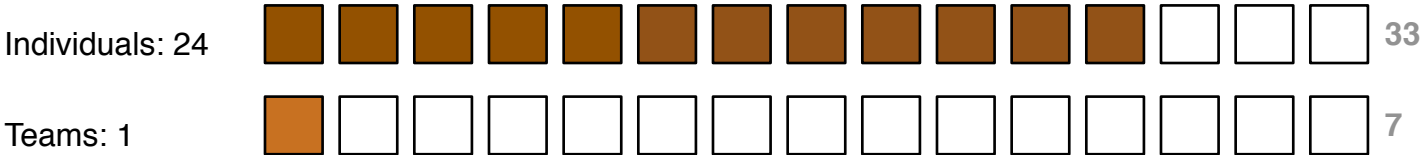
ServiceTwo



Availability: 88% High Impact Changes : 88% MTTR : 0.20 H SM Success Rate: 74%

Select metrics to show
alongside charts that
show people and team
distribution

ServiceThree



Availability: 88% High Impact Changes : 88% MTTR : 0.20 H SM Success Rate: 74%