The KPIs that a technician on our service desk should be assessed on that include their efficiency, effectiveness, and quality at the service desk are as follows:

**Resolved Issues:** This is a good KPI to have of any technician to show how many issues they resolved, and how detailed they are in their documentation of resolving the issue.

**Time Management:** This one deals with how a technician handles an abundant amount of incidents coming in. Do they freeze up and become overwhelmed? Or can they prioritize them by incident level and work on multiple incidents at a time.

**Communication:** This KPI can be for communicating with co-workers and the customers. This is an important skill to have so you can take the technical jargon that your technicians and engineers tell you and be able to translate it to something that an end user or customer can understand clearly.

**Teamwork:** Does the technician know when an incident is beyond their expertise and know who to reach out to? They should feel free to talk to another technician who may be an expert in the subject and learn something from them rather than try to do it on their own and take up more time and perhaps not even resolve the issue.

**Satisfaction:** The technician needs to feel valued in order to do their best work and want to move up the ladder and reach for promotions. This can be measured through surveys or one-on-one meetings with the supervisor where they voice their concerns and what they enjoy about their work.

Five KPIs seemed the most appropriate for our student run service desk and keeping them short and simple is the best approach.

Based upon these measurements come the goals for the service desk:

**Documentation of issues resolved and how they were resolved.**

**The customer will hear back within 24 hours of submitting an incident.**

**The incident will not be closed until the customer is satisfied.**