KPI’s listed

* Incidents resolved at first contact: 70%
* Number of incident’s: 60
* Number of repeated incidents: 40%
* Average initial response time: immediate
* Average incident resolution time: 3-5 days

Goals listed

* Incidents must be effectively resolved in the given time frame
* Incident priority must be effectively utilized
* Achieve a high customer satisfaction average on surveys
* Resolve more incidents at first contact
* Meet customers’ expectations defined in the SLA
* Provide more accurate documentation for future metrics
* Implement more remote features for the service desk

These KPI metrics are based on data found on the student ran help desk. These goals are created based on the SLA and metrics found in the KPI. The KPI’s are approximate but roughly define the overall performance of the desk.