

# IT Service Management (ITSM) Key Performance Indicators (KPIs) and Key Risk Indicators (KRIs)

An Overview of Essential Metrics for IT Service Excellence

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# Introduction

In today's rapidly evolving digital landscape, efficient IT service management (ITSM) is crucial for organizations to ensure smooth operations and deliver exceptional customer experiences. However, to measure and continually improve ITSM performance, it's essential to utilize key performance indicators (KPIs) and key risk indicators (KRIs). These metrics provide valuable insights into the effectiveness of IT processes, helping organizations identify areas for improvement and mitigate potential risks.

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# Incident Management – Introduction

Incident management is a critical component of ITSM that focuses on promptly resolving disruptions or incidents and minimizing their impact on business operations. By effectively managing incidents, organizations can reduce downtime, enhance service quality, and improve customer satisfaction. To ensure optimal incident management, it is crucial to track and monitor relevant KPIs and KRIs.

# Incident Management – KPIs

- Mean Time to Respond (MTTR)
- First Call Resolution (FCR)
- Incident Volume
- Percentage of Incidents Closed Within SLA

# Incident Management - KRIs

- Number of Critical Incidents
- Incidents by Category
- Percentage of Incidents Due to Changes
- Percentage of Repeat Incidents

# Problem Management - Introduction

Problem management aims to identify and address the root causes of incidents, preventing them from recurring and causing further disruptions. By effectively managing problems, organizations can minimize the overall impact on IT services, enhance system stability, and improve the overall IT infrastructure. Tracking the relevant KPIs and KRIs is essential to ensure efficient problem management.

# Problem Management - KPIs

- Problem Resolution Time
- Number of Recurring Incidents
- Percentage of Problems Resolved Before Any Incident Occurs
- Problem Backlog



# Problem Management - KRIs

- Number of Open Problems
- Age of Open Problems
- Number of High Impact Problems
- Percentage of Problems Not Root Cause Analyzed

# Change Management – Introduction

Change management focuses on implementing changes to IT systems and infrastructure in a controlled and structured manner, minimizing the risk of disruptions and ensuring smooth transitions. By effectively managing changes, organizations can adapt to evolving business needs and technological advancements. Tracking the relevant KPIs and KRIs is vital to ensure successful change management.

# Change Management – KPIs

- Change Success Rate
- Emergency Changes
- Change Volume
- Percentage of Changes Completed Within SLA

# Change Management – KRIs

- Failed Changes
- Changes Reverted
- Number of Emergency Changes (Consider replacing with another KRI to avoid repetition)
- Percentage of Changes Without Proper Testing

# Conclusion

Continuous monitoring of ITSM KPIs and KRIs is essential for organizations to drive service excellence, improve operational efficiency, and proactively address potential risks. By analyzing and reviewing these metrics regularly, organizations can identify areas for improvement, make informed decisions, and take strategic actions to optimize IT service delivery. It is crucial to encourage feedback and ensure regular review of KPIs and KRIs to continuously enhance ITSM practices.

# Questions & Answers

We invite you to ask any questions or provide feedback regarding ITSM KPIs and KRIs. Open dialogue and collaboration are key for driving continuous improvement in IT service management.