



Desktop Support Benchmark

Outsourced Desktop Support Organizations

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MetricNet™
Performance Benchmarking

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Benchmarking Overview

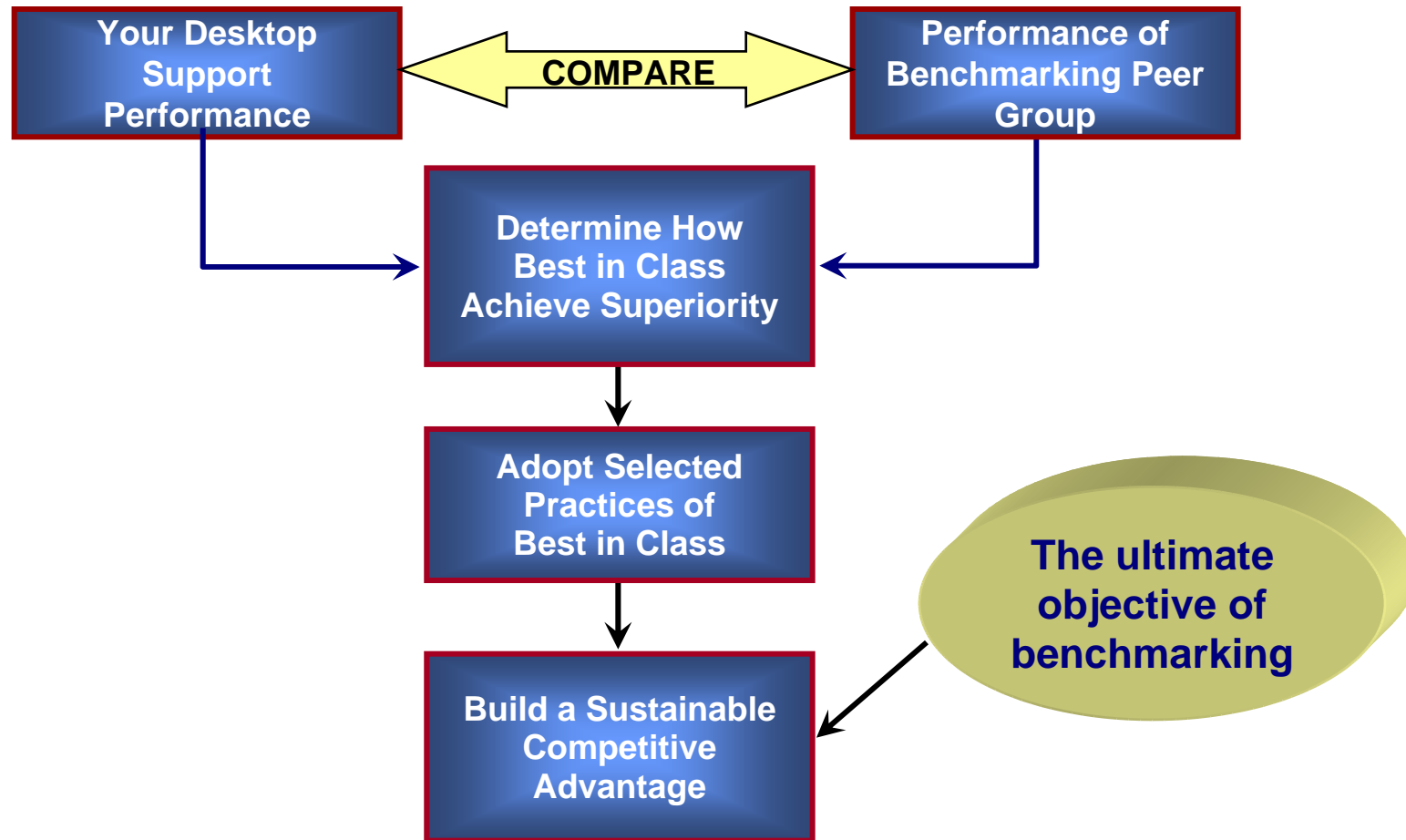
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MetricNet™
Performance Benchmarking

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The Benchmarking Methodology



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Read MetricNet's whitepaper on **Desktop Support Benchmarking**. Go to www.metricnet.com to receive your copy!



Summary of Included Benchmarking Metrics

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Price

- Price per Ticket
- Price per Incident
- Price per Service Request

Quality

- Customer Satisfaction
- Incident First Visit Resolution Rate
- % Resolved Level 1 Capable

Workload

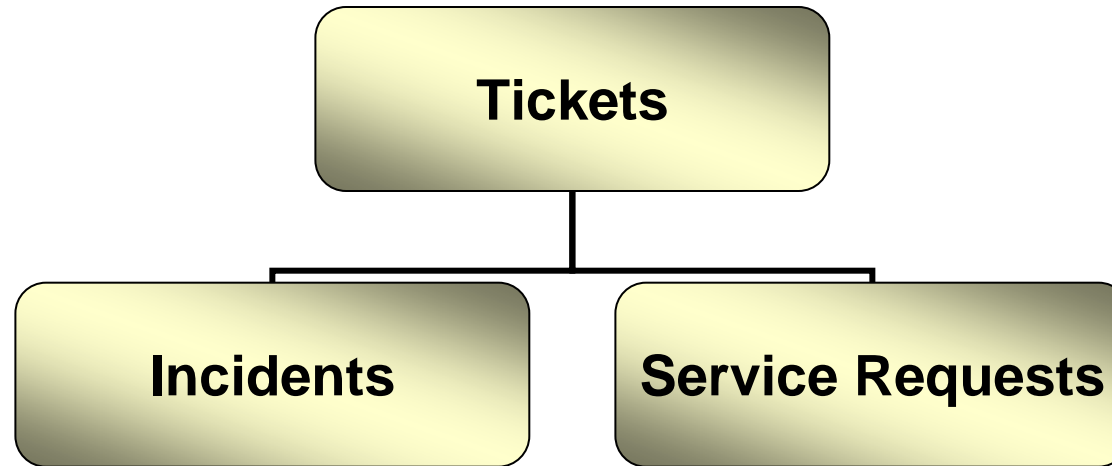
- Tickets per Seat per Month
- Incidents per Seat per Month
- Service Requests per Seat per Month
- Incidents as a % of Total Ticket Volume

Service Level

- Mean Time to Resolve Incidents (working hours)
- % of Incidents Resolved in 8 Working Hours
- Mean Time to Fulfill Service Requests (working days)
- % of Service Requests Fulfilled in 24 Working Hours



Tickets, Incidents, and Service Requests



- Unplanned work that requires a physical touch to a device
 - Hardware break/fix
 - Device failure
 - Connectivity failure
- Planned work that requires a physical touch to one or more devices
 - Move/Add/Change
 - Hardware or software upgrade
 - Device refresh
 - Device set-up

Incident Volume + Service Request Volume = Ticket Volume



MetricNet's Benchmarking Database is Global

More than 900 Desktop Support Benchmarks

Global Database

28 Key Performance Indicators

Nearly 80 Industry Best Practices

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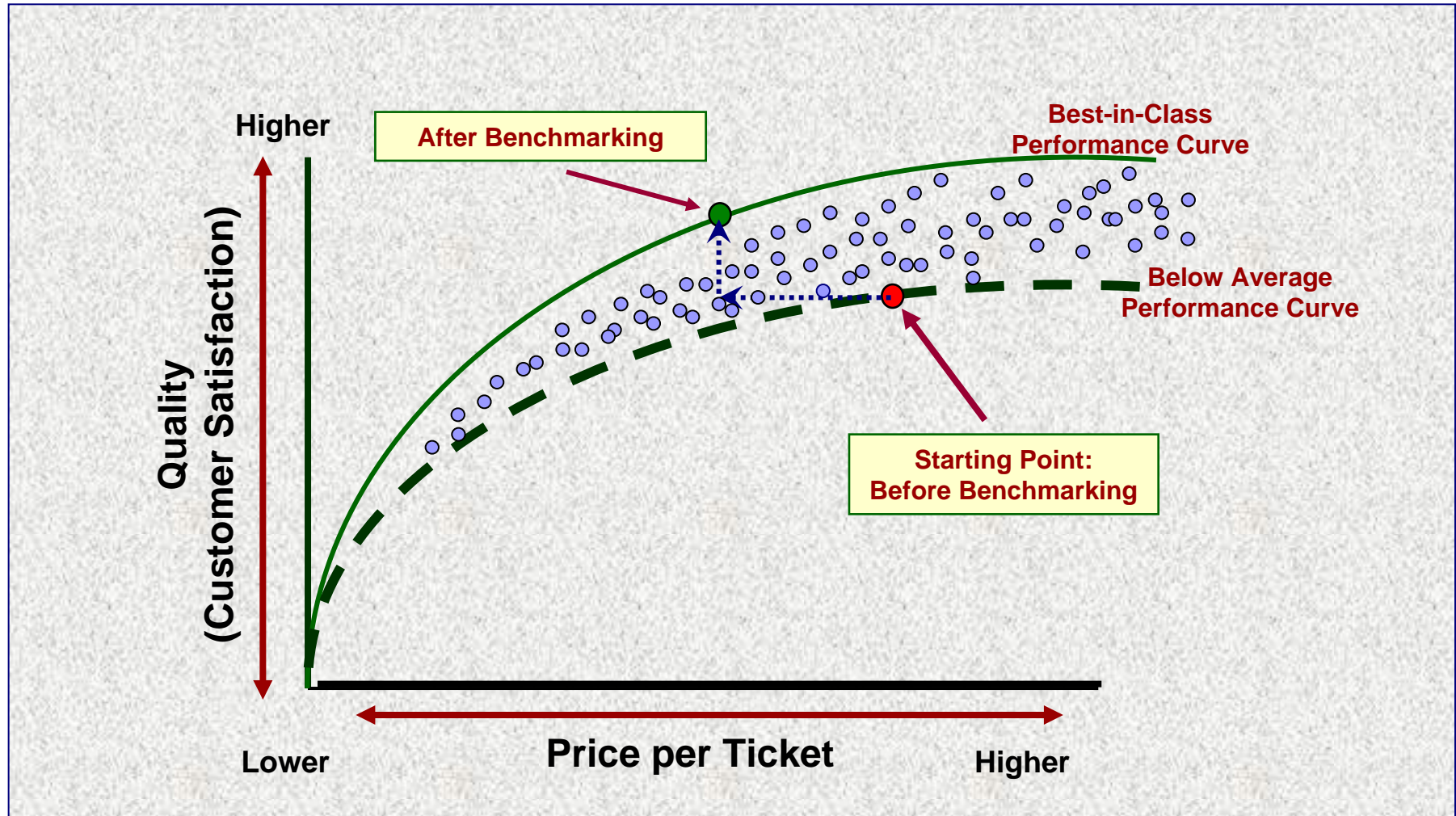


Characteristics of World-Class Desktop Support

- Desktop Support consistently exceeds customer expectations
 - Result is high levels of customer satisfaction
 - Mean Time to Resolve is below average for Incidents and Service Requests
- Costs are managed at or below industry average levels
 - Cost per Ticket, per Incident, and per Service Request is below average
 - Minimizes Total Cost of Ownership (TCO) for End User support
- Desktop Support follows industry best practices
 - Industry best practices are defined and documented
 - Desktop Support follows industry best practices
- Every transaction adds value
 - A positive customer experience
 - Drives a positive view of IT overall



The Goal of Benchmarking





KPI Statistics and Quartiles

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Benchmarking KPI Performance Summary

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Metric Type	Desktop Support KPI's	Benchmarking Statistics			
		Average	Min	Median	Max
Price	Price per Ticket	\$213.75	\$80.69	\$185.51	\$555.97
	Price per Incident	\$203.25	\$58.89	\$166.60	\$601.25
	Price per Service Request	\$269.00	\$109.17	\$230.21	\$604.32
Quality	Customer Satisfaction	50.2%	32.3%	49.9%	65.4%
	Incident First Visit Resolution Rate	49.6%	40.8%	49.7%	63.4%
	% Resolved Level 1 Capable	50.5%	7.5%	50.7%	88.7%
Service Level	Mean Time to Resolve Incidents (working hours)	17.5	4.3	16.7	41.5
	% of Incidents Resolved in 8 Working Hours	52.1%	20.8%	51.1%	84.1%
	Mean Time to Fulfill Service Requests (working days)	13.1	2.6	14.0	21.8
	% of Service Requests Fulfilled in 24 Working Hours	51.5%	26.4%	53.9%	87.4%
Workload	Tickets per Seat per Month	0.51	0.25	0.45	1.00
	Incidents per Seat per Month	0.27	0.11	0.26	0.64
	Service Requests per Seat per Month	0.14	0.06	0.11	0.34
	Incidents as a % of Total Ticket Volume	50.1%	27.0%	49.5%	74.2%



Quartile Rankings: Price and Quality Metrics

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Price Metrics	Quartile			
	1 (Top)	2	3	4 (Bottom)
Price per Ticket	\$80.69	\$138.90	\$185.51	\$249.95
	\$138.90	\$185.51	\$249.95	\$555.97
Price per Incident	\$58.89	\$143.42	\$166.60	\$240.20
	\$143.42	\$166.60	\$240.20	\$601.25
Price per Service Request	\$109.17	\$173.49	\$230.21	\$377.60
	\$173.49	\$230.21	\$377.60	\$604.32

Quality Metrics	Quartile			
	1 (Top)	2	3	4 (Bottom)
Customer Satisfaction	65.4%	52.2%	49.9%	47.6%
	52.2%	49.9%	47.6%	32.3%
Incident First Visit Resolution Rate	63.4%	52.4%	49.7%	46.7%
	52.4%	49.7%	46.7%	40.8%
% Resolved Level 1 Capable	7.5%	35.0%	50.7%	64.6%
	35.0%	50.7%	64.6%	88.7%



Quartile Rankings: Service Level and Workload Metrics

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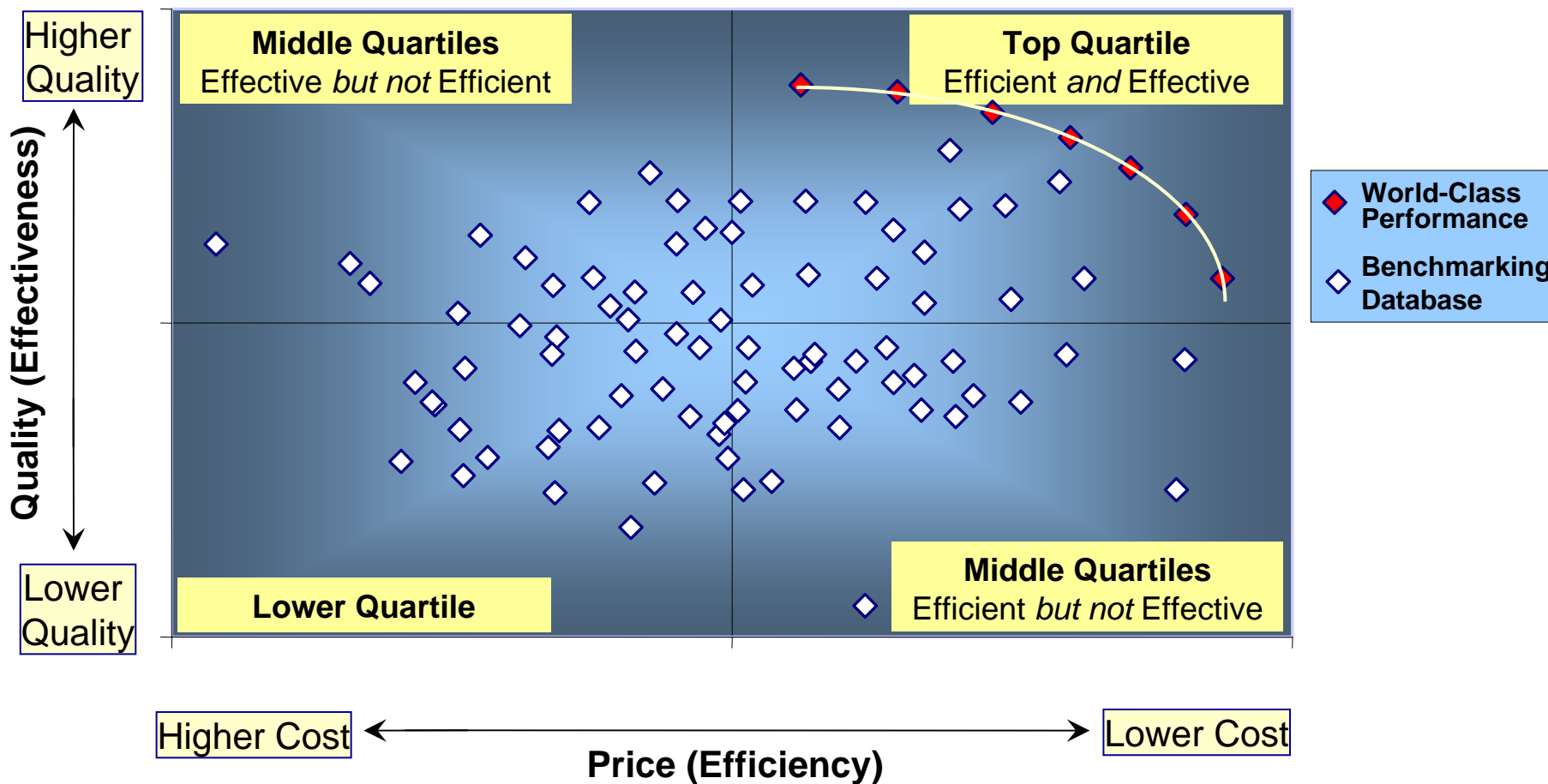
Service Level Metrics	Quartile			
	1 (Top)	2	3	4 (Bottom)
Mean Time to Resolve Incidents (working hours)	4.3 11.4	11.4 16.7	16.7 22.7	22.7 41.5
% of Incidents Resolved in 8 Working Hours	84.1% 57.3%	57.3% 51.1%	51.1% 47.5%	47.5% 20.8%
Mean Time to Fulfill Service Requests (working days)	2.7 9.1	9.1 14.1	14.1 18.2	18.2 21.8
% of Incidents Resolved in 24 Working Hours	87.4% 61.2%	61.2% 53.9%	53.9% 40.1%	40.1% 26.4%

Workload Metrics	Quartile			
	1 (Top)	2	3	4 (Bottom)
Tickets per Seat per Month	0.25 0.35	0.35 0.45	0.45 0.69	0.69 1.00
Incidents per Seat per Month	0.11 0.17	0.17 0.26	0.26 0.36	0.36 0.64
Service Requests per Seat per Month	0.06 0.08	0.08 0.11	0.11 0.18	0.18 0.34
Incidents as a % of Total Ticket Volume	74.2% 56.4%	56.4% 49.5%	49.5% 42.6%	42.6% 27.0%



Cost vs. Quality for North American Desktop Support

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Benchmarking Scorecard and Rankings

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The Desktop Support Scorecard: An Overview

- The Desktop Support scorecard employs a methodology that produces a single, all-inclusive measure of Desktop Support performance
- It combines price, quality, and service level metrics into an overall performance indicator for Desktop Support
- Each Desktop Support score will range between 0 and 100%, and can be compared directly to the scores of other Desktop Support organizations in the benchmark
- By computing an overall score on a monthly or quarterly basis, a Desktop Support organization can track and trend its performance over time
- Charting and tracking the Desktop Support score is an ideal way to ensure continuous improvement for Desktop Support!



The Desktop Support Scorecard*

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Performance Metric	Metric Weighting	Performance Range		Your Actual Performance	Metric Score	Balanced Score
		Worst Case	Best Case			
Price per Incident	20.0%	\$601.25	\$58.89	\$203.25	73.4%	14.7%
Price per Service Request	20.0%	\$604.32	\$109.17	\$269.00	67.7%	13.5%
Customer Satisfaction	25.0%	32.3%	65.4%	50.2%	54.1%	13.5%
Incident First Visit Resolution Rate	15.0%	40.8%	63.4%	49.6%	39.0%	5.9%
% of Incidents Resolved in 8 Work Hours	10.0%	20.8%	84.1%	52.1%	49.5%	4.9%
% of Service Requests Fulfilled in 24 Work Hours	10.0%	26.4%	87.4%	51.5%	41.2%	4.1%
Total	100.0%	N/A	N/A	N/A	N/A	56.7%

Step 1
Six critical performance metrics have been selected for the scorecard

Benchmarking averages have been used in the "Your Actual Performance" column to illustrate the mechanics of how the Scorecard is calculated for each Desktop Support Group.

Step 2
Each metric has been weighted according to its relative importance

Step 3
For each performance metric, the highest and lowest performance levels in the benchmark are recorded

Step 4*
Your actual performance for each metric is recorded in this column

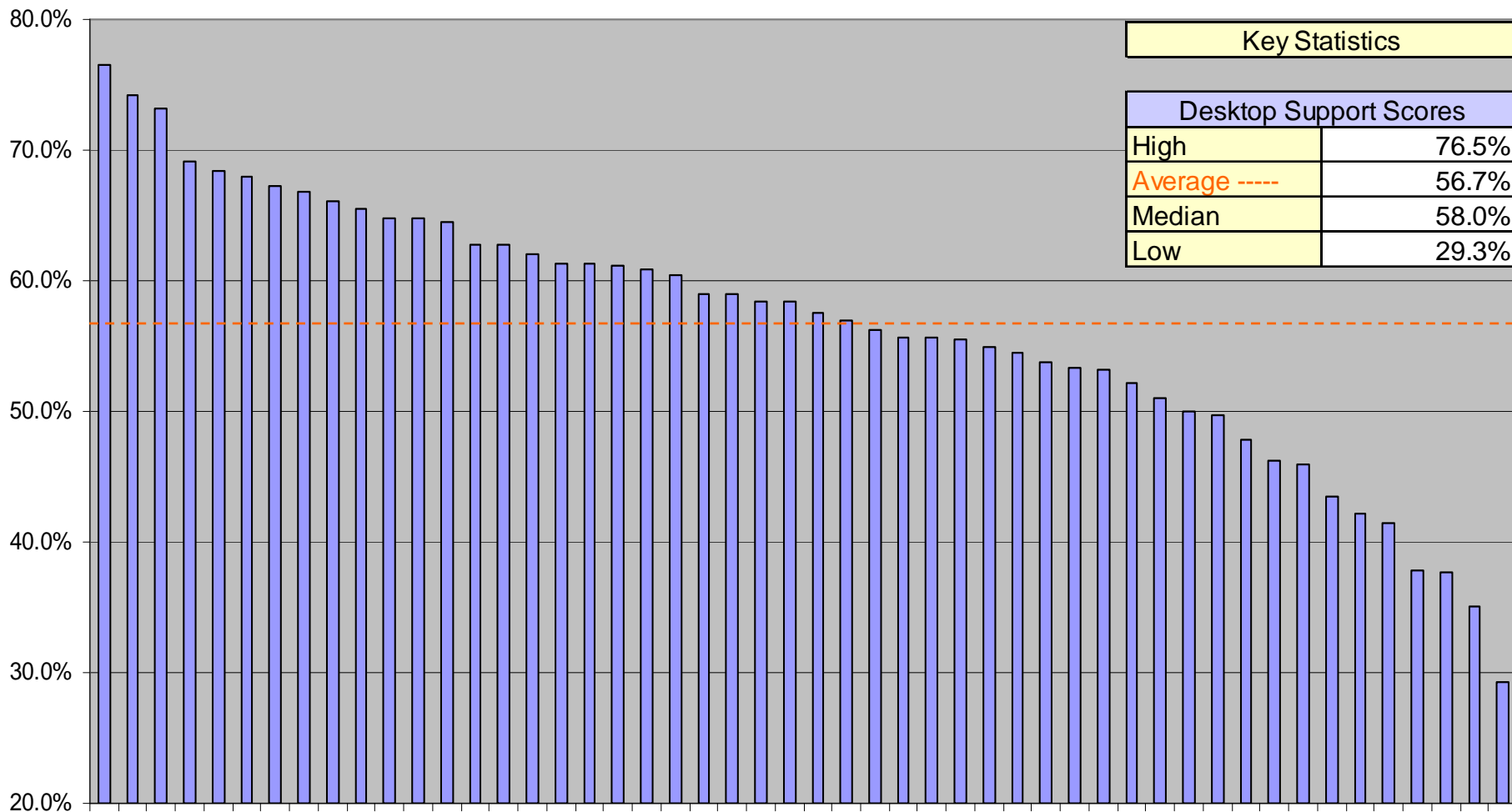
Step 5
Your score for each metric is then calculated: $(\text{worst case} - \text{actual performance}) / (\text{worst case} - \text{best case}) \times 100$

Step 6
Your balanced score for each metric is calculated: $\text{metric score} \times \text{weighting}$



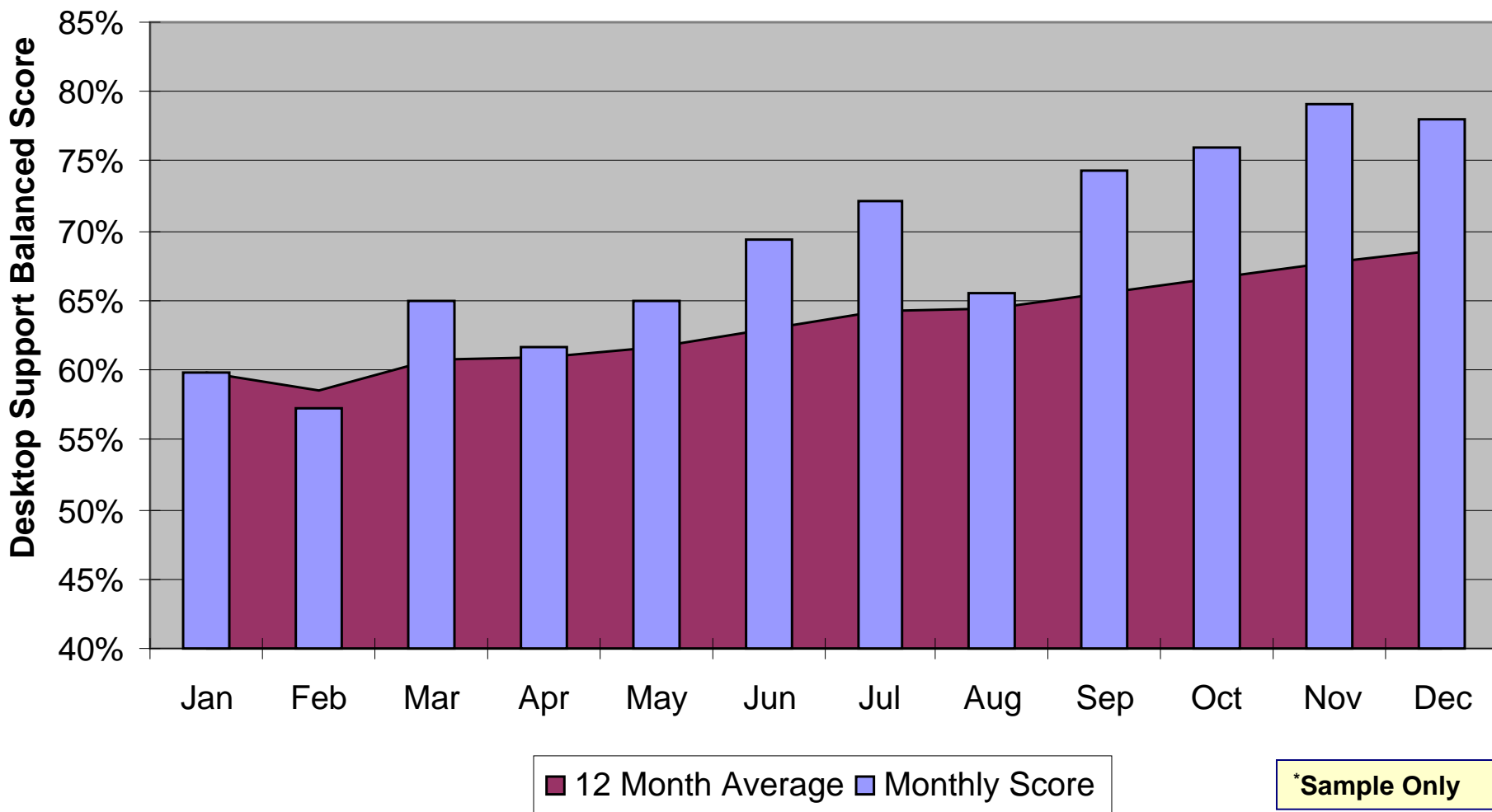
Desktop Support Balanced Score Rankings

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Desktop Support Balanced Score



The Desktop Scorecard Can Be Used to Track and Trend Performance*

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Scorecard Summary Data

- The next three pages illustrate the Balanced Scorecard performance for each Desktop Support group in the Benchmark
- The Desktop Support Groups are listed in rank order, from best (Desktop Support group #42) to worst (Desktop Support group #9) based upon their balanced scores



Desktop Support Rankings by Balanced Score

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Overall Ranking	Desktop Support Organization	Price per Incident	Price per Service Request	Customer Satisfaction	Incident First Visit Resolution Rate	% of Incidents Resolved in 8 Work Hours	% of Service Requests Fulfilled in 24 Work Hours	Balanced Score
1	42	\$152.71	\$128.13	63.3%	50.9%	57.5%	55.8%	76.5%
2	21	\$142.78	\$157.23	58.4%	58.8%	56.6%	38.4%	74.2%
3	10	\$70.56	\$118.25	49.4%	50.7%	63.3%	73.9%	73.2%
4	12	\$176.34	\$116.82	50.1%	50.5%	59.0%	74.4%	69.1%
5	16	\$113.83	\$164.18	52.4%	53.8%	48.0%	54.1%	68.4%
6	22	\$135.90	\$167.78	53.0%	49.7%	51.4%	68.2%	68.0%
7	25	\$224.01	\$245.28	57.5%	48.0%	52.8%	87.4%	67.3%
8	43	\$58.89	\$162.26	46.9%	53.8%	44.8%	60.0%	66.8%
9	27	\$111.49	\$208.28	55.5%	46.6%	59.2%	54.3%	66.1%
10	45	\$140.65	\$196.48	50.1%	53.9%	70.1%	39.2%	65.5%
11	41	\$146.65	\$109.17	51.7%	45.4%	55.9%	55.7%	64.8%
12	5	\$145.34	\$173.63	48.0%	54.8%	60.4%	45.4%	64.7%
13	8	\$167.34	\$173.44	47.8%	52.1%	50.4%	70.4%	64.5%
14	50	\$147.96	\$218.52	50.9%	54.9%	45.2%	45.8%	62.7%
15	4	\$230.94	\$264.02	43.3%	63.4%	60.1%	61.6%	62.7%
16	30	\$240.53	\$471.76	65.4%	53.9%	49.2%	58.5%	62.1%
17	6	\$120.64	\$213.28	51.2%	50.2%	47.7%	45.0%	61.3%
18	17	\$164.52	\$202.44	50.5%	47.9%	70.4%	42.8%	61.3%
19	24	\$197.14	\$187.62	51.7%	48.0%	54.6%	55.1%	61.2%
20	14	\$112.27	\$183.00	51.1%	49.7%	52.7%	30.6%	60.9%



Desktop Support Rankings by Balanced Score (contd.)

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Overall Ranking	Desktop Support Organization	Price per Incident	Price per Service Request	Customer Satisfaction	Incident First Visit Resolution Rate	% of Incidents Resolved in 8 Work Hours	% of Service Requests Fulfilled in 24 Work Hours	Balanced Score
21	32	\$162.52	\$168.77	45.8%	48.6%	53.5%	63.6%	60.4%
22	39	\$141.83	\$152.84	48.5%	48.9%	43.0%	42.8%	59.0%
23	49	\$90.73	\$176.68	44.6%	53.8%	49.1%	29.2%	58.9%
24	18	\$95.95	\$174.56	46.7%	50.0%	55.6%	26.4%	58.5%
25	2	\$165.86	\$132.91	51.2%	46.3%	44.8%	36.4%	58.5%
26	44	\$165.27	\$197.05	45.8%	47.1%	55.4%	57.5%	57.5%
27	33	\$259.03	\$240.75	47.8%	50.5%	50.4%	68.3%	57.0%
28	7	\$123.64	\$122.86	46.9%	41.9%	50.7%	42.6%	56.2%
29	23	\$162.83	\$231.51	41.9%	59.8%	46.3%	29.9%	55.7%
30	48	\$277.72	\$380.03	49.4%	49.9%	71.9%	72.6%	55.6%
31	46	\$146.01	\$293.31	49.7%	52.6%	47.0%	32.8%	55.5%
32	15	\$286.69	\$327.74	62.6%	41.5%	54.8%	47.1%	54.9%
33	38	\$156.23	\$228.90	50.6%	49.6%	20.8%	46.5%	54.5%
34	40	\$250.29	\$363.13	48.1%	49.6%	84.1%	46.2%	53.7%
35	20	\$225.14	\$382.01	48.1%	52.5%	50.6%	63.6%	53.4%
36	37	\$198.27	\$423.44	56.4%	44.1%	59.2%	54.4%	53.2%
37	19	\$159.57	\$386.82	50.9%	52.0%	47.6%	34.9%	52.2%
38	35	\$171.58	\$240.19	53.4%	43.7%	30.7%	32.9%	51.0%
39	47	\$239.22	\$279.03	32.3%	59.0%	55.5%	63.0%	50.1%
40	26	\$417.77	\$466.23	61.0%	50.9%	50.3%	52.5%	49.7%



Desktop Support Rankings by Balanced Score (contd.)

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Overall Ranking	Desktop Support Organization	Price per Incident	Price per Service Request	Customer Satisfaction	Incident First Visit Resolution Rate	% of Incidents Resolved in 8 Work Hours	% of Service Requests Fulfilled in 24 Work Hours	Balanced Score
41	11	\$291.89	\$408.75	49.5%	45.8%	49.2%	73.9%	47.9%
42	28	\$209.42	\$417.69	49.3%	47.0%	28.6%	63.3%	46.2%
43	34	\$389.39	\$434.97	52.0%	48.2%	59.2%	59.8%	46.0%
44	36	\$226.60	\$368.00	44.5%	43.5%	50.4%	53.7%	43.5%
45	31	\$178.23	\$243.25	37.0%	40.8%	43.1%	56.3%	42.2%
46	13	\$330.86	\$370.29	47.5%	41.4%	52.1%	57.8%	41.4%
47	1	\$322.46	\$395.58	46.1%	45.0%	46.1%	38.3%	37.9%
48	29	\$324.99	\$520.73	49.4%	47.1%	58.7%	33.1%	37.7%
49	3	\$390.66	\$455.93	52.2%	44.4%	40.8%	31.3%	35.1%
50	9	\$601.25	\$604.32	53.4%	48.7%	47.4%	50.0%	29.3%
	Average	\$203.25	\$269.00	50.2%	49.6%	52.1%	51.5%	56.7%
	Max	\$601.25	\$604.32	65.4%	63.4%	84.1%	87.4%	76.5%
	Min	\$58.89	\$109.17	32.3%	40.8%	20.8%	26.4%	29.3%
	Median	\$166.60	\$230.21	49.9%	49.7%	51.1%	53.9%	58.0%



Rank Ordering of Scorecard KPI's

- The next three pages show the ranking of each KPI in the scorecard
- Each KPI is listed in rank order, from best (top row), to worst (bottom row)



Balanced Scorecard KPI Performance Rankings

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Metric Ranking	Price per Incident	Price per Service Request	Customer Satisfaction	Incident First Visit Resolution Rate	% of Incidents Resolved in 8 Work Hours	% of Service Requests Fulfilled in 24 Work Hours	Balanced Score
1	\$58.89	\$109.17	65.4%	63.4%	84.1%	87.4%	76.5%
2	\$70.56	\$116.82	63.3%	59.8%	71.9%	74.4%	74.2%
3	\$90.73	\$118.25	62.6%	59.0%	70.4%	73.9%	73.2%
4	\$95.95	\$122.86	61.0%	58.8%	70.1%	73.9%	69.1%
5	\$111.49	\$128.13	58.4%	54.9%	63.3%	72.6%	68.4%
6	\$112.27	\$132.91	57.5%	54.8%	60.4%	70.4%	68.0%
7	\$113.83	\$152.84	56.4%	53.9%	60.1%	68.3%	67.3%
8	\$120.64	\$157.23	55.5%	53.9%	59.2%	68.2%	66.8%
9	\$123.64	\$162.26	53.4%	53.8%	59.2%	63.6%	66.1%
10	\$135.90	\$164.18	53.4%	53.8%	59.2%	63.6%	65.5%
11	\$140.65	\$167.78	53.0%	53.8%	59.0%	63.3%	64.8%
12	\$141.83	\$168.77	52.4%	52.6%	58.7%	63.0%	64.7%
13	\$142.78	\$173.44	52.2%	52.5%	57.5%	61.6%	64.5%
14	\$145.34	\$173.63	52.0%	52.1%	56.6%	60.0%	62.7%
15	\$146.01	\$174.56	51.7%	52.0%	55.9%	59.8%	62.7%
16	\$146.65	\$176.68	51.7%	50.9%	55.6%	58.5%	62.1%
17	\$147.96	\$183.00	51.2%	50.9%	55.5%	57.8%	61.3%
18	\$152.71	\$187.62	51.2%	50.7%	55.4%	57.5%	61.3%
19	\$156.23	\$196.48	51.1%	50.5%	54.8%	56.3%	61.2%
20	\$159.57	\$197.05	50.9%	50.5%	54.6%	55.8%	60.9%



Balanced Scorecard KPI Performance Rankings (contd.)

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!

Metric Ranking	Price per Incident	Price per Service Request	Customer Satisfaction	Incident First Visit Resolution Rate	% of Incidents Resolved in 8 Work Hours	% of Service Requests Fulfilled in 24 Work Hours	Balanced Score
21	\$162.52	\$202.44	50.9%	50.2%	53.5%	55.7%	60.4%
22	\$162.83	\$208.28	50.6%	50.0%	52.8%	55.1%	59.0%
23	\$164.52	\$213.28	50.5%	49.9%	52.7%	54.4%	58.9%
24	\$165.27	\$218.52	50.1%	49.7%	52.1%	54.3%	58.5%
25	\$165.86	\$228.90	50.1%	49.7%	51.4%	54.1%	58.5%
26	\$167.34	\$231.51	49.7%	49.6%	50.7%	53.7%	57.5%
27	\$171.58	\$240.19	49.5%	49.6%	50.6%	52.5%	57.0%
28	\$176.34	\$240.75	49.4%	48.9%	50.4%	50.0%	56.2%
29	\$178.23	\$243.25	49.4%	48.7%	50.4%	47.1%	55.7%
30	\$197.14	\$245.28	49.4%	48.6%	50.4%	46.5%	55.6%
31	\$198.27	\$264.02	49.3%	48.2%	50.3%	46.2%	55.5%
32	\$209.42	\$279.03	48.5%	48.0%	49.2%	45.8%	54.9%
33	\$224.01	\$293.31	48.1%	48.0%	49.2%	45.4%	54.5%
34	\$225.14	\$327.74	48.1%	47.9%	49.1%	45.0%	53.7%
35	\$226.60	\$363.13	48.0%	47.1%	48.0%	42.8%	53.4%
36	\$230.94	\$368.00	47.8%	47.1%	47.7%	42.8%	53.2%
37	\$239.22	\$370.29	47.8%	47.0%	47.6%	42.6%	52.2%
38	\$240.53	\$380.03	47.5%	46.6%	47.4%	39.2%	51.0%
39	\$250.29	\$382.01	46.9%	46.3%	47.0%	38.4%	50.1%
40	\$259.03	\$386.82	46.9%	45.8%	46.3%	38.3%	49.7%



Balanced Scorecard KPI Performance Rankings (contd.)

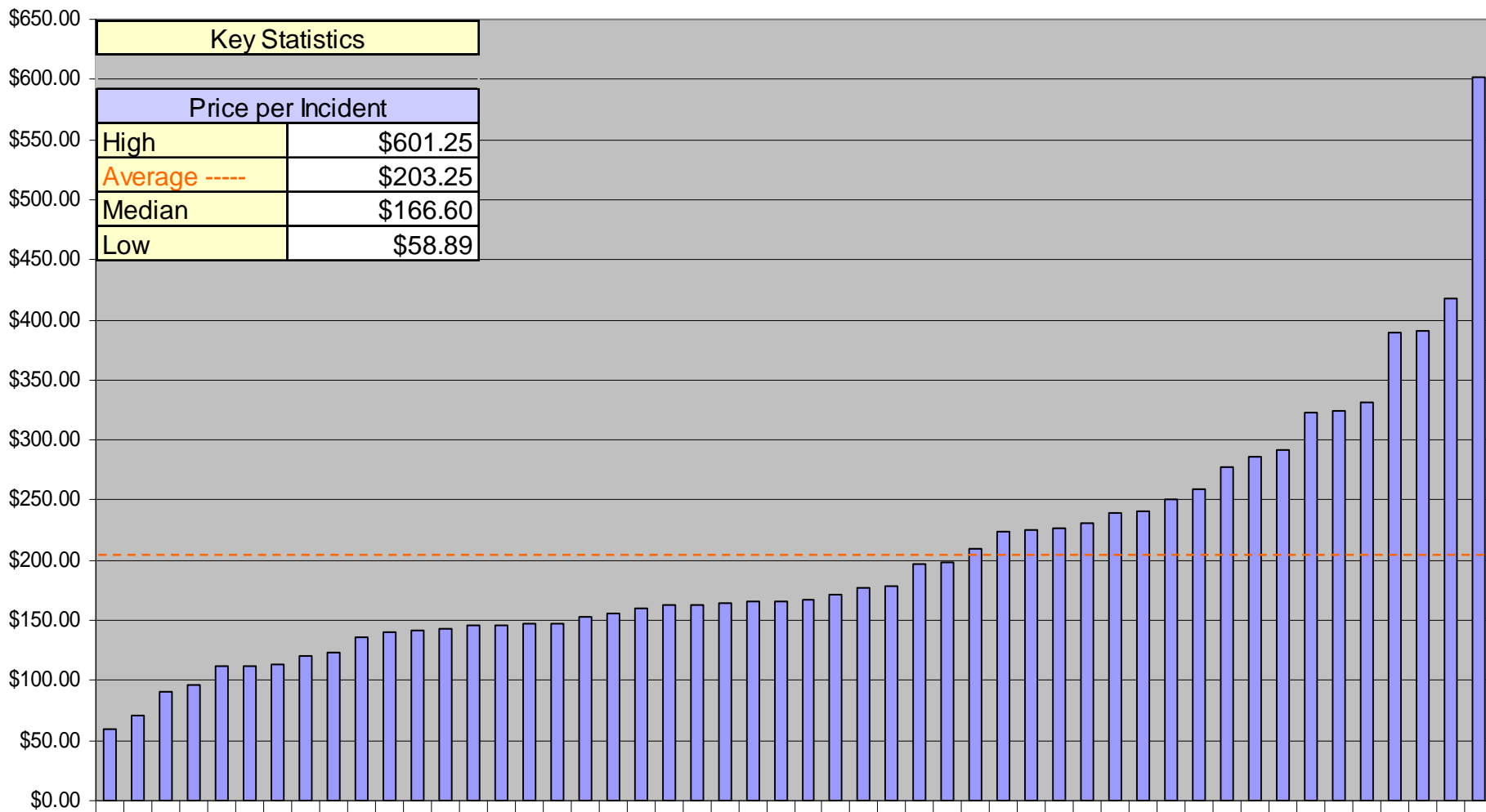
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Metric Ranking	Price per Incident	Price per Service Request	Customer Satisfaction	Incident First Visit Resolution Rate	% of Incidents Resolved in 8 Work Hours	% of Service Requests Fulfilled in 24 Work Hours	Balanced Score
41	\$277.72	\$395.58	46.7%	45.4%	46.1%	36.4%	47.9%
42	\$286.69	\$408.75	46.1%	45.0%	45.2%	34.9%	46.2%
43	\$291.89	\$417.69	45.8%	44.4%	44.8%	33.1%	46.0%
44	\$322.46	\$423.44	45.8%	44.1%	44.8%	32.9%	43.5%
45	\$324.99	\$434.97	44.6%	43.7%	43.1%	32.8%	42.2%
46	\$330.86	\$455.93	44.5%	43.5%	43.0%	31.3%	41.4%
47	\$389.39	\$466.23	43.3%	41.9%	40.8%	30.6%	37.9%
48	\$390.66	\$471.76	41.9%	41.5%	30.7%	29.9%	37.7%
49	\$417.77	\$520.73	37.0%	41.4%	28.6%	29.2%	35.1%
50	\$601.25	\$604.32	32.3%	40.8%	20.8%	26.4%	29.3%
Average	\$203.25	\$269.00	50.2%	49.6%	52.1%	51.5%	56.7%
Max	\$601.25	\$604.32	65.4%	63.4%	84.1%	87.4%	76.5%
Min	\$58.89	\$109.17	32.3%	40.8%	20.8%	26.4%	29.3%
Median	\$166.60	\$230.21	49.9%	49.7%	51.1%	53.9%	58.0%



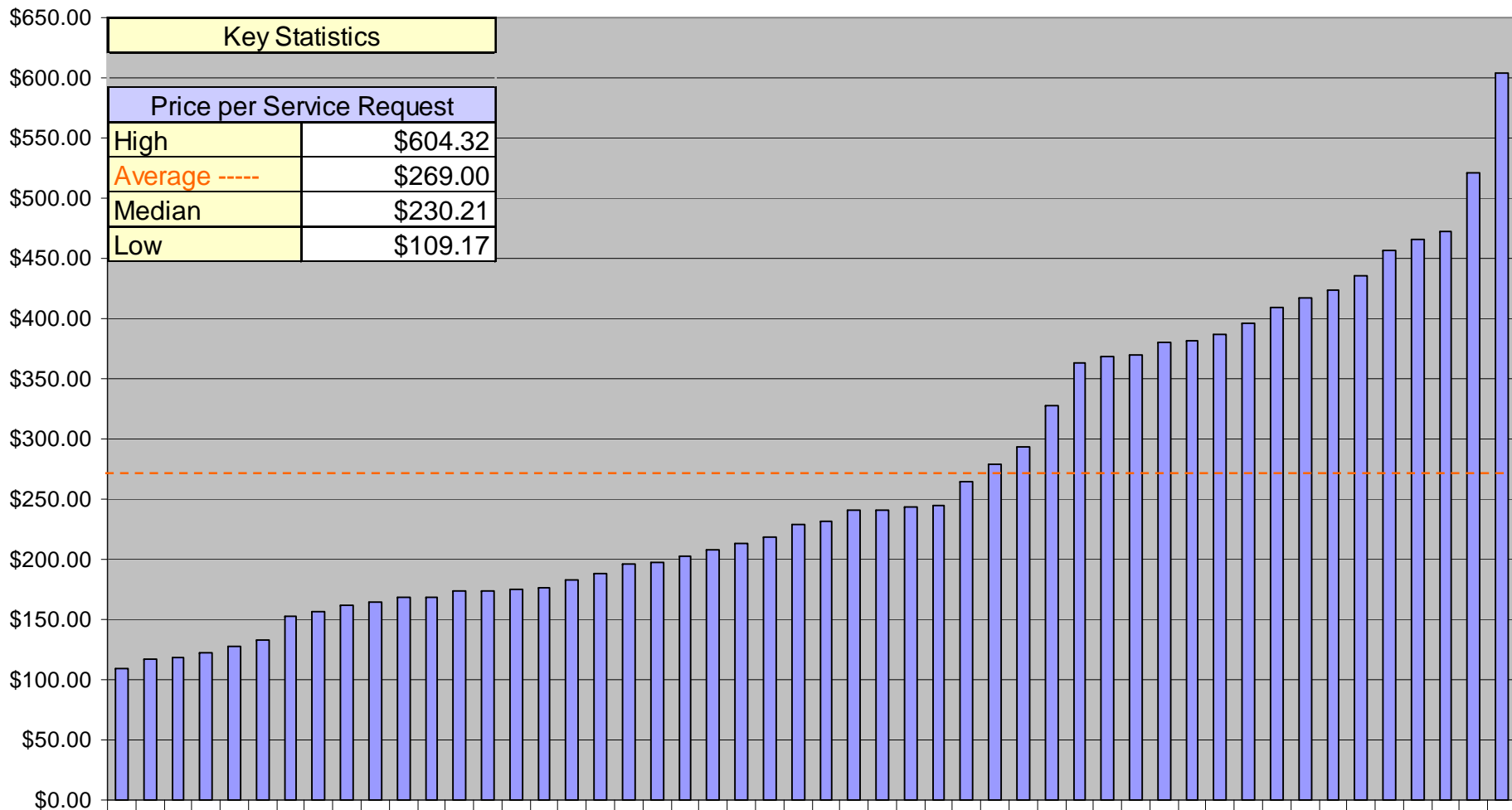
Scorecard Metrics: Price per Incident

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!



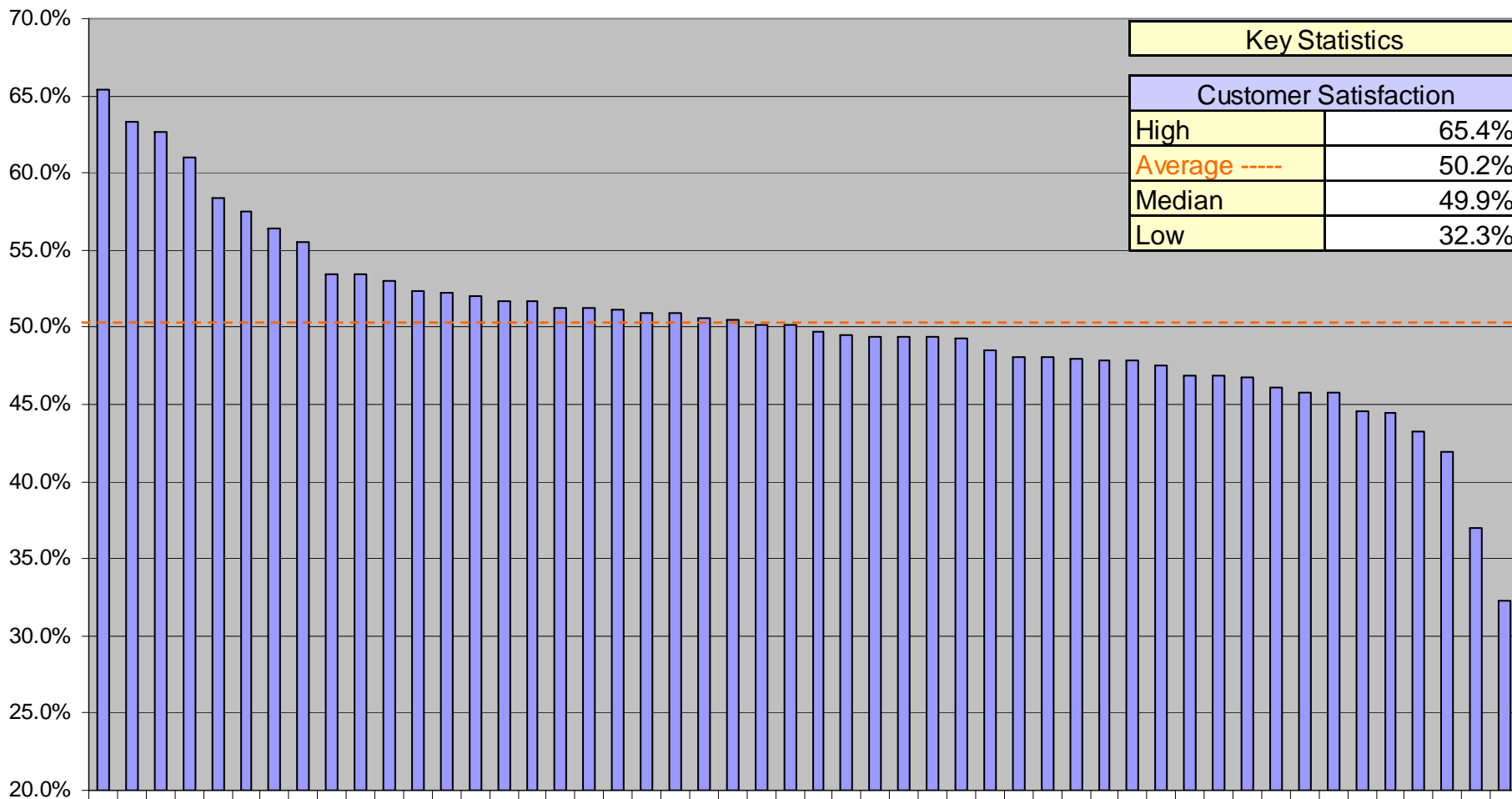
Scorecard Metrics: Price per Service Request

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!



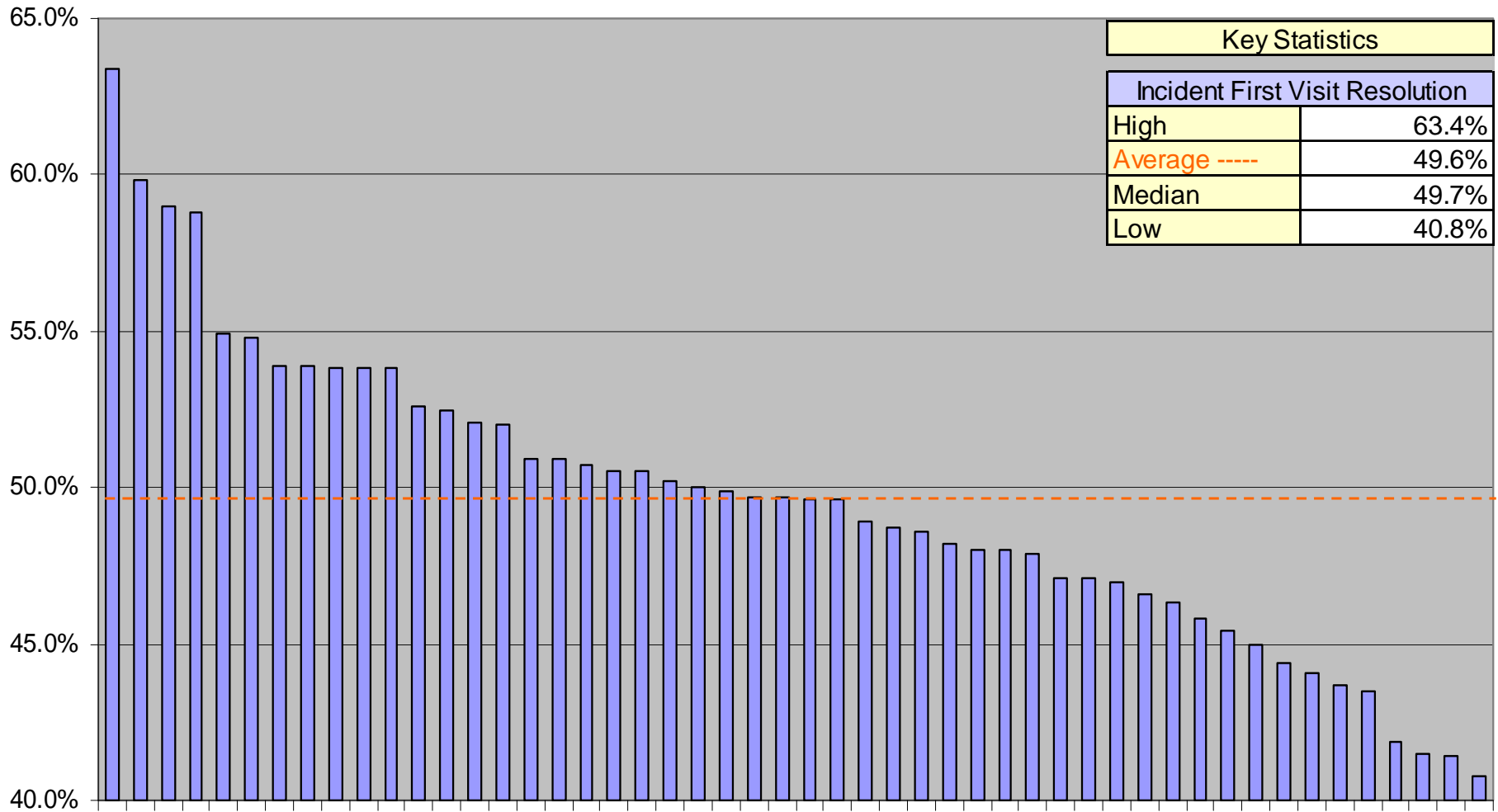
Scorecard Metrics: Customer Satisfaction

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!



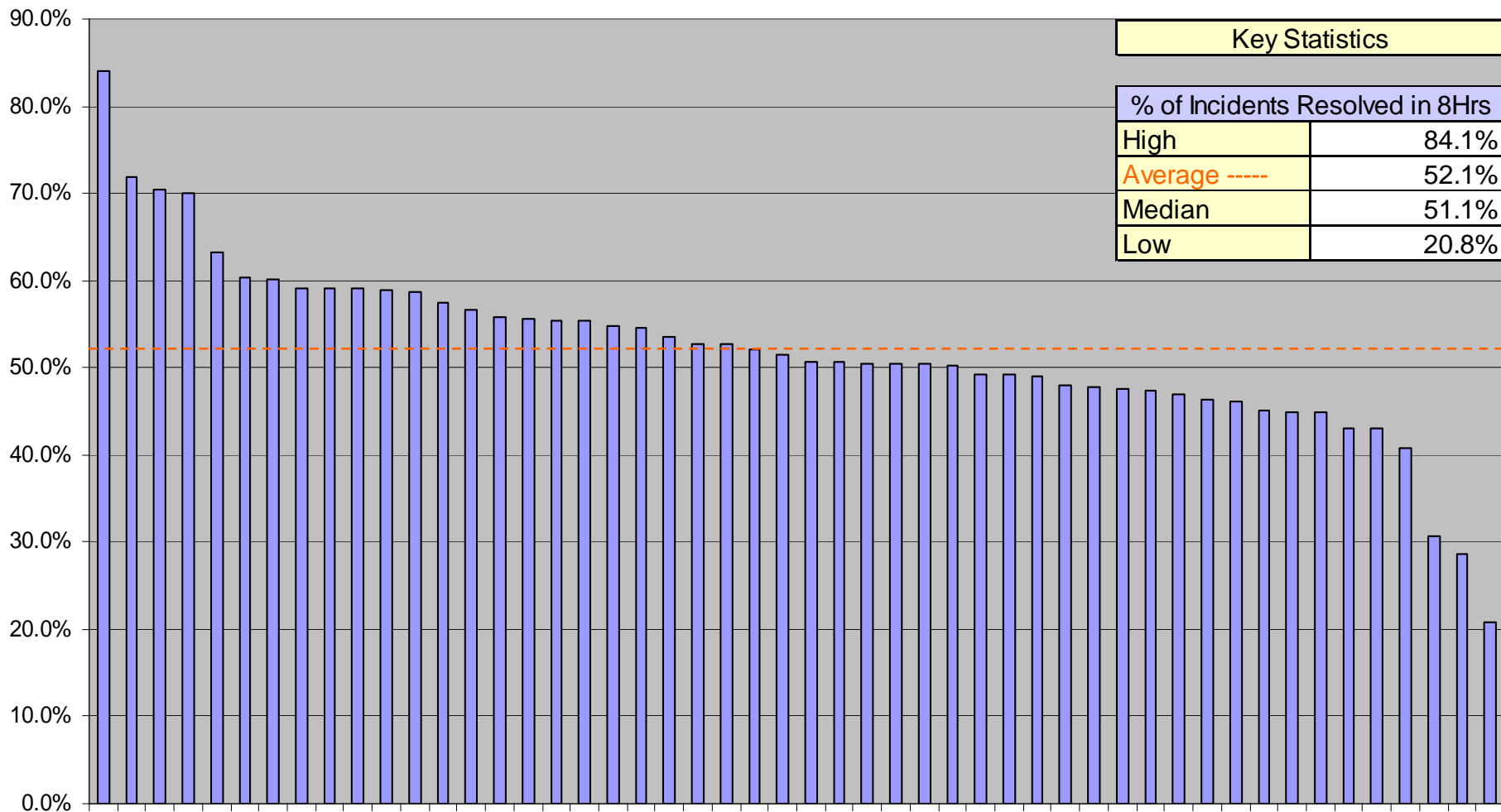
Scorecard Metrics: Incident First Visit Resolution Rate

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!



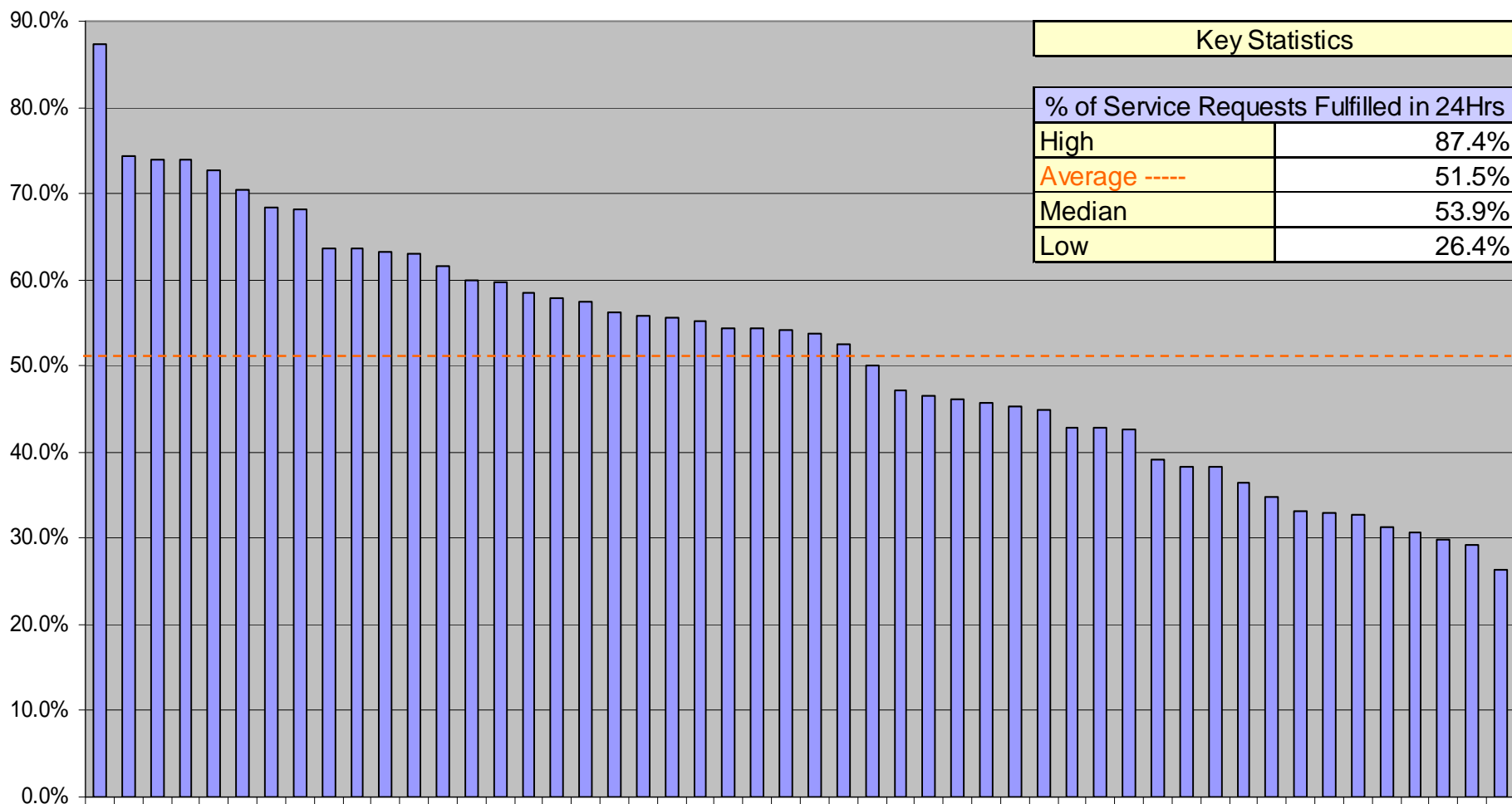
Scorecard Metrics: % of Incidents Resolved in 8 Work Hours

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!



Scorecard Metrics: % of Service Requests Fulfilled in 24 Work Hours

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!





Detailed Benchmarking Data

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!



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Price Metrics

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Price Metrics: Price per Ticket

Definition

Price per Ticket is the amount paid to the outsourcer for each Desktop Support ticket handled. It is typically calculated by dividing the annual fee paid to the outsourcer by the annual Desktop Support ticket volume. Ticket volume includes both incidents and service requests.

Why it's Important

Price per Ticket is one of the most important Desktop Support metrics. It is a measure of contract efficiency and effectiveness with your outsourcer. A higher than average Price per Ticket is not necessarily a bad thing, particularly if accompanied by higher than average quality levels. Conversely, a low Price per Ticket is not necessarily good, particularly if the low price is achieved by sacrificing Customer Satisfaction or service levels. Every outsourced Desktop Support Organization should track and trend Price per Ticket on an ongoing basis.

Key Correlations

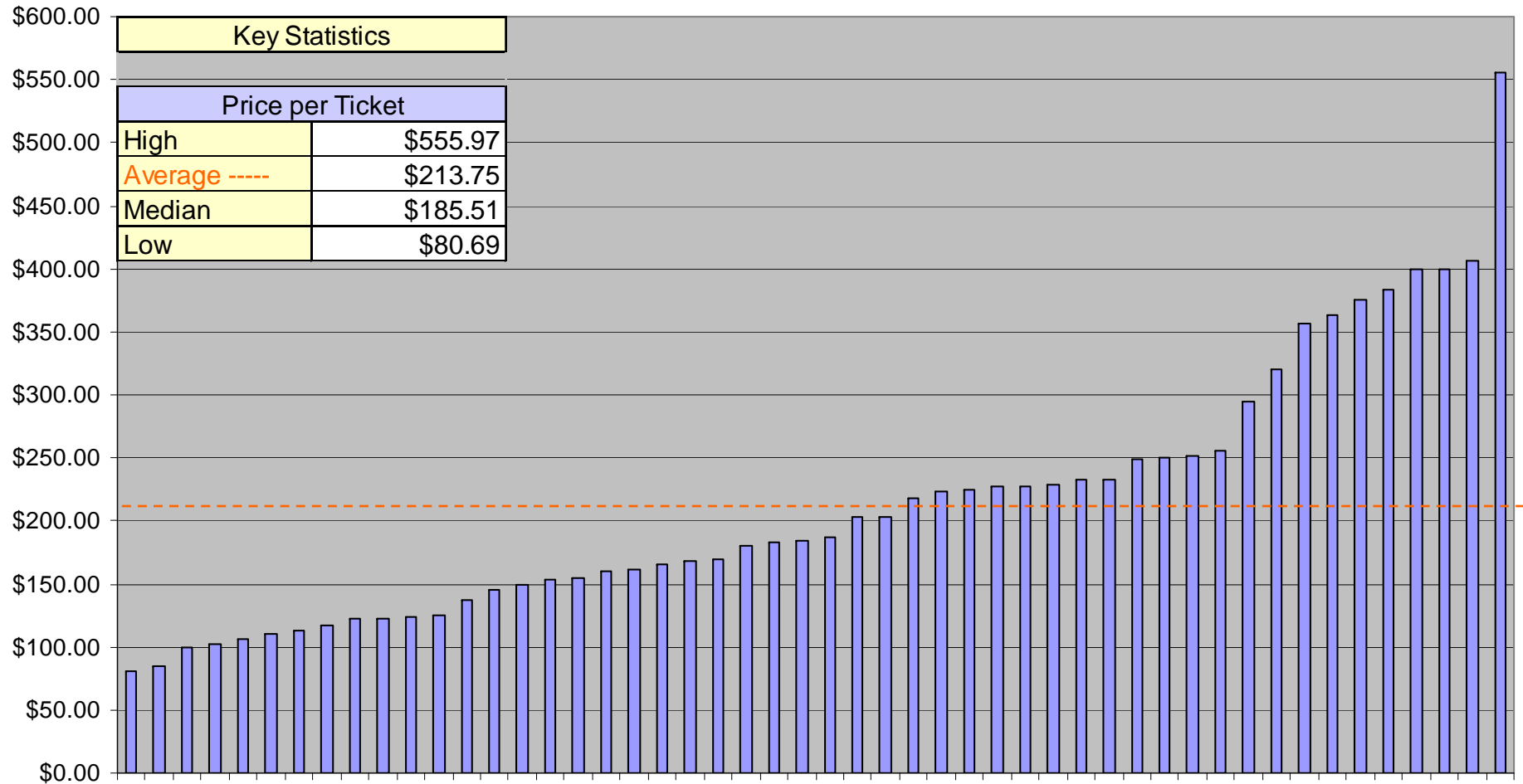
Price per Ticket is strongly correlated with the following metrics:

- Price per Incident
- Price per Service Request
- Incident First Visit Resolution Rate
- Average Incident Work Time
- Average Service Request Work Time
- Average Travel Time per Ticket



Price Metrics: Price per Ticket

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!



Price Metrics: Price per Incident

Definition

Price per Incident is the amount paid to the outsourcer for each Desktop Support incident handled. It is typically calculated by dividing the annual fee paid to the outsourcer (for incidents only) by the annual Desktop Support incident volume.

Why it's Important

Price per Incident is one of the most important Desktop Support metrics. It is one of the key components of Price per Ticket; the other being the Price per Service Request. A higher than average Price per Incident is not necessarily a bad thing, particularly if accompanied by higher than average quality levels. Conversely, a low Price per Incident is not necessarily good, particularly if the low cost is achieved by sacrificing quality of service. Every Desktop Support organization should track and trend Price per Incident on a monthly basis.

Key Correlations

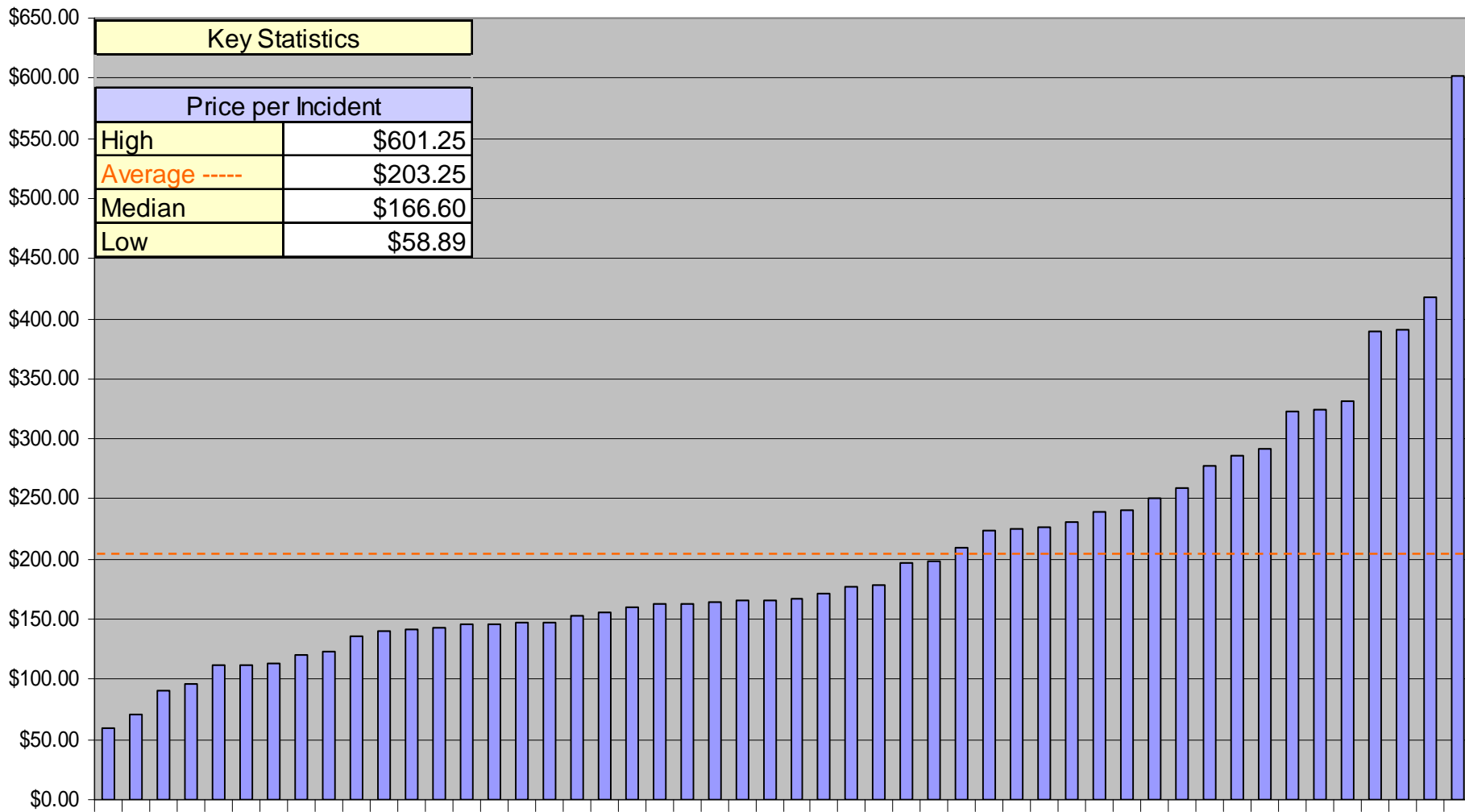
Price per Incident is strongly correlated with the following metrics:

- Price per Ticket
- Incident First Visit Resolution Rate
- Average Incident Work Time
- Average Travel Time per Ticket



Price Metrics: Price per Incident

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!



Price Metrics: Price per Service Request

Definition

Price per Service Request is the amount paid to the outsourcer for each Desktop Support service request handled. It is typically calculated by dividing the annual fee paid to the outsourcer (for service requests only) by the annual Desktop Support service request volume.

Why it's Important

Price per Service Request is one of the most important Desktop Support metrics. It is one of the key components of Price per Ticket; the other being the Price per Incident. A higher than average Price per Service Request is not necessarily a bad thing, particularly if accompanied by higher than average quality levels. Conversely, a low Price per Service Request is not necessarily good, particularly if the low cost is achieved by sacrificing quality of service. Every Desktop Support organization should track and trend Price per Service Request on a monthly basis.

Key Correlations

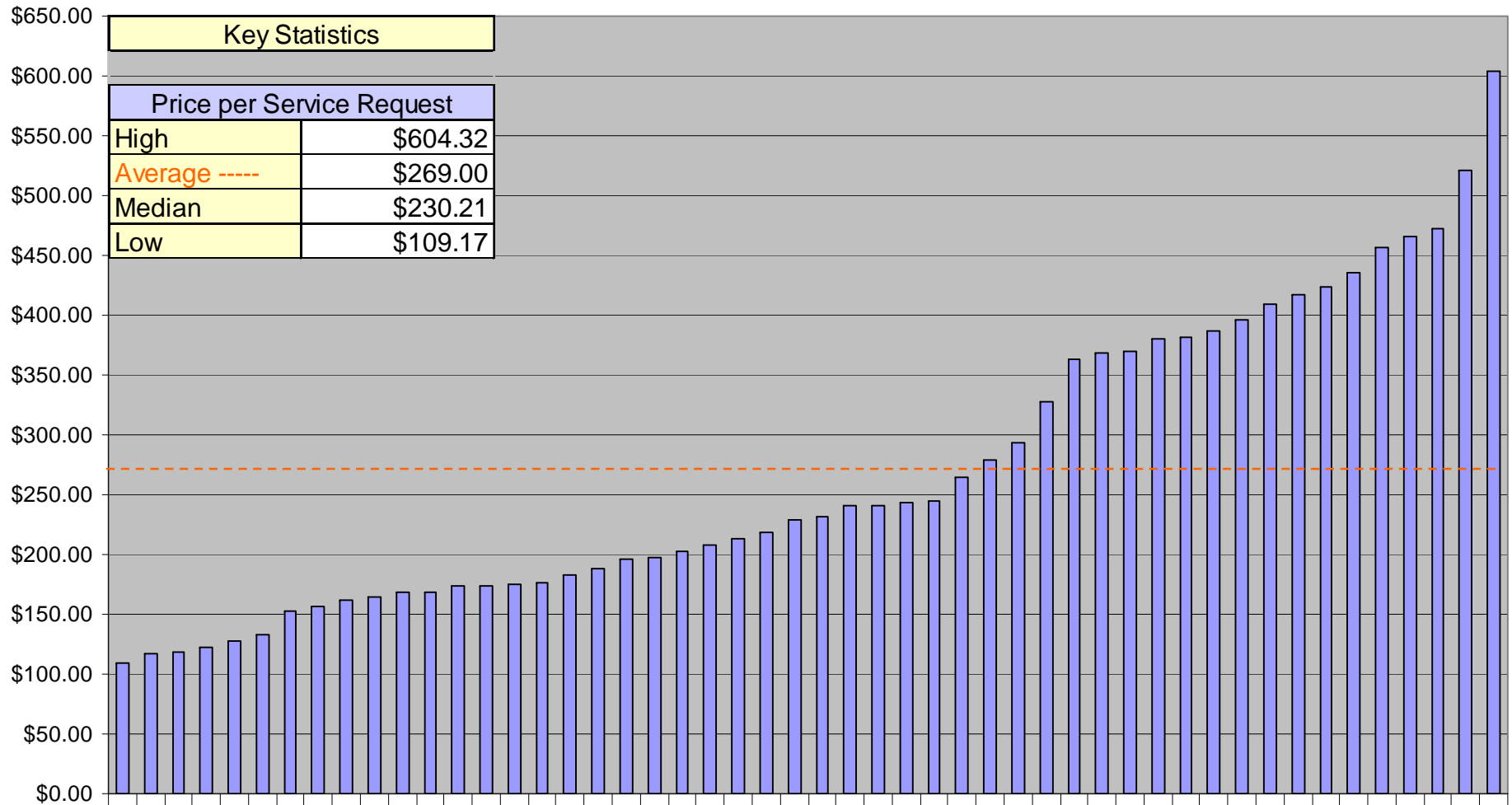
Price per Service Request is strongly correlated with the following metrics:

- Price per Ticket
- Average Service Request Work Time
- Average Travel Time per Ticket



Price Metrics: Price per Service Request

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Quality Metrics

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Quality Metrics: Customer Satisfaction

Definition

Customer Satisfaction is the percentage of customers who are either satisfied or very satisfied with their Desktop Support experience. This metric can be captured in a numbers of ways including follow-up outbound calls, Email surveys that are automatically sent out by the trouble ticket system, postal surveys, etc.

Why it's Important

Customer Satisfaction is the single most important measure of Desktop Support quality. Any successful Desktop Support organization will have consistently high Customer Satisfaction ratings. Some Desktop Support managers are under the impression that a low Price per Ticket may justify a lower level of Customer Satisfaction. But this is not true. MetricNet's research shows that even Desktop Support groups with a very low Price per Ticket can achieve consistently high Customer Satisfaction ratings.

Key Correlations

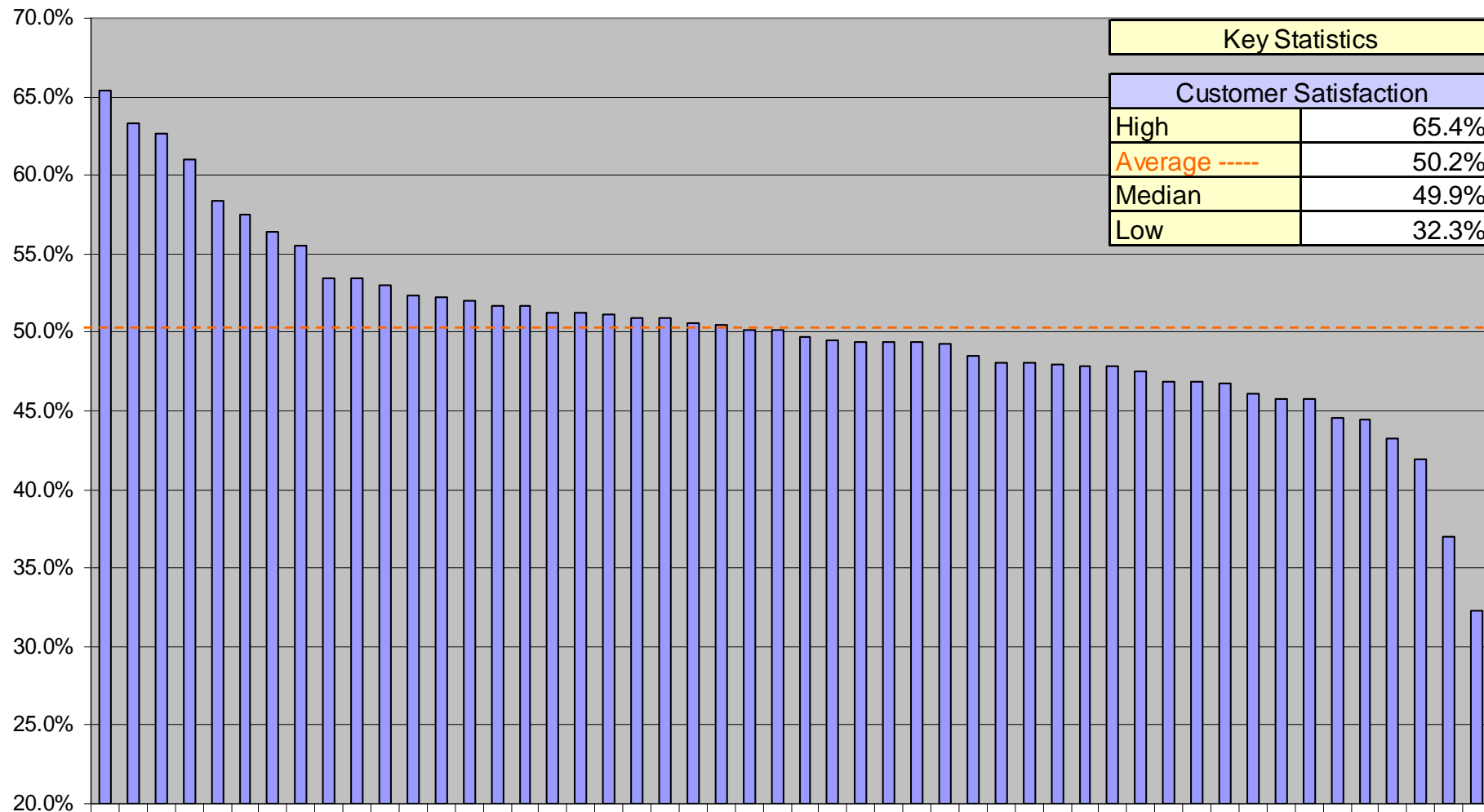
Customer Satisfaction is strongly correlated with the following metrics:

- Incident First Visit Resolution Rate
- Mean Time to Resolve Incidents
- Mean Time to Fulfill Service Requests



Quality Metrics: Customer Satisfaction

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Quality Metrics: Incident First Visit Resolution Rate

Definition

Incident First Visit Resolution Rate is the percentage of incidents that are resolved on the first visit to the customer. Incidents that require a second visit, or are otherwise unresolved on the first visit for any reason, do not qualify for Incident First Visit Resolution.

Why it's Important

Incident First Visit Resolution Rate is one of the biggest drivers of Customer Satisfaction. A high Incident First Visit Resolution Rate is almost always associated with high levels of Customer Satisfaction. Desktop Support groups that emphasize training and have good technology tools generally enjoy a higher than average Incident First Visit Resolution Rate.

Key Correlations

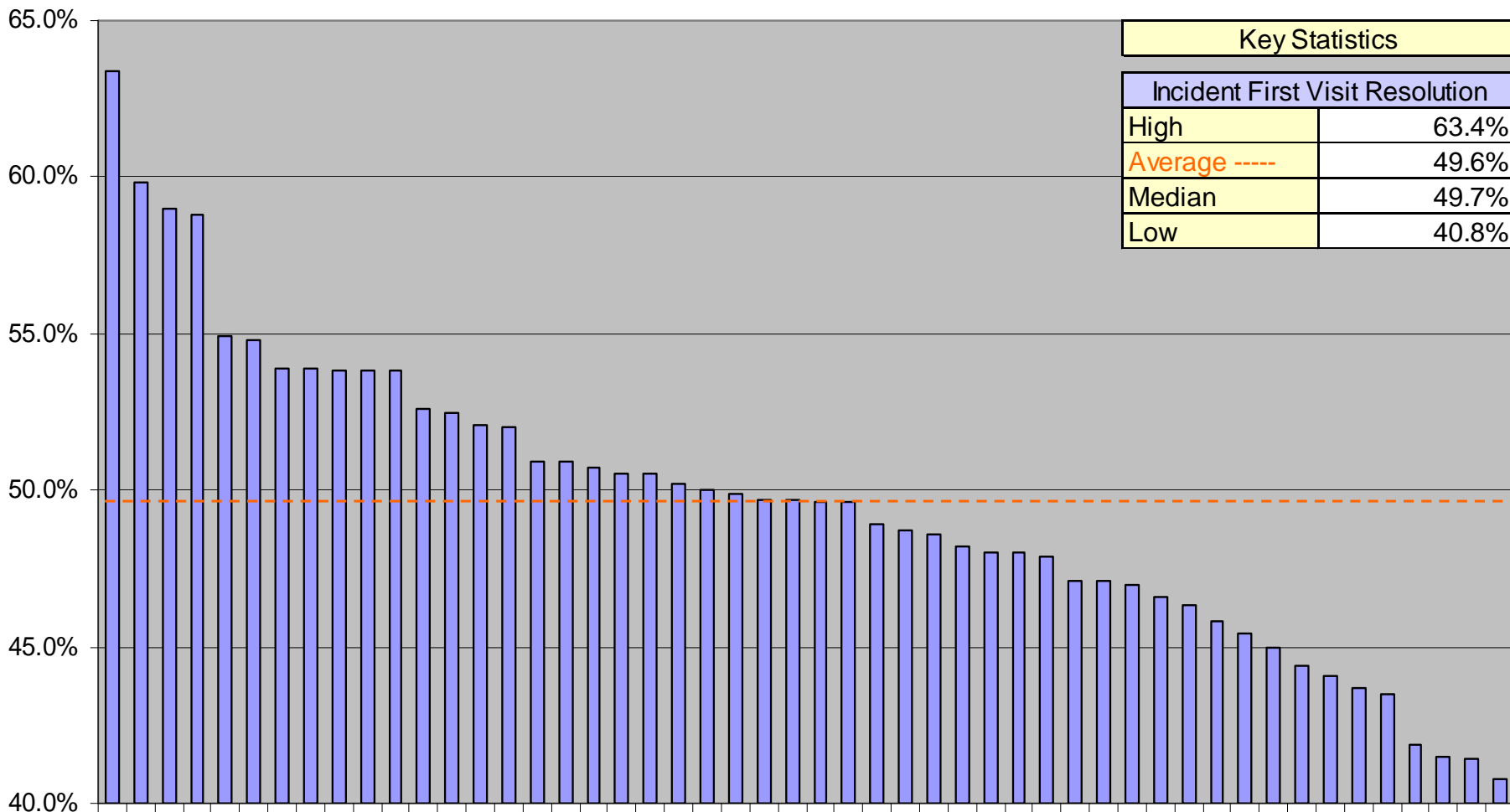
Incident First Visit Resolution Rate is strongly correlated with the following metrics:

- Customer Satisfaction
- New Technician Training Hours
- Annual Technician Training Hours
- Average Incident Work Time



Quality Metrics: Incident First Visit Resolution Rate

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Quality Metrics: % Resolved Level 1 Capable

Definition

% Resolved Level 1 Capable is the percentage of tickets resolved by Desktop Support that could have been resolved by the Level 1 Service Desk. This metric is generally tracked by sampling desktop tickets after the fact to determine the percentage that could have been resolved at Level 1, or by having the Desktop Support technician check a box on the trouble ticket when closing a ticket, that indicates that the ticket could have been resolved at Level 1.

Why it's Important

Tickets resolved by Desktop Support that could have been resolved by the Level 1 Service Desk represent defects. Since the cost of resolution is typically much higher at Desktop Support than it is for Level 1 support, every ticket that is unnecessarily escalated by Level 1 to Desktop Support incurs unnecessary costs. To minimize TCO for end-user support, the % Resolved Level 1 Capable should be as low as possible.

Key Correlations

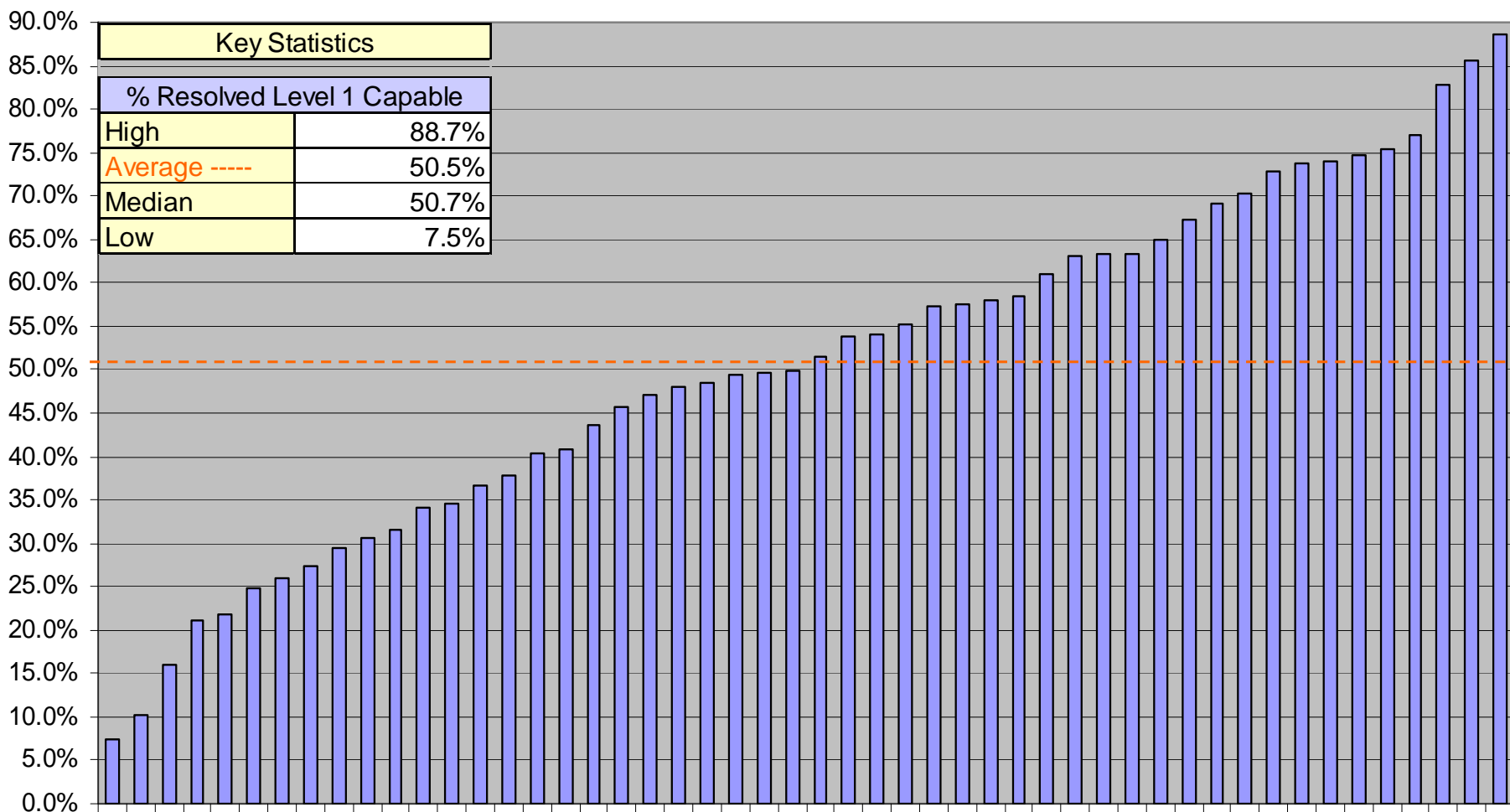
% Resolved Level 1 Capable is strongly correlated with the following metrics:

- Average Incident Work Time
- Tickets per Seat per Month
- Incidents per Seat per Month



Quality Metrics: % Resolved Level 1 Capable

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Service Level Metrics

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Service Level Metrics: Mean Time to Resolve Incidents

Definition

The Mean Time to Resolve Incidents is the average number of working hours that elapse from the time an incident is reported, until the time the incident is closed. Non working hours are not included in the calculation. If, for example, an incident is reported at 3:00 pm on a Tuesday, and the ticket is closed at 3:00 pm on Wednesday, the MTTR will be 8 hours, not 24 hours.

Why it's Important

Service levels, including the MTTR for incidents and service requests, is a key driver of customer satisfaction with Desktop Support.

Key Correlations

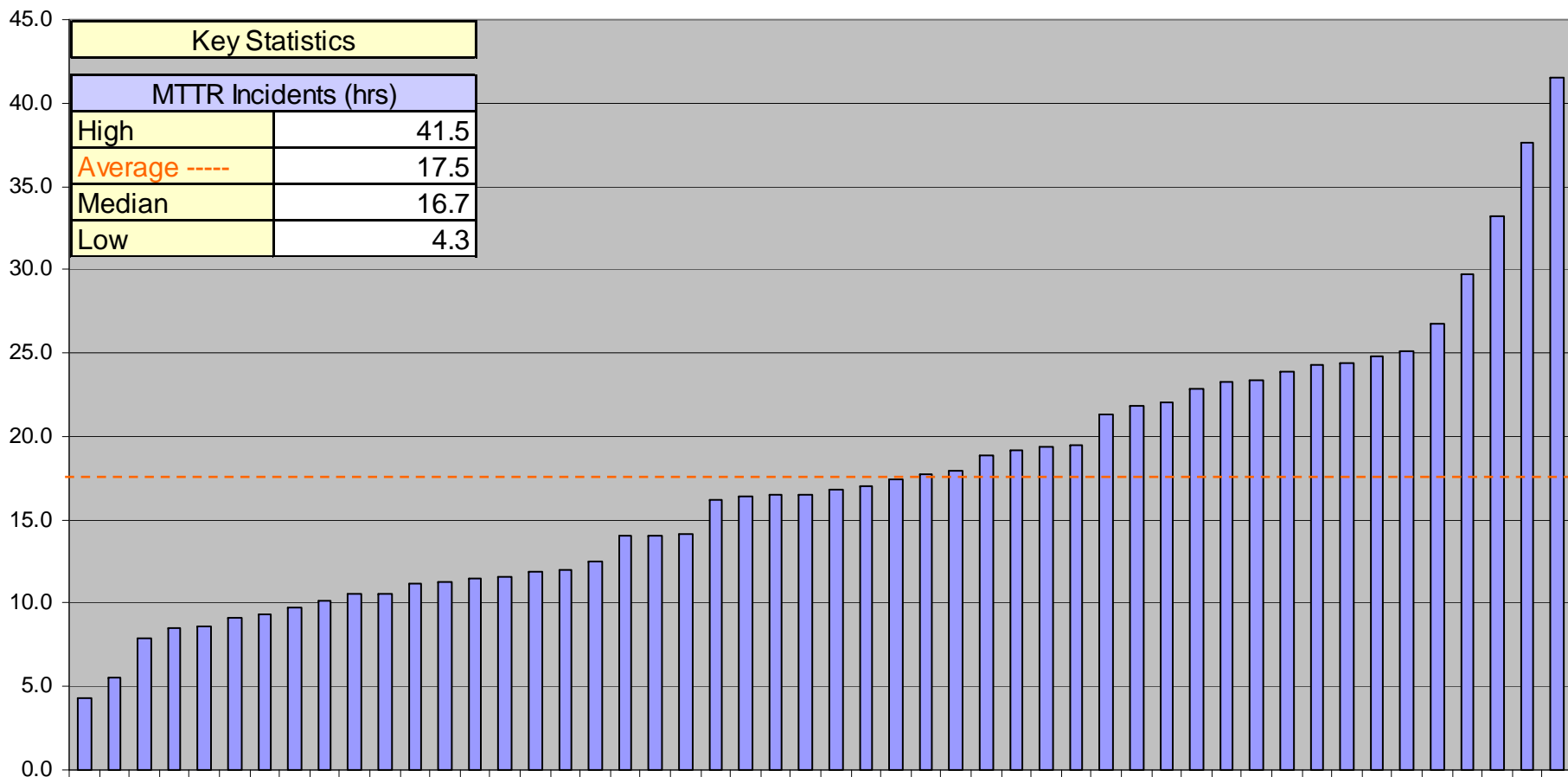
Mean Time to Resolve Incidents is strongly correlated with the following metrics:

- Customer Satisfaction
- Average Incident Work Time
- Average Travel Time per Ticket
- % of Incidents Resolved in 8 Hours



SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!

Service Level Metrics: Mean Time to Resolve Incidents



Service Level Metrics: % of Incidents Resolved in 8 Hours

Definition

The % of Incidents Resolved in 8 hours is fairly self-explanatory. 8 hours refers to 8 working hours, not 8 clock hours. So, for example, an incident that is reported at 1:00 pm on a Friday will be resolved in 8 hours if the ticket is closed by 1:00 pm on a Monday.

Why it's Important

Service levels, including the % of Incidents Resolved in 8 Hours, is a key driver of customer satisfaction with Desktop Support.

Key Correlations

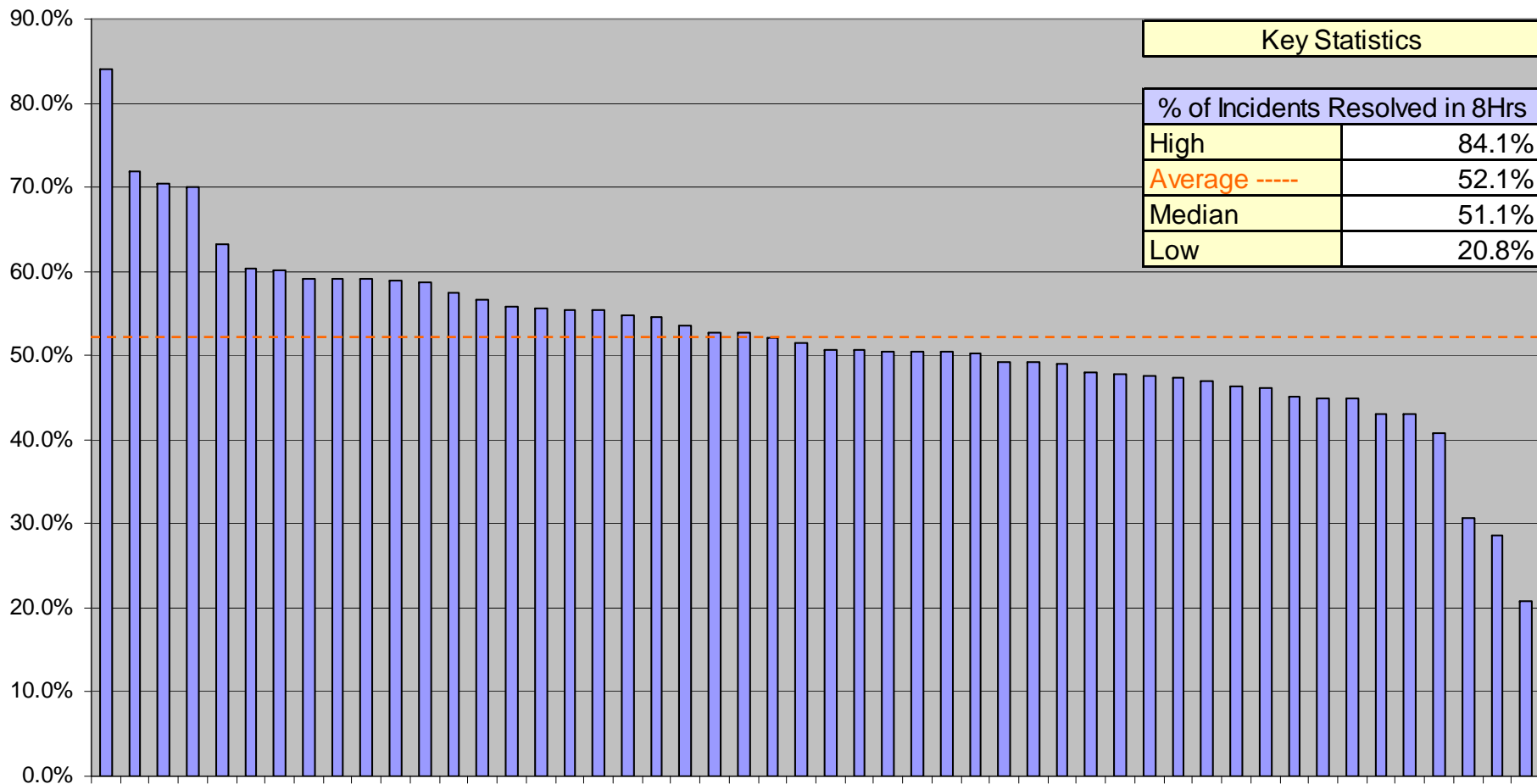
% of Incidents Resolved in 8 Hours is strongly correlated with the following metrics:

- Customer Satisfaction
- Average Incident Work Time
- Average Travel Time per Ticket
- Mean Time to Resolve Incidents



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Service Level Metrics: % of Incidents Resolved in 8 Hours



Service Level Metrics: Mean Time to Fulfill Service Requests

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!

Definition

The Mean Time to Fulfill Service Requests is the average number of working days that elapse from the time a service request is logged, until the time the service request is completed. Non working days are not included in the calculation. If, for example, a service request is logged at 3:00 pm on a Friday, and the ticket is closed at 3:00 pm on Tuesday, the MTTF will be 2 working days, not 4 working days.

Why it's Important

Service levels, including the MTTF for service requests and incidents, is a key driver of customer satisfaction with Desktop Support.

Key Correlations

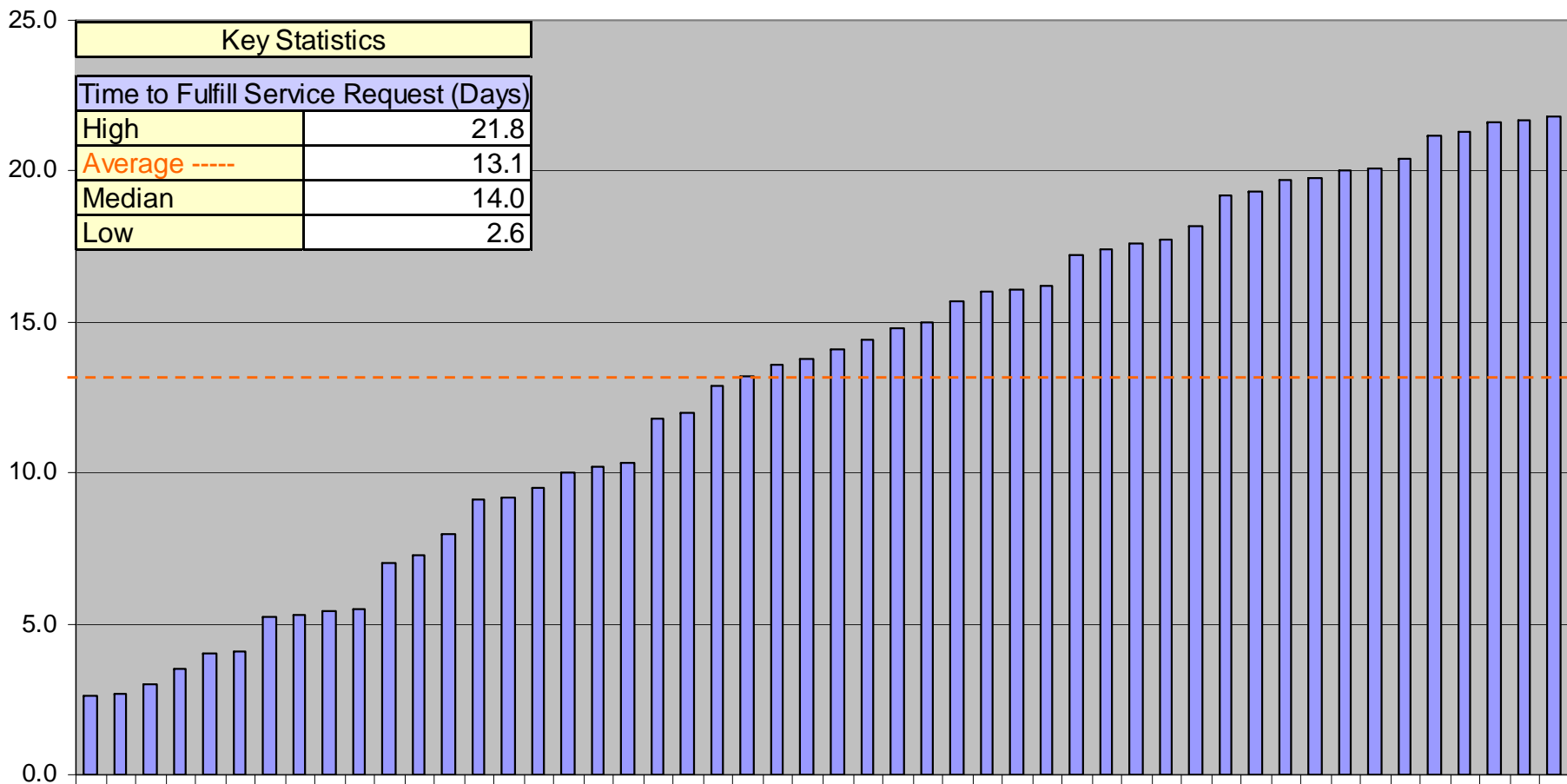
Mean Time to Fulfill Service Requests is strongly correlated with the following metrics:

- Customer Satisfaction
- Average Service Request Work Time
- Average Travel Time per Ticket
- % of Service Requests Fulfilled in 24 Hours



Service Level Metrics: Mean Time to Fulfill Service Requests

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Service Level Metrics: % of Service Requests Fulfilled in 24 Work Hours

SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!

Definition

The % of Service Requests Fulfilled in 24 Hours is fairly self-explanatory. 24 hours refers to 24 working hours, not 24 clock hours. So, for example, a Service Request that is logged at 1:00 pm on a Friday will be fulfilled in 24 hours if the request is fulfilled by 1:00 pm the following Wednesday.

Why it's Important

Service levels, including the % of Service Requests Fulfilled in 24 Hours, is a key driver of customer satisfaction with Desktop Support.

Key Correlations

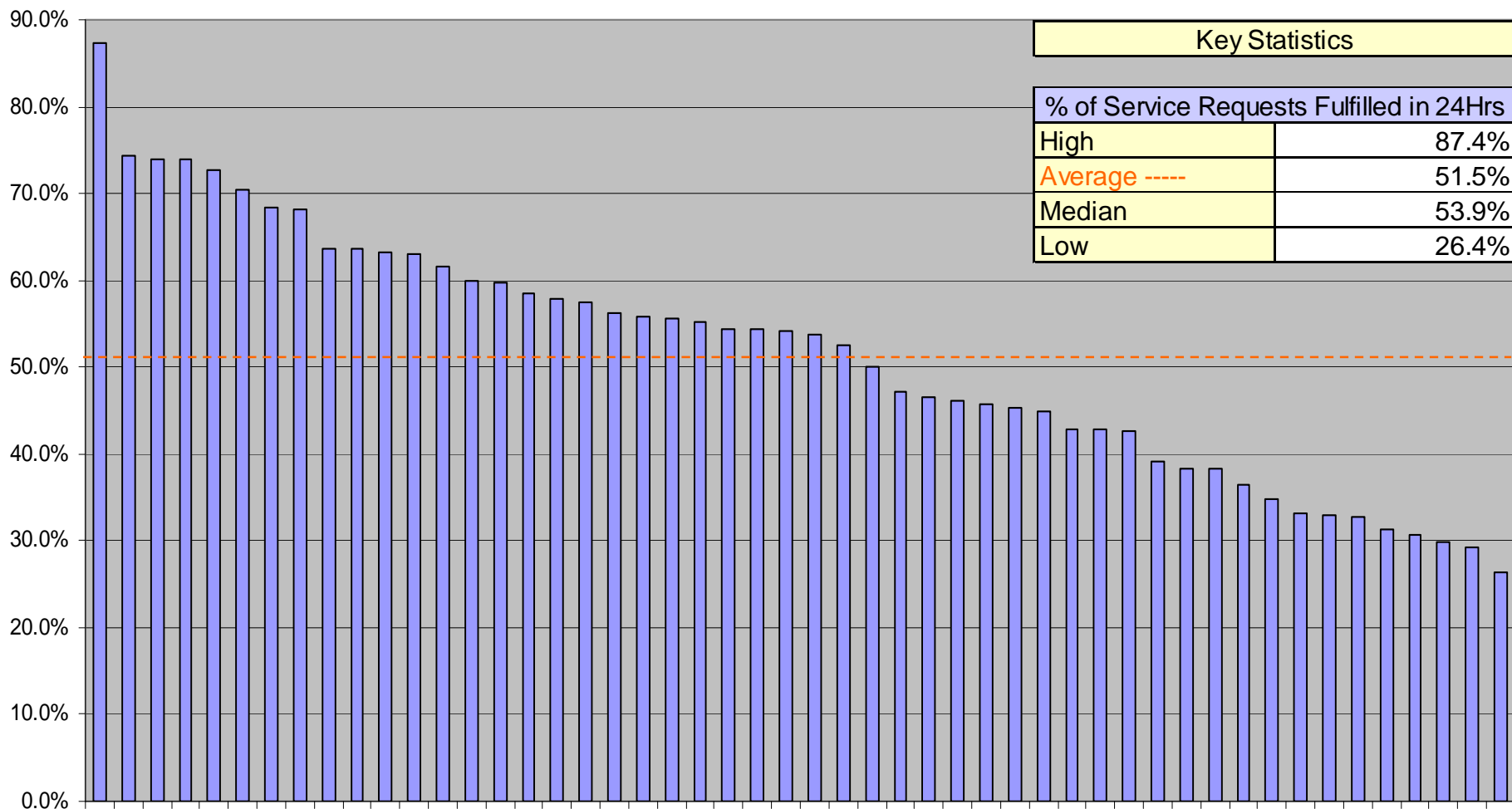
% of Service Requests Fulfilled in 24 Hours is strongly correlated with the following metrics:

- Customer Satisfaction
- Average Service Request Work Time
- Average Travel Time per Ticket
- Mean Time to Fulfill Service Requests



Scorecard Metrics: % of Service Requests Fulfilled in 24 Work Hours

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Workload Metrics

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Workload Metrics: Tickets per Seat per Month

Definition

Tickets per Seat per Month is a measure of the volume of Desktop Support work generated by a given user population. The number of Tickets per Seat per Month can vary dramatically from one organization to another, driven by factors such as the age of devices being supported, the number of mobile devices, the location of users (office, home, field), the number of laptop computers, and myriad other factors.

Why it's Important

The number of Tickets per Seat per Month will drive the workload, and hence the staffing for a Desktop Support group. Desktop Support staffing decisions should be based on this metric, rather than the number of users being supported.

Key Correlations

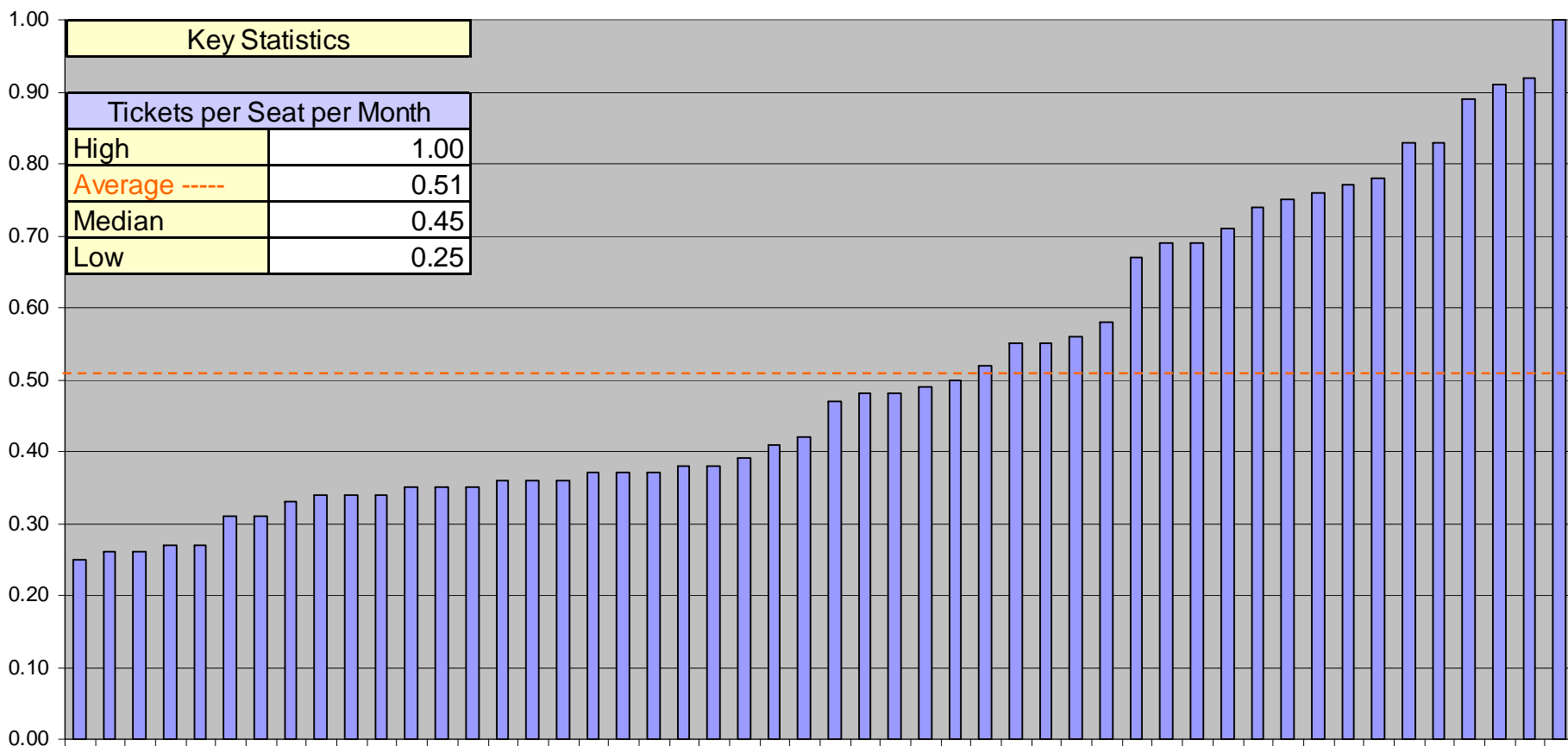
Tickets per Seat per Month is strongly correlated with the following metrics:

- Incidents per Seat per Month
- Service Requests per Seat per Month



SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!

Workload Metrics: Tickets per Seat per Month



Workload Metrics: Incidents per Seat per Month

Definition

Incidents per Seat per Month is a key measure of the volume of Desktop Support work generated by a given user population. The number of Incidents per Seat per Month can vary dramatically from one organization to another, driven by factors such as the age of devices being supported, the number of mobile devices, the location of users (office, home, field), the number of laptop computers, and myriad other factors.

Why it's Important

The number of Incidents per Seat per Month is a major workload driver, and will therefore have a strong impact on staffing decisions for Desktop Support.

Key Correlations

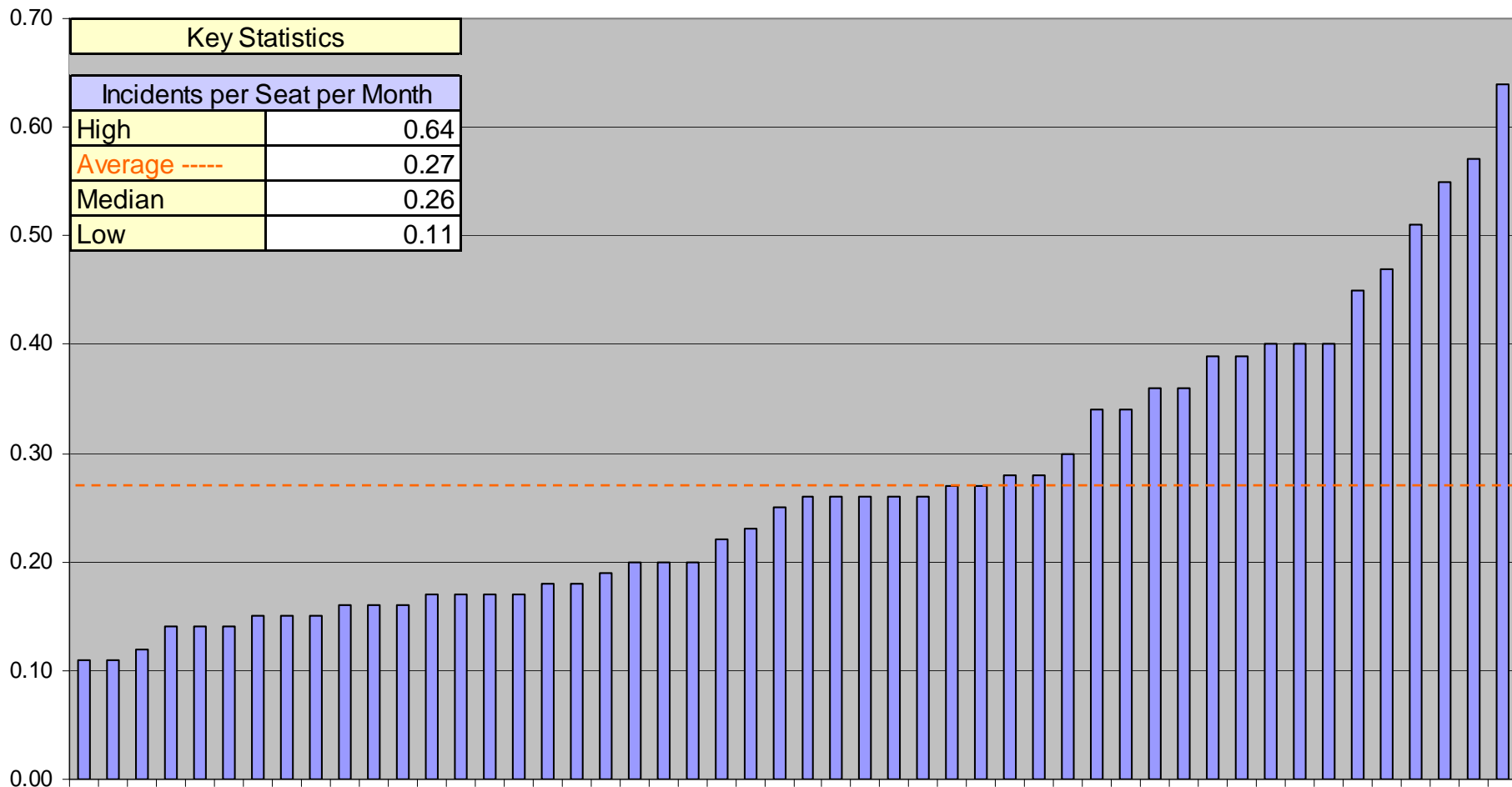
Incidents per Seat per Month is strongly correlated with the following metrics:

- Tickets per Seat per Month



SAMPLE REPORT ONLY: DATA IS NOT ACCURATE!

Workload Metrics: Incidents per Seat per Month



Workload Metrics: Service Requests per Seat per Month

Definition

Service Requests per Seat per Month is a key measure of the volume of Desktop Support work generated by a given user population. The number of Service Requests per Seat per Month can vary dramatically from one organization to another, driven by factors such as the number of move/add/change requests, the age of devices being supported, the location of users (office, home, field), the frequency of device refreshes, and myriad other factors.

Why it's Important

The number of Service Requests per Seat per Month is a major workload driver, and will therefore have a strong impact on staffing decisions for Desktop Support.

Key Correlations

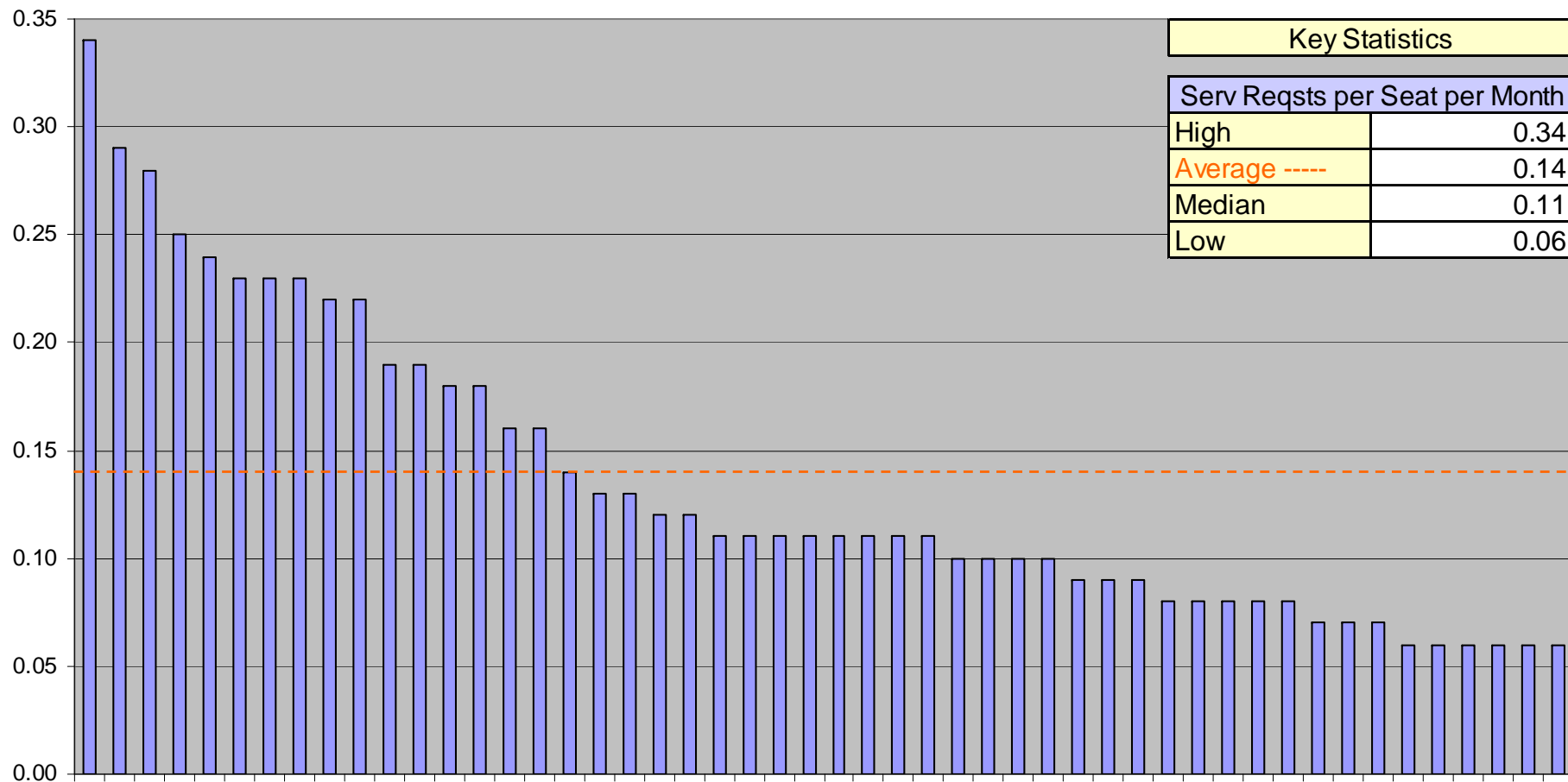
Service Requests per Seat per Month is strongly correlated with the following metrics:

- Tickets per Seat per Month



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Workload Metrics: Service Requests per Seat per Month



Workload Metrics: Incidents as a % of Total Ticket Volume

Definition

Incidents as a % of Total Ticket Volume is a fairly self-explanatory metric. It is an indicator of the mix of work (Incidents vs. Service Requests) handled by a Desktop Support group. Most Desktop Support organizations receive more incidents than service requests. Since incidents are generally less costly to resolve than service requests, the higher the number of Incidents as a % of Total Ticket Volume, the lower the Cost per Ticket will be.

Why it's Important

Incidents are generally unplanned work (e.g., device break/fix), while the majority of service requests are planned work (e.g., move/add/change). Incidents as a % of Total Ticket Volume is therefore a measure of the percentage of Desktop Support work that is made up of unplanned work (incidents).

Key Correlations

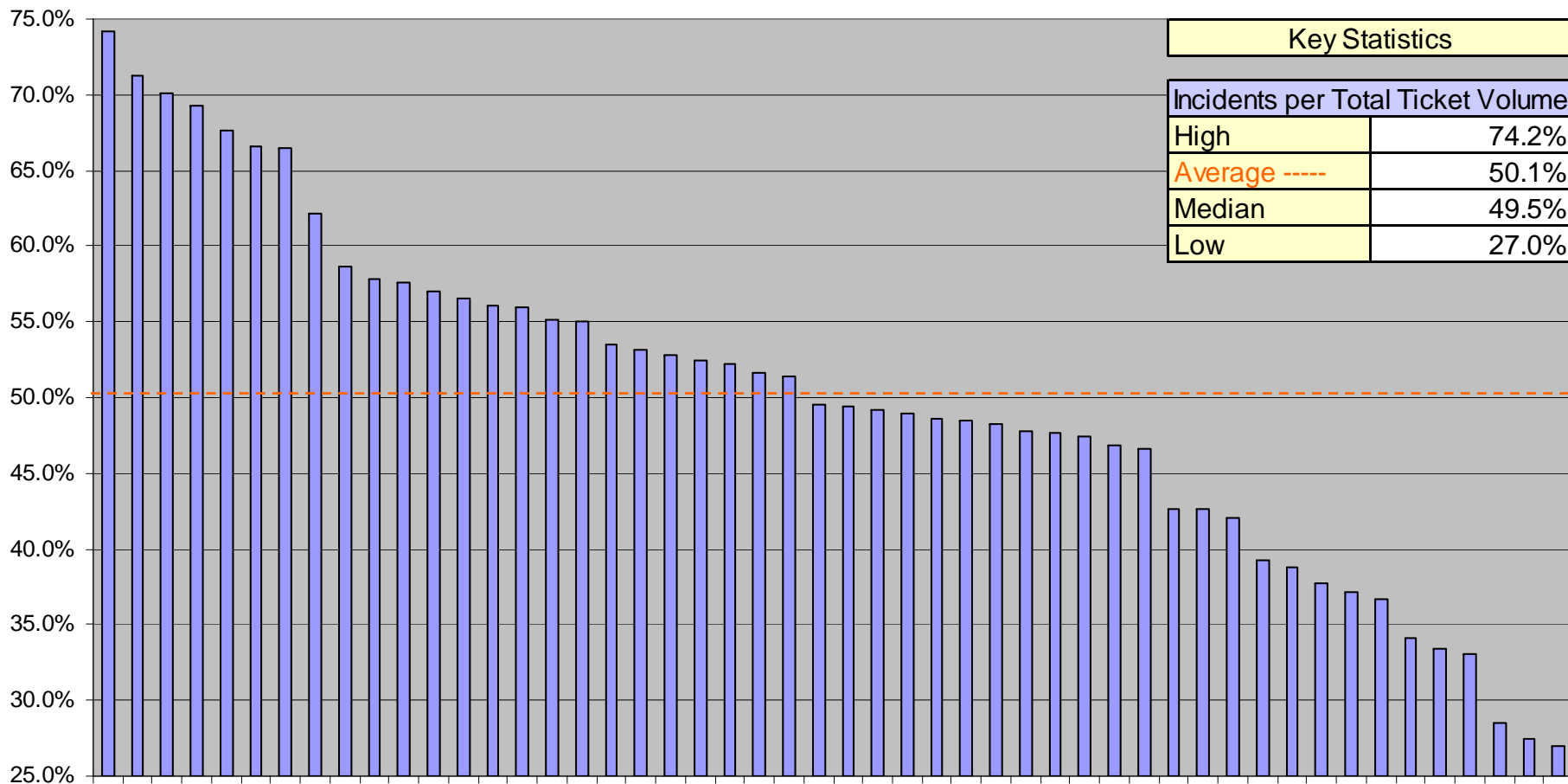
Incidents as a % of Total Ticket Volume is strongly correlated with the following metrics:

- Cost per Ticket
- Tickets per Technician per Month



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Workload Metrics: Incidents as a % of Total Ticket Volume





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Benchmarking is MetricNet's Core Business

Information Technology

- Service Desk
- Desktop Support
- Customer Satisfaction

Call Centers

- Technical Support
- Customer Service
- Telemarketing/Telesales
- Collections

Satisfaction

- Customer Satisfaction
- Employee Satisfaction



MetricNet's Benchmarking Database is Global

More than 900 Desktop Support Benchmarks

Global Database

28 Key Performance Indicators

Nearly 80 Industry Best Practices



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Thank You!

**We look forward
to serving you!**

