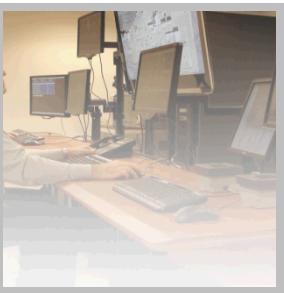


Community of Interest (COIN)

SAND2017-3976C

IT Service Management



Health of Services – Metrics Discussion



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Abstract for this COIN

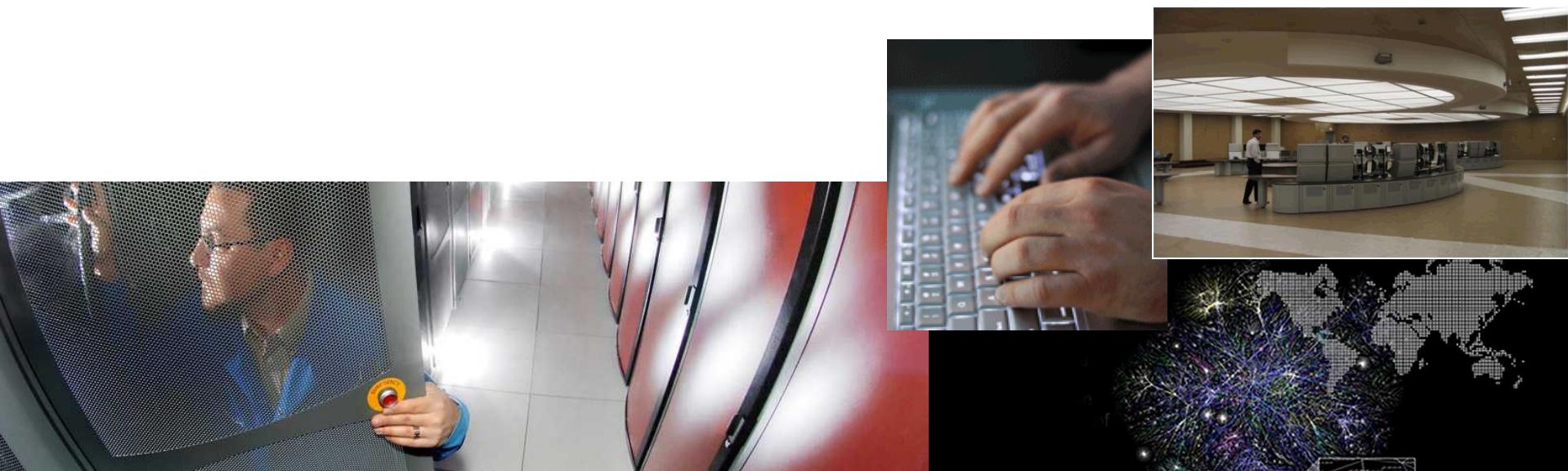


The IT Service Management model includes processes and practices that are used to ensure reliable, consistent delivery of IT services. Measures and metrics track trends, productivity, alignment to service level targets, customer satisfaction, and more!

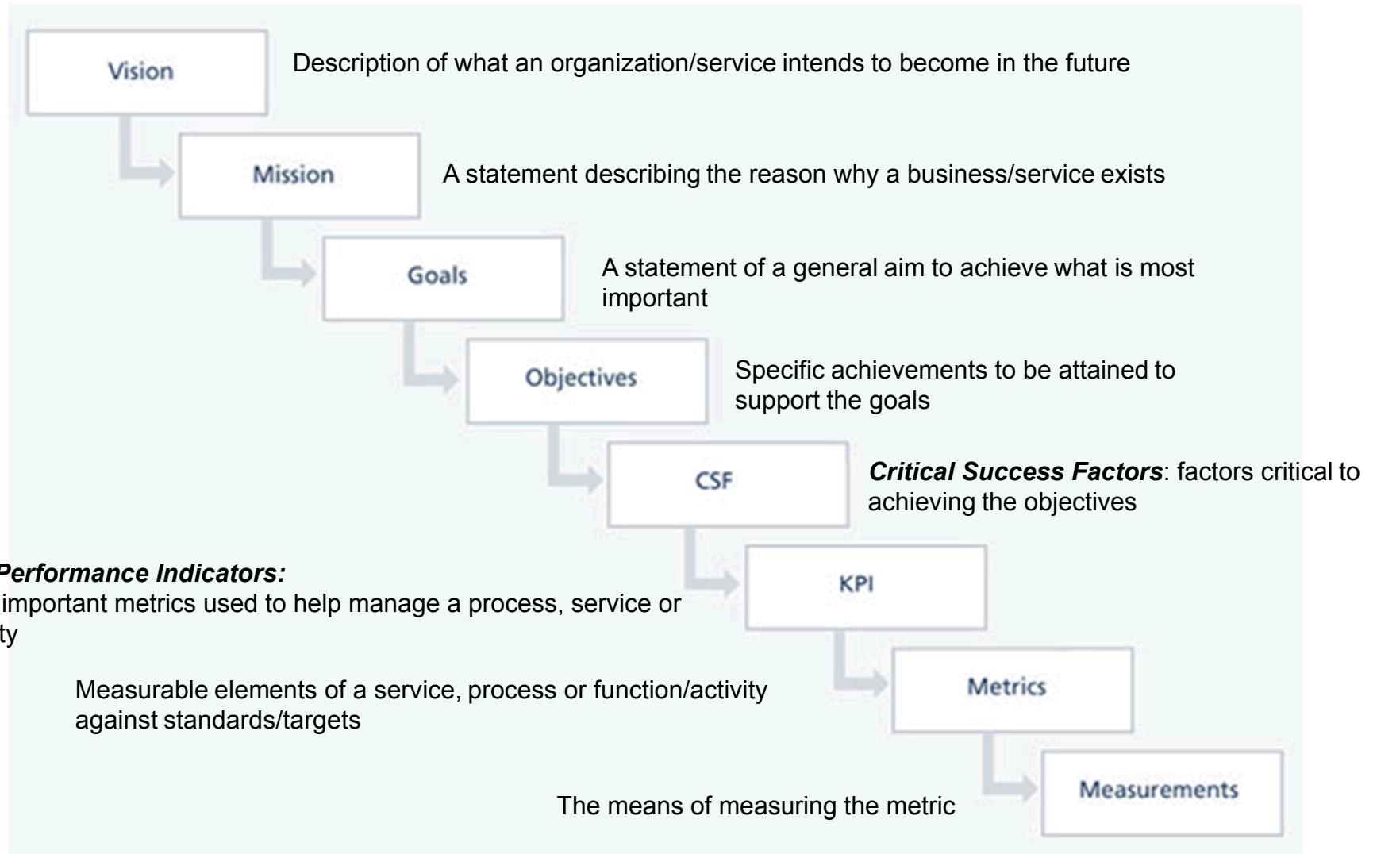
Several labs across the complex have been meeting through Skype this year to share successes and lessons learned related to IT Service Management concepts. Come and join the discussion! Bring quick examples of technology, process, and/or service metrics (and the value they provide) to share with the group.



Health of Services Metrics Conversation Starter



Vision to Measurements



Before determining metrics, take a look at....

Balanced Metrics

Include something from each area

Compliance

Are we following documented procedures?

Example: % of services with documented & agreed SLAs

Quality

How well are our processes/activities being done?

Example: % of incidents re-opened after initial resolution (re-work)

Performance

How fast or slow is something happening?

Example: Average incident resolution time

Value

Are we making a difference?

Example: User satisfaction following incident resolution

Metrics have a lifecycle of their own

- Metrics need to be relevant and align to immediate objectives
 - Service objectives must support business value
- Metrics measure process outputs against a target/goal
- Metrics should mature and evolve to support progress towards future vision. Move on from metrics as your processes and services improve!

Services should think about...

- Do your ITSM metrics matter? To who?
- Is your service practicing the ITSM processes consistently? Can you measure your process stability?
- How is your data quality?
- How are metrics helping your service? What are you (or could you be) getting out of the metrics?



Health of Service Metrics

What does this look like at your site?

