

# CALL CENTER KPI GRID FOR DETERMINING THE RIGHT METRICS

Common KPIs	7 Characteristics of an Effective KPI						
	Pertinent	Focus	Accurate	Frequency	Accountability	Impact	Incentives
First Call Resolution	✓	✓	✓	✓	✓	✓	✓
Customer Satisfaction	✓	✓	✓	✓	✓	✓	✓
Customer Service QA	✓	✓	✓	✓	✓	✓	✓
Call Escalation	✓	✓	✓	✓	✓	✓	
Average Handle Time	✓	✓	✓	✓	✓	✓	
Abandon Rate	✓	✓	✓	✓		✓	
Service Level	✓	✓	✓	✓		✓	

# Metrics For It Service Management

**Jim Davies**



## **Metrics For It Service Management:**

*Metrics for Service Management:* Jan Schilt, Jan van Bon, Peter Brooks, 2020-06-10 This title is the sister book to the global best seller Metrics for IT Service Management Taking the basics steps described there this new title describes the context within the ITIL 2011 Lifecycle approach More than that it looks at the overall goal of metrics which is to achieve Value The overall delivery of Business Value is driven by Corporate Strategy and Governance from which Requirements are developed and Risks identified These Requirements drive the design of Services Processes and Metrics Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements

*Metrics for IT Service Management* David Brooks, Jan van Bon, Tienneke Verheijen, 2006-04-26 Note This book is available in several languages Russian Chinese English The ability to organise and measure performance is a key part of the implementation of IT Service Management processes This publication contains practical information on the provision of useful and meaningful metrics as well as how best to use them within an organisation including generic principles such as SMART and KISS specific examples and templates for the use of each metric All metrics discussed are directly related to process objectives in order to help create a service focused management system This publication complements the ITIL CobiT and ISO20000 service management principles If you need to develop metrics for an IT environment buy this book or hire a consultant who has read it G Kieliszek Healthcare CIO Amazon This is more than a book it s a practical useable A to Z of IT Service Management Metrics Peter Brooks Author has given us all a crystal clear view of a neglected blurred piece of the IT Service Management puzzle As a Principal ITSM Consultant working for Foster Melliar in South Africa I am continuously disappointed by the many ITSM books produced that generally regurgitate what is already known by many in the industry Metrics for IT Service Organisations provides a vast array of possible audiences something that many ITSM volumes do not and this is a Practical useable view of How to plan for design manage and improve the critical measures IT Service organisations require from both a strategic tactical and operational perspective I don t carry many books around with me this one I most certainly will Ian Clark Principal ITSM Consultant Foster Melliar With all the focus on IT Governance and IT Business process management It is easy to see why metric are becoming hugely important for the management of organisations In reality however getting the right set of metrics in place is by no means a simple exercise Metrics for IT service organisations can be a great help Using ITIL as the basis the book lists many useful examples of metrics But what is more important is that it gives us insight into to creation of good metrics and the dangers of bad metrics Emma Speakman IT BPM consultant SA NL UK Looking for a comprehensive in depth exploration and explanation of what metrics to use in your ITSM journey Then Metrics for IT Service Organizations by Peter Brooks may be exactly what you re looking for This new book not only covers what metrics need to be seriously considered but explains the why and how behind selecting and

defining them pointing out along the way many of the dangers and pitfalls of selecting the wrong ones or too many If you tend to agree that what gets measured gets done then applying the ideas in Peter s book will assist you in getting the right things done Ken Wendle FISM previous President of the itSMF USA works as a Senior Solution Architect for Hewlett Packard s OpenView Software division Given that itSMF is the source readers of this book will naturally expect a best practices view on metrics and a highly practical reference text More particularly though the special merit of the text is its carefulness in stressing that metrics must be both useful and meaningful and that the meaning comes from the business perspective on IT management processes a perspective always represented by a stated business objective By encouraging readers to seriously commit to defining clear business objectives the text aims the reader at measurement that avoids excess or irrelevance

Malcolm Ryder CA Architect      **Measuring Itsm** Randy A. Steinberg,2013-12-04 How do you measure and report your IT services and processes Which metrics matter the most to senior executives Finally here is a book that shows you how Not theory but a practical guide that shows you the operational metrics to use and how these can be calculated into key performance indicators KPIs and critical success factors CSFs that resonate with senior management In this book you will learn about the following Defining and building a comprehensive metrics program Metrics that are the most important and how to calculate them How to measure your IT services Tips and suggestions for what to do if inadequate tools and reporting exist Suggested approach for how to build your metrics program step by step In addition this book directs you to free sources for IT service management process and service metrics and reporting dashboards that you can use yourself Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated A comprehensive guide for building any service management metrics program with all the information you need in one place No theory here this gives us real metrics we can easily go after A fantastic addition to our IT service management solution set      **Implementing Metrics for IT Service Management** David Smith,Jan van Bon,Peter Brooks,2008-08-08 This book Implementing Metrics for IT Service Management provides a measurement framework which is based on a continuous improvement lifecycle The measurement framework is aligned with the IT Infrastructure Library ITIL set of best practices The framework is compatible with the Control Objectives for IT CobiT framework and supports ISO IEC 20000 standards for IT Service Management This book also provides the basic concepts around measurements for business IT alignment achieving compliance and driving operation excellence Where possible examples case studies and check lists have been included along with a scorecard accelerator software tool to further improve the learning experience and accelerate the adoption of measurements The goal of this book is to provide the reader with a measurement framework to align IT with the business objectives to create value through continuous improvements This book is complimentary to the book Metrics for IT Service Management also published by Van Haren Publishing      *Ultimate ITIL® 4 ITSM for AI-Powered Service Management* Sankarsan Biswas,2025-11-08 TAGLINE Reimagine ITSM with AI for Predictive Proactive and Impactful Outcomes KEY FEATURES Bridges AI fundamentals with ITIL

4 practices for real world applications Explains AIOps intelligent automation and predictive analytics in ITSM Provides governance risk and ethics framework for AI adoption in ITSM Offers a forward looking view on GenAI ChatGPT and next gen ITSM trends

**DESCRIPTION** Artificial Intelligence AI is rapidly reshaping the way IT Service Management ITSM delivers value moving organizations from reactive processes to predictive intelligent operations Ultimate ITIL 4 ITSM for AI Powered Service Management takes you on a practical and progressive journey It begins with the foundations of AI and ITSM then simplifies complex concepts like machine learning natural language processing and generative AI so that they become directly usable in your role Step by step it demonstrates how these technologies can be applied within ITIL 4 practices from incident and problem management to change enablement and the Service Value System through real world examples case studies and actionable insights By the end of this journey you will be able to apply AI to optimize service delivery predict and prevent disruptions improve decision making and design intelligent service experiences More importantly you will gain the confidence and foresight to lead your organization into the future of ITSM smarter faster and ready for the AI driven enterprise

**WHAT WILL YOU LEARN** Harness AI to reinvent ITIL 4 practices and elevate service value Transform repetitive ITSM tasks into intelligent self optimizing workflows Anticipate incidents with predictive analytics and prevent service disruptions Architect AI driven service desks that deliver seamless human like support Govern AI adoption with frameworks for ethics trust and compliance Craft a strategic roadmap to scale AI powered ITSM enterprise wide

**WHO IS THIS BOOK FOR** This book is exclusively tailored for CIOs CTOs IT directors service managers consultants and ITIL4 certified professionals who want to harness AI for smarter service management It is also intended for enterprise architects governance specialists and aspiring IT leaders seeking practical strategies to thrive in the AI driven future of ITSM

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**Index** *Continual service improvement*, 2007-05-30 This publication focuses on continual service improvement CSI from both an IT service and IT service management perspective It introduces the concept of CSI at a high level and defines its value before describing common methods and techniques The guidance is written for managers and practitioners at all levels

**ITIL Foundation Exam Study Guide** Liz Gallacher, Helen Morris, 2012-10-15 Everything you need to prepare for the ITIL exam Accredited to 2011 syllabus The ITIL Information Technology Infrastructure Library exam is the ultimate certification for IT service management This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success

Organized around the ITIL Foundation 2011 syllabus the study guide addresses the ITIL Service Lifecycles the ITIL processes roles and functions and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building testing authorizing documenting and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services processes and technology Download valuable study tools including practice exams flashcards a glossary of key terms and more If you prefer self study over the more expensive training course but you don't want to skimp on information or preparation then this study guide is for you

Metrics for Service Management: Peter Brooks,2012-03-03 This title is the sister book to the global best seller Metrics for IT Service Management Taking the basics steps described there this new title describes the context within the ITIL 2011 Lifecycle approach More than that it looks at the overall goal of metrics which is to achieve Value The overall delivery of Business Value is driven by Corporate Strategy and Governance from which Requirements are developed and Risks identified These Requirements drive the design of Services Processes and Metrics Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements

**Passing Your ITIL Intermediate Exams** Shirley Lacy,Office of Government Commerce,Candace Tarin,2010 This book presents the latest syllabus content and expert examination guidance making it the definitive study aid for the IT service management intermediate examinations Containing practical advice for candidates on how to prepare for and answer examination questions on the service lifecycle and service capability streams the book also covers the syllabus topics which are common across most of the modules Chapters are organised with references to the core publications and self assessment questions help students prioritise those topics they need to revise The book contains sample exam questions advice on how to dissect questions and scenarios and exam answers that are thoroughly explained to aid the learning process

*Supply Chain Management* Douglas M. Lambert,2006

*Information Technology Control and Audit* Sandra Senft,Frederick Gallegos,Aleksandra Davis,2016-04-19 The new edition of a bestseller Information Technology Control and Audit Fourth Edition provides a comprehensive and up to date overview of IT governance controls auditing applications systems development and operations Aligned to and supporting the Control Objectives for Information and Related Technology COBIT it examines emerging trend

Telecommunications Internetworking: Delivering Services Across the Networks P. J. Louis,2000-04-19 Manage service across networks of networks Telecommunications Internetworking delivers the information you need to be a player in today's and tomorrow's internetworked telecom the quickly evolving field where technology and economics are inextricably linked This unique first of its kind resource gives you both in depth technical explanations and prescient business forecasts in everyday language

Writing with the expertise of both an electrical engineer and a communications industry executive author P J Louis explains the technology behind networks from the intricate technical steps involved in a common landline phone call to the practicalities of linking all types of systems Along with an understanding of PCS cellular paging satellite Internet LANs WANs SS7 and cabling technologies you ll gain the insight and confidence you need to Design telecom networks of enduring value Base business decisions on a savvy overview of technologies their interrelationships and their futures Position your network advantageously for connectivity access seamlessness convergence and artificial intelligence Link networks using the most farsighted technical options Evaluate networks potentials and roles as telecom providers Discover money making services that networks can provide not only to consumers but also to each other Gain a farsighted view of intelligent networking and other emerging technologies Anticipate technical changes that will affect future network success

*Information Technology Control and Audit, Third Edition* Sandra Senft, Frederick Gallegos, 2010-12-12 The headline grabbing financial scandals of recent years have led to a great urgency regarding organizational governance and security Information technology is the engine that runs modern organizations and as such it must be well managed and controlled Organizations and individuals are dependent on network environment technologies increasing the importance of security and privacy The field has answered this sense of urgency with advances that have improved the ability to both control the technology and audit the information that is the lifeblood of modern business Reflects the Latest Technological Advances Updated and revised this third edition of *Information Technology Control and Audit* continues to present a comprehensive overview for IT professionals and auditors Aligned to the CobiT control objectives it provides a fundamental understanding of IT governance controls auditing applications systems development and operations Demonstrating why controls and audits are critical and defining advances in technology designed to support them this volume meets the increasing need for audit and control professionals to understand information technology and the controls required to manage this key resource A Powerful Primer for the CISA and CGEIT Exams Supporting and analyzing the CobiT model this text prepares IT professionals for the CISA and CGEIT exams With summary sections exercises review questions and references for further readings it promotes the mastery of the concepts and practical implementation of controls needed to effectively manage information technology resources New in the Third Edition Reorganized and expanded to align to the CobiT objectives Supports study for both the CISA and CGEIT exams Includes chapters on IT financial and sourcing management Adds a section on Delivery and Support control objectives Includes additional content on audit and control of outsourcing change management risk management and compliance

**IFMIS Re-engineering Strategic Plan (2013-2018)** ,2013 *Data Communications* ,1998 **Data Warehouse Performance** W. H. Inmon,1998-11-13 Reduce operating and maintenance costs while substantially improving the performance of new and existing data warehouses and data marts *Data Warehouse Performance* This book tells you what you need to know to design build and manage data warehouses and data marts for optimum performance Written by an all star

team of data warehouse pioneers and innovators including Bill Inmon the father of the data warehouse and Ken Rudin one of the leading experts on performance the book describes the layers of a high performance data warehouse environment and guides the reader through their implementation and management It also supplies proven techniques for supercharging the performance of existing environments Crucial topics covered include Mitigating the impact of dormant data on performance Data cleansing and implementation techniques Implementing platform components like data marts to support scalability Database design sizing and optimization techniques including star schema and indexing Hardware assessment selection and sizing The role of monitors in balancing workload and assessing performance Creating a service management contract to meet user expectations

**IT++** Computer Society of India. Annual Convention, Computer Society of India, Manohar Chandwani, 2005

**ITIL Foundation All-in-One Exam Guide** Jim Davies, 2016-08-05 Written by an Information Technology Infrastructure Library ITIL consulting and training expert this all new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on the job reference ITIL Foundation All in One Exam Guide takes you through ITIL Foundation v3 2011 explaining the fundamentals of IT Service Management the five stages of the service lifecycle ITIL processes functions within them and their crucial interactions all while clearing up common misapprehensions about ITIL and adding valuable insights and examples The ITIL is the best practice framework adopted worldwide for managing IT services and the ITIL Foundation Certification can be considered a pre requisite for success for all involved in IT services as well as a stepping stone to IT Service Management certifications in ITIL Exam Tips accelerated reviews and end of chapter practice exam questions ensure you re on track to pass the Foundation exam Filled with practical exercises and examples that reinforce learning the book and electronic content include more than 300 practice exam questions and exclusive real world examples of how an understanding of ITIL can be used to address common service management challenges ITIL Licensed Product an official endorsement of the quality and accuracy of the book s content Electronic content includes practice exams in a customizable test engine video training from the author on key concepts worksheets and a Quick Review Guide In depth case studies analyze projects end to end through ITIL s framework taken from the author s 40 years of experience as an ITIL consultant Jim Davies ITSM UK s 2013 Trainer of the Year and ITIL Champion provides his 10 Commandments of IT Service Management

*NOMS 2002* Rolf Stadler, Mehmet Ulema, 2002

**IBM Systems Journal**, 2007

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