

UW Connect

Metrics & Reporting November 17, 2014

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Overview

- Supports UW-IT's commitment to a culture of evidence and data-driven decisions
- Data will be shared with campus to show how we are supporting customers and used internally to improve services and support
- Increases transparency and communication

Project Goals

- Gather data to help UW-IT make informed decisions about fulfilling requests and managing incidents across services
- Focus on tracking current trends for processes and services, predicting future needs, and providing information to better understanding and support our services

Approach

- Explored best practices for service management
- Investigated practices at peer Institutions (Cornell, MIT, Stanford, Indiana ASU)
- Held workshops to identify UW-IT needs

Timeline

January 2015

- Enhanced tracking and reporting features for select metrics for the request and incident processes across services
- Creation of a new Service Offering and team—**UW Connect Metrics & Reporting**
 - Mary Mulvihill and Cara Giacomini leading team
 - Service team will continue work going forward

Critical Success Factors

- Incidents and requests are resolved in a timely manner
- Maintain customer satisfaction
- Maintain service quality

Initial Set of KPIs and Metrics

- Incidents/requests opened
- Incidents/requests resolved
- Time to first response (average and distribution)
- Time to resolution (average and distribution)
- Customer satisfaction survey scores
- Reassignments per incident/request
- First time resolution ratio
- Reopened incident/request ratio

Questions and Comments

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