

# 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

**Jan Schilt, Jan van Bon, Peter Brooks**



## **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      [IT Service Management - Global Best Practices, Volume 1](#) ,2008-04-22 A very practical publication that contains the knowledge of a large number of experts from all over the world Being independent from specific frameworks and selected by a large

board of experts the contributions offer the best practical guidance on the daily issues of the IT manager      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      *IT Service Management* Ernest Brewster,Richard Griffiths,Aidan Lawes,John Sansbury,2012-05-08 ITIL is a framework for IT service management and provides best management practice to meet ISO IEC 20k The guide introduces ITIL to Foundation Examination candidates and offers a practical understanding of IT service management This new edition is compatible with the 2011 update to ITIL It includes the following additional processes business relationship management design coordination strategy management for IT services transition planning and support An ITIL licensed product      **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      **Service Management For Dummies** Judith S. Hurwitz,Robin Bloor,Marcia Kaufman,Fern Halper,2009-06-02 A plain English guide to managing IT from the customer s perspective Practical guidance on delivering and managing IT so that it meets the multiple needs and demands of a company and its customers and end users both inside and outside the organization is hard to come by this accessible book takes a common sense approach that explains exactly what IT services are and how to fit them most effectively into a business Topics include setting a framework keeping costs down improving efficiency and maintaining standards and best practices This concept of how IT should be wired specifically into the goals and need of the company and its customers is part of a broader picture that includes ITIL BPM SOA and Six Sigma      **IT Financial Management** Maxime Sottini,2017-01-01 It is now accepted that IT functions are a fundamental part of the competitive business model Instead of simply offering services IT must create value for the business This practical title describes the strong financial skills that IT managers must have in order to support Operations Finance departments rely heavily on IT managers being able to identify track and measure costs sometimes at a very granular level Budgeting the very technical nature of IT operations means that budgeting can be more complex than many other areas Project Delivery large technical project deliveries means that costs can be correspondingly complex to account for Business Modeling pricing models rely heavily on IT managers skills and accuracy Where one service supports many commercial offerings a strong model is needed to apportion costs appropriately Investment and business

cases a sound understanding of the financial contribution the IT assets make to the overall business is critical to gain support for ongoing investment This outstanding title covers the main financial concepts that managers need to be familiar with in order for IT to take its proper senior place as a contributor to the business It assumes a basic level of financial understanding and builds on the techniques required almost daily therefore it is overwhelmingly practical and based on real world scenarios Not only are the techniques fully described but issues such as roles implementation daily management and even tooling are detailed

*Supply Chain Management* Douglas M. Lambert, 2008

**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

**Business Service Management** S. Jaya Krishna, 2006 The need for effective alignment of IT with business goals has now been fully realized with the ever changing business demands Business Service Management BSM is a dynamic approach to IT management that offers the potential to align IT operations with

**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 seamless 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

*IT Service Desk: Monitoring and Metrics Fundamentals*, 2019 IT service management ITSM metrics provide organizations with a detailed view of how their service desk is faring Are they meeting their business goals and

keeping their customers happy It s all in the data But determining which metrics to measure and how those metrics will impact reporting can be tricky In this course instructor Brett Moffett shares industry best practices on collecting ITSM metrics for the purpose of monitoring performance and customer satisfaction in a service focused environment Instead of focusing on specific ITSM software solutions or tools Brett takes a platform agnostic look at these tactics He shows how to collect high quality data points ensure specific outcomes can be derived from your reporting select which metrics to measure and more

*IFMIS Re-engineering Strategic Plan (2013-2018) ,2013*      [Managing Service Quality at the IS Help Desk](#)  
Christopher Lindsey Carr,1999      [Itil V3 Continual Service Improvement Prep guide : 350 Questions & Answers](#) CloudRoar Consulting Services,2025-08-15

Unlock the path to IT Service Management excellence with 350 ITIL V3 Continual Service Improvement Interview Questions Answers by CloudRoar Consulting Services This comprehensive guide is designed to prepare professionals for interviews in ITIL based roles focusing on practical knowledge and real world applications Key Features Extensive Coverage With 350 meticulously crafted questions and detailed answers this book covers all essential aspects of ITIL V3 Continual Service Improvement including Service Value System SVS Four Dimensions of Service Management ITIL Practices and Processes Continual Improvement Model Governance and Risk Management Skillset Based Approach Unlike traditional certification guides this book emphasizes the practical application of ITIL concepts making it ideal for professionals aiming to enhance their service management skills Expert Insights Each question is accompanied by expert explanations providing deeper understanding and context to ITIL principles Career Advancement Equip yourself with the knowledge and confidence to excel in interviews for roles such as IT Service Manager Service Desk Analyst Change Manager and more Whether you re new to ITIL or looking to refresh your knowledge this guide serves as a valuable resource to navigate the complexities of IT service management and stand out in competitive job markets

**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

**Measuring ITIL**

Randy A. Steinberg, 2006 How do you measure and report your ITIL processes Which ITIL metrics matter the most to Senior Executives Finally there is a book that shows you how This is not a theoretical treatise 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 Defining and building a comprehensive ITIL metrics program Which metrics are the most important and how to calculate them Dealing with staff resistance to a metrics program Tips and suggestions for what to do if inadequate tools and reporting exist Suggested work plan for how to build your metrics program step by step In addition this book contains a helpful CD with a helpful IT Service Management modeling tool that covers all 10 ITIL processes Simply enter your key operational metrics and the KPIs and CSFs get automatically calculated This is a comprehensive guide for building any ITIL metrics program with all the information you need in one place Finally someone tackled the mystery of ITIL metrics and put it all in one place No theory here this gives us the real metrics we can easily go after A fantastic addition to our ITIL reference library and our IT Service Management solution set



The Top Books of the Year Metrics For It Service Management The year 2023 has witnessed a noteworthy surge in literary brilliance, with numerous compelling novels captivating the hearts of readers worldwide. Lets delve into the realm of popular books, exploring the captivating narratives that have enthralled audiences this year. Metrics For It Service Management :

Colleen Hoover's "It Ends with Us" This poignant tale of love, loss, and resilience has gripped readers with its raw and emotional exploration of domestic abuse. Hoover expertly weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can succeed.

Metrics For It Service Management : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This intriguing historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids absorbing storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery.

Discover the Magic : Delia Owens "Where the Crawdads Sing" This mesmerizing coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens weaves a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting. These top-selling novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of compelling stories waiting to be discovered.

The novel begins with Richard Popen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts.

The Secret History is a masterful and gripping novel that will keep you wondering until the very end. The novel is a warning tale about the dangers of obsession and the power of evil.

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### Metrics For It Service Management Introduction

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