Mountainview Rapid ITSM Dashboard

Overview

1	**Goal**	
	The goal of this report is to establish the current ITSM baseline and projected future health of IT Service Management. Provide a strategic management system to justify improvement. Provide a method for communicating the strategy and values to the stakeholders. The benefits for using this approach includes, but is not limited to: - Demonstrate Accountability - Communication to New Leadership or Administration - Meet Customer or Constituent Needs - Validating funding requirements - Align Employee Goals - Adaption to New Organizational Strategy - Improve Performance - Communication and Education The methodology is based on studyies by Gartner Group, Booz Allen and Mckinsey. The framework for demonstrating the health is based on the Balanced Scorecard (Kaplan, Norton).	This report will establish the health of ITSM process by using Key Performance Indicators. The KPI will be acquired from Mountainview's library of 1500+ IT related KPIs based on ITIL V2, V3, COBIT, and other industry benchmarks. The source data from your Service Management tool can be in various formats, such as XLS, XML, ODBC, or CSV. Contact us for more details. itsm@mountainview.ca
2	**Company Name**	Your Company Name, Inc
	Sponsor	John Smith Address City, Country Zip Phone Email
	Annual Revenues ($M) or Budget	$ 17,392.00
3	**Customers**	"Who are your Customers?"
	Users	"Who uses your services?"
4	**Mission Statement**	"Why do you exist?"
	Values	"What are your guiding principles?"
	Vision	"Word picture of your future"
	Strategy	"What activities differentiate you from your competition?"
5	**Customer Perspective**	"To achieve your mission, how must you look to your customers?"
	Objectives	
	Measures	
	Targets	
	Initiatives	
6	**Internal Perspective**	To satisfy your customers, what processes must you excel at?"
	Objectives	
	Measures	
	Targets	
	Initiatives	
7	**Learning & Growth Perspective**	"To accomplish your mission, and support internal processes, what kind of staff and info systems do you need?"
	Objectives	
	Measures	
	Targets	
	Initiatives	
8	**Financial Perspectives**	"To succeed, what type of financial controls do you need?"
	Objectives	
	Measures	
	Targets	
	Initiatives	

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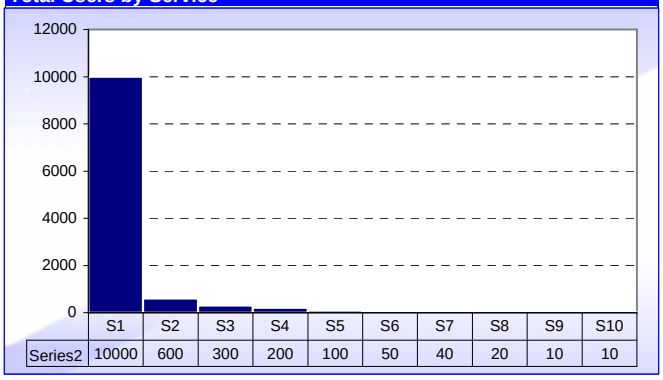
Services

9 Total Users by Service

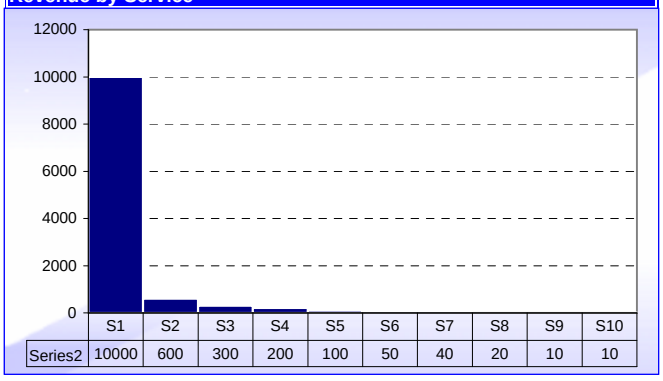


Analysis & Observations

The source of the calls to the Service Desk is important for determining the customer that is seeking the most assistance. Analyzing the type calls can identify a potential recurring incident. This may lead to customers satisfaction issues.

In this case, 30% of the calls come from one customer. The sdfk sd f skfkjskdf k jsdkfjk sdkfjksd fk dskfjksdfkjsdkfjksdfkjkjkf jkf dsfksdjfkjksdfkskdfj kdsjfk ksdfkjskfj ksdkf ksdjfkjksjf ksdfk ksdj fkjsfjksdf ksdfkk sdfksjfks dk fksjfjsk d jfksjkjdskfj sd j sd f dsfsf sdf fk k sd kfjsdfk dsfjsdf sdfksdkf f

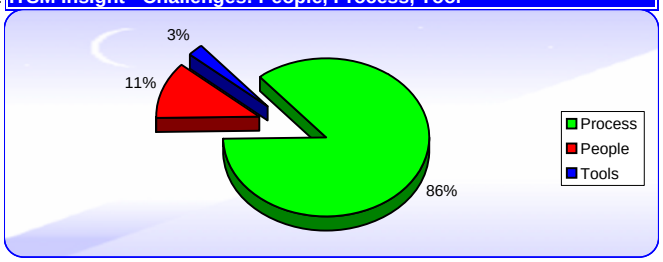
10 Revenue by Service



Analysis & Observations

Establishing the revenue directly or indirectly generated by a service determines the impact and urgency of that service to the business. This will validate mission critical services.

11 ITSM Insight - Challenges: People, Process, Tool



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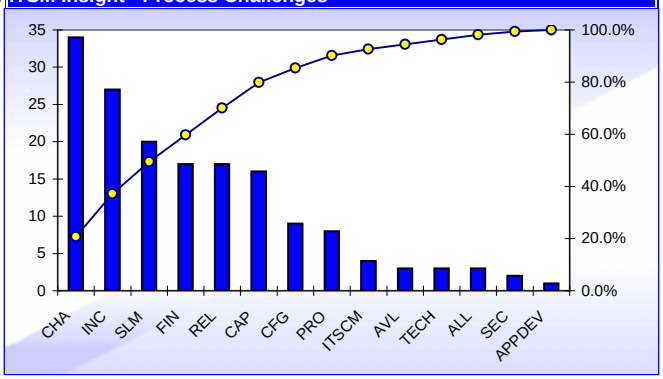
12 ITSM Insight - Process Challenges



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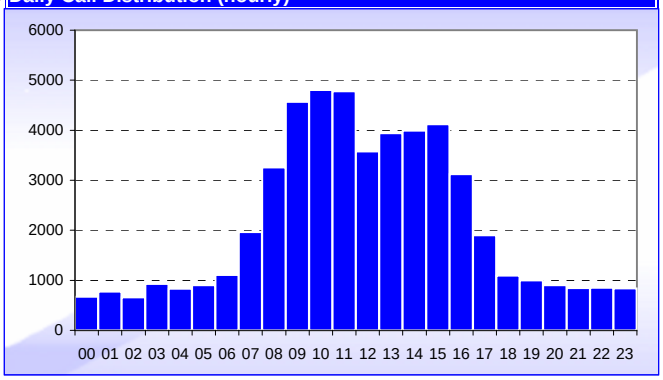
Incident and Request Fulfillment

Scope of Analysis

Incident Management - 51418 Records from January 01, 2008 June 30, 2008

13 Daily Call Distribution (hourly)



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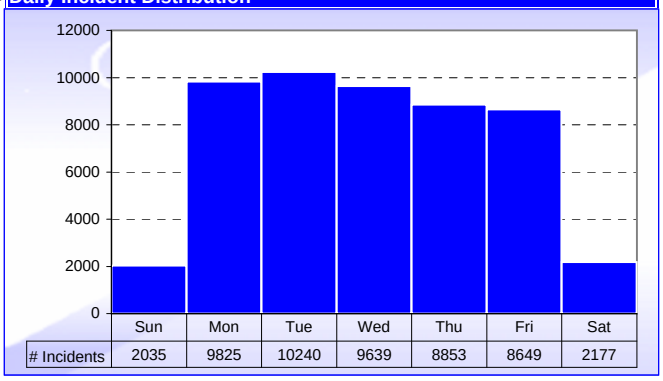
14 Daily Incident Distribution



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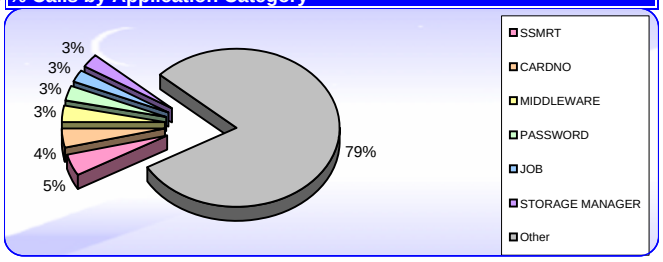
15 % Calls by Application Category



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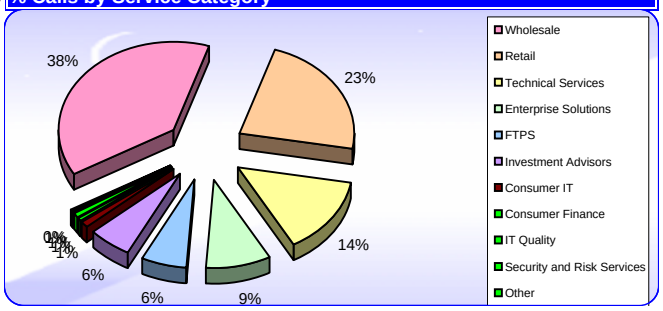
16 % Calls by Service Category



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Status

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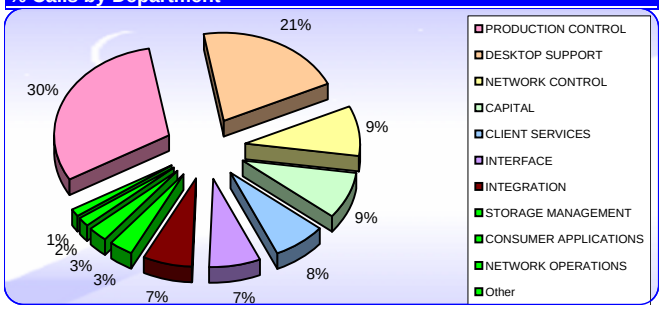
17 **% Calls by Department**



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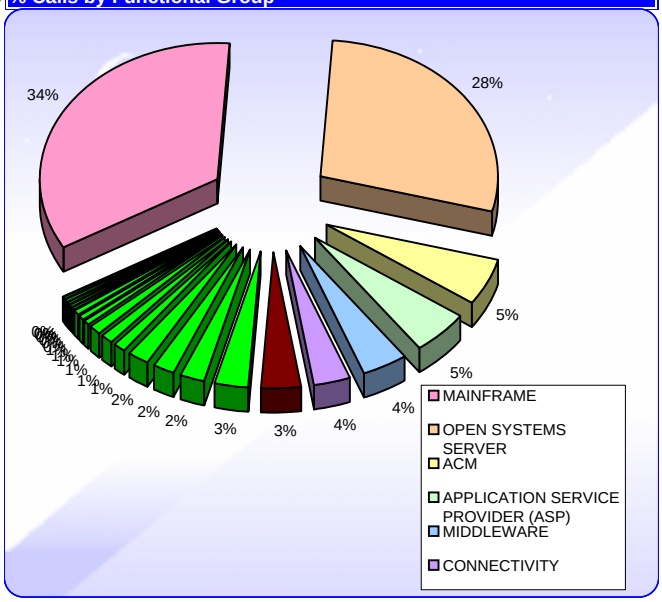
Status

18 **% Calls by Functional Group**



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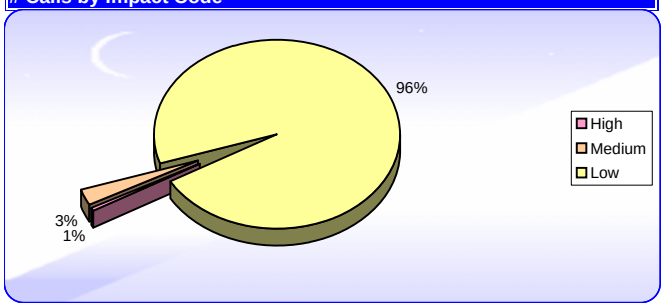
Status

19 **# Calls by Impact Code**

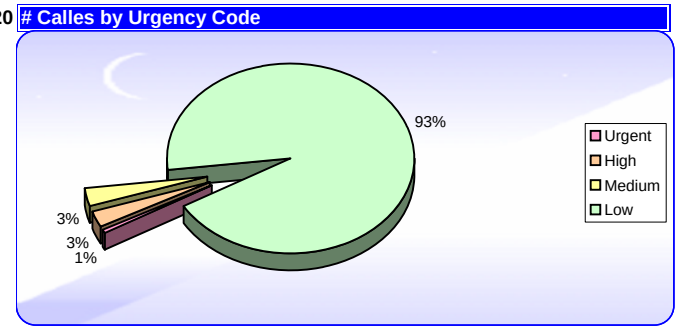


Analysis & Observations

97% of the calls are logged as low impact. This is a very good. There were 297 High impact incidents. These 2

Status

20 **# Calles by Urgency Code**



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Status

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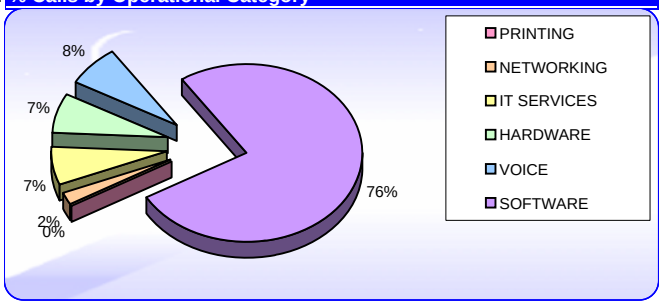
21 **% Calls by Operational Category**



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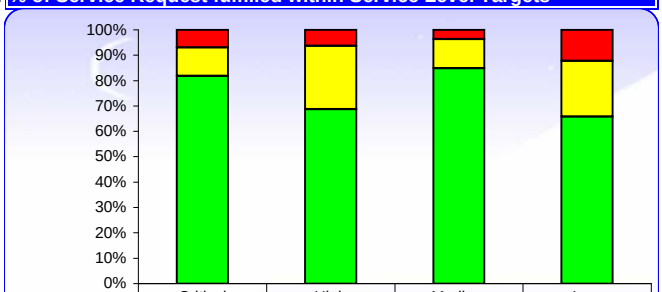
22 **% of Service Request fulfilled within Service Level Targets**



	Critical	High	Medium	Low
Missed target	43	100	94	2787
Near-Miss (10%)	70	401	300	5001
Within Target	510	1101	2207	14987

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23 **Conclusion**

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Alternatives & Recommendations

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