The success of any service organization lies in the ability to collect, measure and adjust performance quality. Performance measurements will help your organization benchmark and improve the quality of your service. To assist our clients in this endeavor, we have created the Column Continual Improvement Scorecard.

**Continuous Improvement Scorecard Objectives**

Through Column’s Continual Improvement Scorecard, we give our customers the ability to:

- Quantify progress towards measurable goals
- Measure strategic goals against critical success factors
- Measure tactical objects against key performance indicators
- Measure operational readiness in terms of efficiency and effort
- Make informed decisions based on clear objectives and standards
- Establish operational feedback loops, giving executives and management the controls to define and regulate performance
- Market your investments in technology and people

**Key Benefits**

- Measure performance
- Improve service quality
- Define and regulate performance
- Measure operational readiness

**Incident Management**

- **Mean Time to Respond** - Big influence on customer satisfaction statistics
- **Mean Time to Resolve** - Probably the most important metric for a ‘break-and-fix’ IT shop, it shows the Service Desk’s effectiveness
- Open tickets Compared to Support Staff
- **Reopened Tickets or Incidents** - Effective quality management tool given reasonable timeframes
- **Incident Repeat Rate** - Shows how often the same incident occurs, it can measure problem management effectiveness
- **Percentage Missed SLA** - Shows effectiveness against agreed-upon service levels

**Contact Column Customer Support**

- CustomerSupport@columnit.com
- 888.500.7840
- Live Chat via Website
- Incident Counts Per Month - Shows Service Desk adoption level, with higher counts showing heavier use of Service Desk resources.
- Reassignments Per Ticket - Shows effectiveness of auto-routing rules, but it must separate within-group and between-group reassignments.
- Incidents Resolved on First Contact – Shows the knowledge base’s effectiveness

**Problem Management**

- **Total Solutions** - Helps Service Desk determine Problem Management process maturity
- **Solutions Per Month** - Shows if Problem Management process adoption is increasing or decreasing
- **Problems Leading to Identified Root Cause** - Ensures proper resources are being assigned during the Problem process
- **First-time Incident Resolution by Known Error** - Shows the Problem Management Process’ effectiveness by communicating known errors back to the Incident. It also shows how well an organization communicates pending change requests or documented workarounds.

**Change Management**

- **Percentage Missed SLA** - Shows if key service levels are being achieved
- **Success Ratio** - Shows effectiveness of Change process
- **Incidents Caused by a Change** - Shows Change process’ effectiveness, but requires the user relate the Change record to the incident
- **Known ErrorsResolved by Change** - Shows infrastructure known errors resolved via the Change process
- **Change Approval Rate** - Shows the Change process approval and rejection rates

**Service Level Management**

- **Percentage Compliance on SLAs** - Determines compliance with key service levels
- **Percentage Compliance on OLAs**
- **Total Impact by Cost and Reason of Missed SLAs** – Shows the financial impact’s increase or decrease, but requires SLAs to define impact costs.

**Service Request Management**

- **Average Percentage of Requests Per Month** - Shows the SRM interface’s adoption level over time. The higher the amount, the lower the Service Desk’s load.
- **Total Services in Catalog** - Shows SRM process maturity. As an example, an organization with only five services is unlikely to receive full value from their SRM application
- **Percentage of Incidents Resolved Per Agent** - This would show more time to resolve incidents instead of answering phone calls. Comparing this number to overall call volume would validate SRM’s efficiency in lowering costs.

**Web Services**

- **Percentage of Incidents Opened with Self-service** - Shows user community’s usage and acceptance
- **Percentage of Incidents Resolved by User using Self-service** - for organizations using Knowledge Management

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**About Column Technologies**

Established in 1998, Column Technologies is a global technology, management consulting, and services company with proven success across the public and private sectors. Headquartered in the United States, Column has offices in Australia, India, and the United Kingdom, as well as a global partner network.

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