

Overview

Warning

Please read our disclaimer about data accuracy (for 2016 data or time-related KPIs), by using this link.



Process Owner

[Christophe Pariset](#) - IS Applications Support

[Jordi Pujol](#) - Processes Support

IS Expert | D&PS Support

[David Tonda](#) - IS

[Stéphane Bourgeaud-Lignot](#) - D&PS



All the KPIs of this page are based on Process request Ticket and IS Tickets - regardless the ticket subtype.

If you're wondering about [business hours](#) or [active status](#), you can follow the links.

Target Users

- IS
- CRM / BRM
- Processes Managers

SBS Support dashboard access

Please [fill-in the access form](#).

Indicators



You can see the "data calculation & filters" table by following this link ([Google Spreadsheet](#)).

Volume & Evolution

- Number of **created, resolved and ongoing tickets**, by month vs. previous month.
- Trends of **created, resolved and ongoing tickets**, by month, calendar year, or GBU (on 12 rolling months).

Resolution Time

- **Average Resolution Time**

User Satisfaction out of 5

- The satisfaction is based on the results of the 'hot survey' available when tickets are closed. The average rating only takes into account the answers to the default question.

About Support Tickets & About IS Change Tickets



Support tickets means all the processes (HtR, PtP, OtC, RtR) tickets and for IS Support all tickets except Corrective Maintenance and Evolution ticket subtypes.

IS Change tickets means IS Corrective Maintenance and Evolution ticket subtypes

Resolved Tickets

- **Resolution time in business hours** on total cycle time
- **Age bucket in business hours**

Ongoing tickets

- **Average ticket age in days** for **on going tickets** at the current date.
- The gauge refers to the **distribution between on going tickets in active status** (the ticket is currently handled : open, pending, transferred, reopen) **and inactive status** (need for more information, waiting for requester reply, waiting on third party, transferred to corrective maintenance, activities before closure).

Sources	Freshdesk
Refresh frequency	Daily

Specific Dimensions
<ul style="list-style-type: none"> • Priority • Process • Sub Process • Category • Team (mapping on Process groups) : last team assigned to the ticket • Level • Group • Source • Historical Team • Historical Level • Historical Group

Scope
<ul style="list-style-type: none"> • Current year • Y-1 •