

IS view - Support



Warning

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



Process Owner

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This page is based on all IS Ticket Subtypes except "Corrective Maintenance" and "Evolution" unless otherwise mentioned.

Target Users

- IS
- CRM / BRM
- Process 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

- Trends of **created, resolved and ongoing tickets**, by month, calendar year, or GBU (on 12 rolling months).
- **Ongoing age** (in days) for open tickets at current date
- The number of **Ongoing tickets at the current** date by month or year of creation.
- Repartition Resolved tickets shows the part of IS **tickets resolved** by a SOLVAY group vs. a Partner group.
- **Closed Tickets without User Notification** represents the % of tickets closed after 7 days because the end user never provided a feedback after the resolution.

Resolution SLA



This is the IS Applications engagement for the global Support of Solvay users.

Only take into account the IS ticket subtypes : Access Management, Support, Incident Management, Project Hypercare. Tickets with a sub-type "Problem Management" are not considered in SLAs.

- **Resolution time** :
 - **SLA Target** :
 - Access Management < 30 business hours
 - Support, Incident Management, Project Hypercare Score : < 80 business hours
 - % Tickets for which the SLA is achieved (target : 80%)
 - Average Resolution time
 - **SLA Score** by Level, Partner priority or IS Process

Please note that tickets with a sub-type "Problem Management" are not considered in SLAs.

Resolution

- **Resolution time**
- **Age bucket**
- **First Response Time**
 - total cycle time between the creation date and the first response provided to the requester .
- **First contact resolution in business hours on active status**
 - refers to the tickets that are only assigned to one group and the % vs the total of tickets
- **Tickets group step** :
 - measures the average number of groups assigned to an IS ticket, and the average number of assignments. L0 contact center is excluded as they are not responsible for solving tickets

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