

IS view - Change Management



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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The KPIs of this page are based on IS Corrective Maintenance and Evolution ticket subtypes

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.
- Time spent in "Transferred to CM" measures the average time spent in the status "Transferred to CM" of resolved IS tickets.

Resolution SLA



Only take into account the IS Corrective Maintenance ticket subtypes :

- **Resolution time** :
 - SLA Target :
 - Corrective Maintenance < 80 business hoursGlobal
 - % Tickets for which the SLA is achieved (target : 80%)
 - Average Resolution time
 - **SLA Score** by Level, Partner priority or IS Process

| 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 |