

IS view - Cap Gemini



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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General Description



The KPIs of this page are based on all IS Ticket subtypes managed by Cap Gemini.
See detailed filters on each KPI definition.

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 of Closed tickets

- Number and % of tickets closed/resolved by Cap Gemini and number of tickets closed/resolved by Another (**Internal & CGI Partners**) by month vs. the previous month.
- Trends and % of tickets resolved by Cap Gemini vs by Another (**Internal & CGI Partners**), by month, calendar year, or GBU (on 12 rolling months).

Sources

Freshdesk

Refresh frequency

Daily

Specific Dimensions

- 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

- Current year
- Y-1