

IS view - CGI

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

IS Expert | D&PS Support
David Tonda - IS
Stéphane Bourgeaud-Lignot - D&PS


General Description

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

Target Users

- IS
- CRM / BRM
- Process Managers

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

KPI - current month

- **SLA for Access Management, Support, Incident Management, Corrective Maintenance, Project Hypercare :**
 - The SLA measures the time in business hours on all active status between the ticket is tranfered to a CGI group until CGI resolve the ticket, based on the ticket prioritization from P1 to P5

Type of request	Name	Description	Priority	SLA in # of business days
- Support - Access Management	Catch & dispatch	IS appli contact center Log, categorize, prioritize, and route.	P1 & P2	30 min
			P3,P4,P5	Up to 2 hours (80% in 1 hour)
- Incident Management (Monitoring incident)	Incident Response Time	First answer	P1 & P2	30 min
	Incident in progress	Repetitive alert till Resolution	P1	1h
			P2	2h
	Incident Resolution Time	Lead-time btw reception by CGI & Resolution	P1	4h
			P2	1 day
			P3	2 days
			P4	3 days
P5			5 days	
- Corrective Maintenance	Incident Resolution Time	Lead-time btw reception by CGI & Resolution	P1	1 day
			P2	2 days
			P3	4 days
			P4	6 days
			P5	10 days

- the color coding represents the % of tickets for which the SLA is achieved on the current month.

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

Quality

- **User Satisfaction**
 - The satisfaction is based on the results of the 'hot survey' available when tickets are closed.
 - SLA : >80% of results with a score >= 4
 - % of tickets for which the score is >= 4
 - **the color coding represents the % of tickets for which the target is achieved on the current month**
- **Reopened ticket or rejected solution**
 - % of reopened vs total nb of Support tickets. The indicator measures the % of the tickets without a satisfying solution.
 - SLA : <=8% of reopened tickets
 - % of reopened tickets
 - **the color coding represents the % of tickets for which the target is achieved on the current month**
- **Autonomous**
 - Tickets closed by CGI without help from Solvay IS support during the resolution.
 - SLA : > 99% of autonomous tickets
 - % of autonomous tickets
 - **the color coding represents the % of tickets for which the target is achieved on the current month**
- **Closed tickets without user notification**
 - Tickets automatically closed after 7 calendar days by CGI if no validation from the user.
- **Ticket groups steps**
 - measures how many different groups have been assigned to the IS Ticket resolved by CGI from the creation date to the resolution date with the total number of assignments.

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

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