

METRICS THAT MATTER

SHIFT LEFT

THE ECONOMICS OF SHIFT LEFT

SUPPORT LEVEL



THE MOST COMMON SERVICE DESK METRICS

Cost

- Cost per Ticket
- Cost per Minute of Handle Time
- First Level Resolution Rate

Quality

- Customer Satisfaction
- Net First Contact Resolution Rate
- Call Quality

Productivity

- Tickets per Analyst per Month
- Analyst Utilization
- Analysts as a % of Total Headcount

Analyst

- Annual Analyst Turnover
- Daily Analyst Absenteeism
- Schedule Adherence
- New Analyst Training Hours
- Annual Analyst Training Hours
- Analyst Tenure
- Analyst Job Satisfaction

Service Level

- Average Speed of Answer (ASA)
- X% of Calls Answered in Y seconds
- Call Abandonment Rate

Call Handling

- Ticket Handle Time
- User Self-Service Completion Rate
- Tickets per User per Month

**AGGREGATE METRIC:
BALANCED SCORECARD**

THE **METRICS** OF SHIFT LEFT AT L1

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- Cost per Ticket
- Cost per Minute of Handle Time
- **First Level Resolution Rate**

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Call Handling

- Ticket Handle Time
- **User Self-Service Completion Rate**
- **Tickets per User per Month**

**AGGREGATE METRIC:
BALANCED SCORECARD**

THE **SECONDARY METRICS** OF SHIFT LEFT

Cost

- **Cost per Ticket**
- Cost per Minute of Handle Time
- **First Level Resolution Rate**

Quality

- **Customer Satisfaction**
- Net First Contact Resolution Rate
- Call Quality

Productivity

- Tickets per Analyst per Month
- Analyst Utilization
- Analysts as a % of Total Headcount

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- Analyst Job Satisfaction

Service Level

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Call Handling

- **Ticket Handle Time**
- **User Self-Service Completion Rate**
- **Tickets per User per Month**

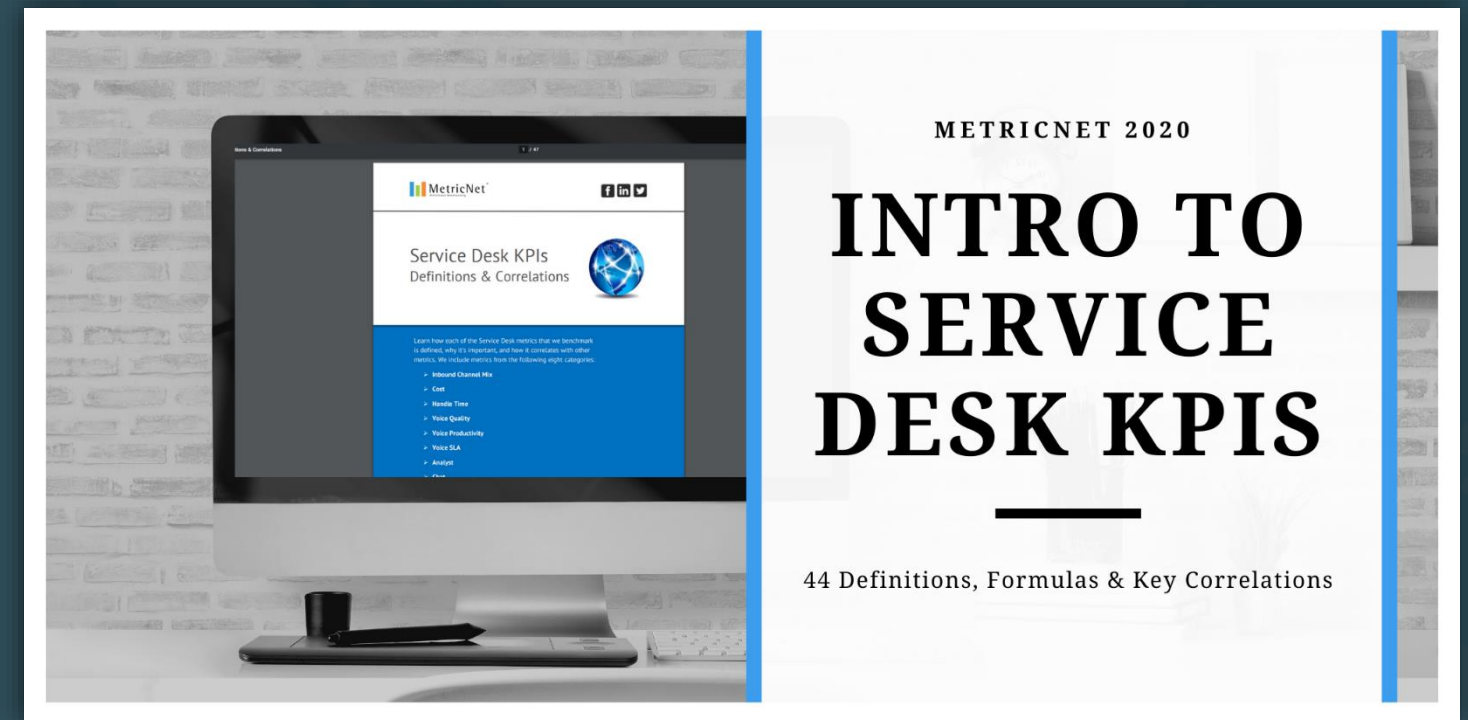
**AGGREGATE METRIC:
BALANCED SCORECARD**

POLLING QUESTION #1:

Would you like to receive a copy of the
Updated Service Desk KPIs eBook?

Yes

No



SUMMARY OF SHIFT LEFT METRICS AT L1

L1 Shift Left Metric		Effect of Shift Left
Primary	First Level Resolution Rate	↑
	User Self-Service Completion Rate	↑
	Tickets per User per Month	↓
Secondary	Cost per Ticket	↑
	Customer Satisfaction	↑
	Ticket Handle Time	↑

THE MOST COMMON DESKTOP METRICS

Cost

- Cost per Ticket
- Cost per Incident
- Cost per Service Request

Quality

- Customer Satisfaction
- First Visit Resolution Rate
- % Resolved Level 1 Capable

Ticket Handling

- Average Incident Work Time (min)
- Average Service Request Work Time (min)
- Average Travel Time per Ticket (min)

Service Level

- Average Incident response Time (minutes)
- % of Incidents Resolved in 1 Business Day
- Mean Time to Resolve Incidents (business hours)
- Mean Time to Fulfill Service Requests (business days)

Technician

- Annual Technician Turnover
- Daily Technician Absenteeism
- Schedule Adherence
- New Technician Training Hours
- Annual Technician Training Hours
- Technician Tenure
- Technician Job Satisfaction

Productivity

- Technician Utilization
- Tickets per Technician per Month
- Service Requests per Technician per Month
- Ratio of Technicians to Total Headcount

Workload

- Tickets per Seat per Month
- Incidents per Seat per Month
- Service Requests per Seat per Month
- Incidents as a % of Total Ticket Volume

**AGGREGATE METRIC:
BALANCED SCORECARD**

THE METRICS OF SHIFT LEFT AT DESKTOP

Cost

- Cost per Ticket
- Cost per Incident
- Cost per Service Request

Quality

- Customer Satisfaction
- First Visit Resolution Rate
- % Resolved Level 1 Capable

Ticket Handling

- Average Incident Work Time (min)
- Average Service Request Work Time (min)
- Average Travel Time per Ticket (min)

Service Level

- Average Incident response Time (minutes)
- % of Incidents Resolved in 1 Business Day
- Mean Time to Resolve Incidents (business hours)
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**AGGREGATE METRIC:
BALANCED SCORECARD**

THE **SECONDARY METRICS** OF DESKTOP

Cost

- **Cost per Ticket**
- **Cost per Incident**
- **Cost per Service Request**

Quality

- **Customer Satisfaction**
- **First Visit Resolution Rate**
- **% Resolved Level 1 Capable**

Ticket Handling

- **Average Incident Work Time (min)**
- **Average Service Request Work Time (min)**
- **Average Travel Time per Ticket (min)**

Service Level

- **Average Incident response Time (minutes)**
- **% of Incidents Resolved in 1 Business Day**
- **Mean Time to Resolve Incidents (business hours)**
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Technician

- **Annual Technician Turnover**
- **Daily Technician Absenteeism**
- **Schedule Adherence**
- **New Technician Training Hours**
- **Annual Technician Training Hours**
- **Technician Tenure**
- **Technician Job Satisfaction**

Productivity

- **Technician Utilization**
- **Tickets per Technician per Month**
- **Service Requests per Technician per Month**
- **Ratio of Technicians to Total Headcount**

Workload

- **Tickets per Seat per Month**
- **Incidents per Seat per Month**
- **Service Requests per Seat per Month**
- **Incidents as a % of Total Ticket Volume**

**AGGREGATE METRIC:
BALANCED SCORECARD**

SUMMARY OF SHIFT LEFT METRICS AT L2

Desktop/Field Service Shift Left Metric		Effect of Shift Left
Primary	% Resolved Level 1 Capable	↓
	Average Ticket Work Time	↑
	Tickets per Seat per Month	↓
Secondary	Cost per Ticket	↑
	Customer Satisfaction	↑
	Mean Time to Resolve (MTTR)	↑

INSURANCE INDUSTRY CASE STUDY

L1 Shift Left Metric		Before	After (one year later)
Primary	First Level Resolution Rate	67.4%	83.6%
	User Self-Service Completion Rate	2.9%	11.3%
	Tickets per User per Month	1.91	1.02
Secondary	Cost per Ticket	\$20.44	\$26.51
	Customer Satisfaction	79.3%	92.8%
	Ticket Handle Time (minutes)	7.62	8.92
Desktop Support Shift Left Metric		Before	After (one year later)
Primary	% Resolved Level 1 Capable	23.4%	7.2%
	Average Ticket Work Time (minutes)	34.6	39.3
	Tickets per Seat per Month	0.52	0.31
Secondary	Cost per Ticket	\$71.80	\$90.22
	Customer Satisfaction	83.8%	91.2%
	Mean Time to Resolve (MTTR) (hours)	9.5	10.8

CASE STUDY TCO CALCULATION

SUPPORT LEVEL



SHIFT LEFT

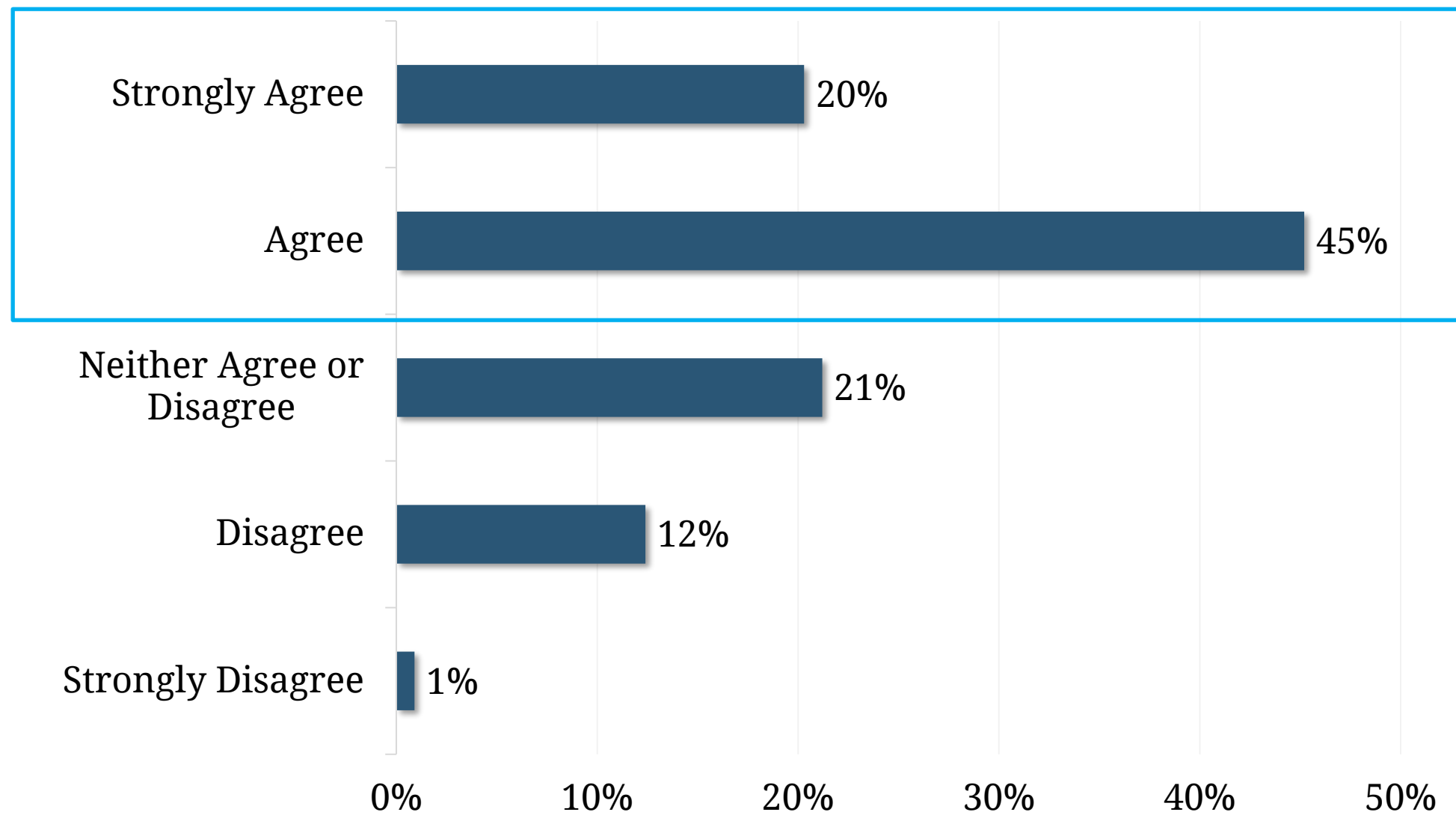
TCO Metrics		L-2	L-1	L0	L1	L2	L3	Field	Vendor	Total (Average)
Before	End Users	68,350								
	Monthly Ticket Volume	0	0	1,982	130,549	35,542	11,141	8,886	2,221	190,321
	Cost per Ticket	0	0	\$2.00	\$20.44	\$71.80	\$104.00	\$221	\$599	\$50.85
	Annual TCO	\$0	\$0	\$47,572	\$32,020,936	\$30,622,987	\$13,904,030	\$23,564,346	\$15,967,244	\$116,127,115
After	End Users	71,600								
	Monthly Ticket Volume	4,700	3,600	8,091	73,032	22,196	5,871	5,549	1,387	116,126
	Cost per Ticket	0	0	\$2.00	\$26.51	\$90.22	\$104.00	\$221	\$599	\$57.03
	Annual TCO	\$0	\$0	\$194,179	\$23,232,940	\$24,030,277	\$7,327,258	\$14,715,948	\$9,971,553	\$79,472,155

A \$37 MILLION REDUCTION IN TCO!

- Established performance targets for every TCO metric
- Instituted goal-based training to achieve performance targets
- Established formal knowledge and problem management disciplines
- Deflected tickets to the self-help portal
- Adopted an AI tool that...
 - Had L -2, search and destroy capabilities
 - Automated problem management
 - Updated the K-base automatically
 - Automatically categorized and routed tickets

THE CHALLENGE OF TRIBAL KNOWLEDGE

My support group has a substantial amount of knowledge that is not currently in the knowledge base.
N=217



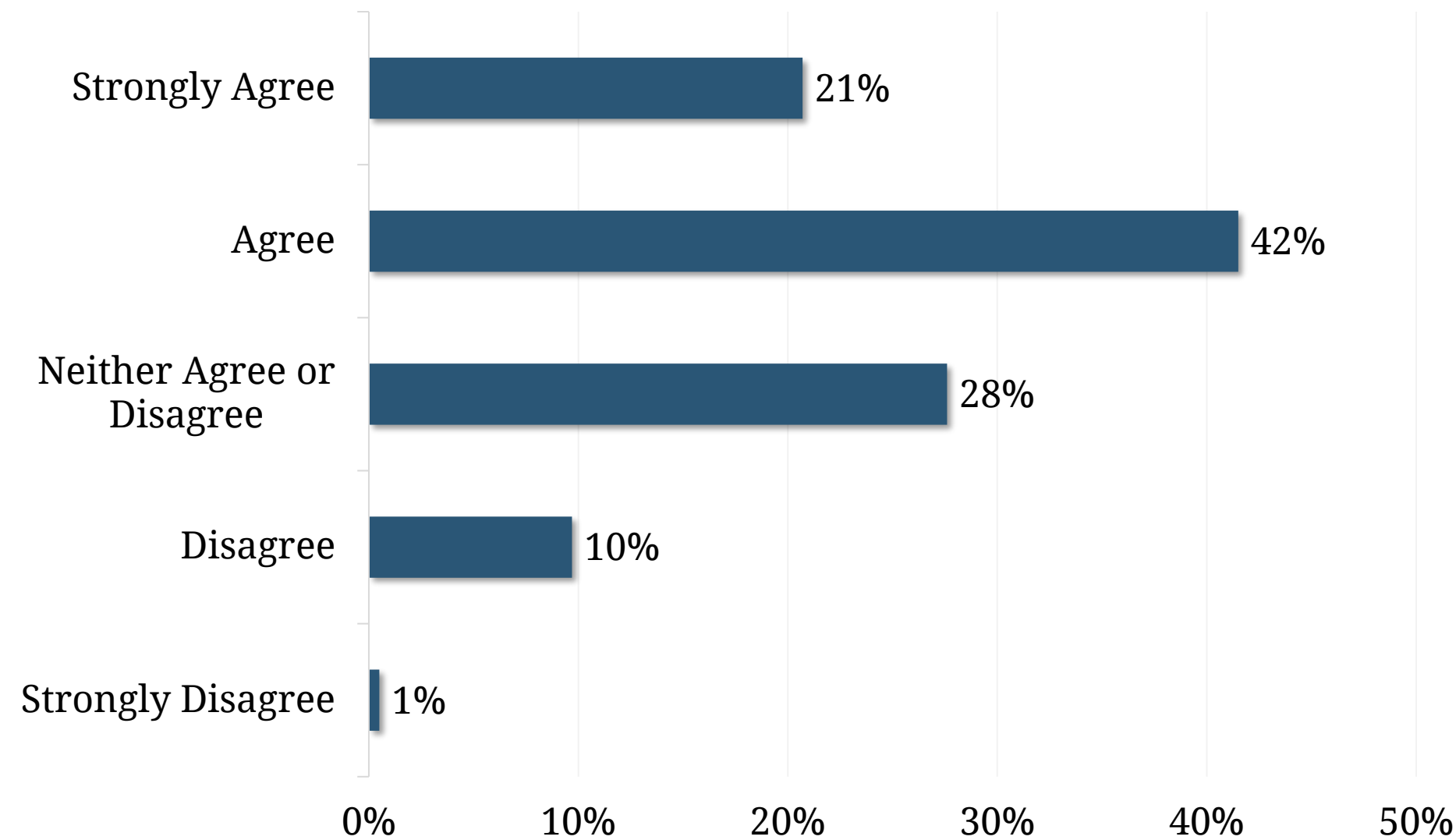
My support group has a substantial amount of knowledge that is not currently in the knowledge base.

Response	Count	Percentage
Strongly Agree	44	20.3%
Agree	98	45.2%
Neither Agree or Disagree	46	21.2%
Disagree	27	12.4%
Strongly Disagree	2	0.9%

THE FRONT-LINE NO LONGER FEARS AI

My organization would benefit from AI-powered problem detection and resolution.

N=217

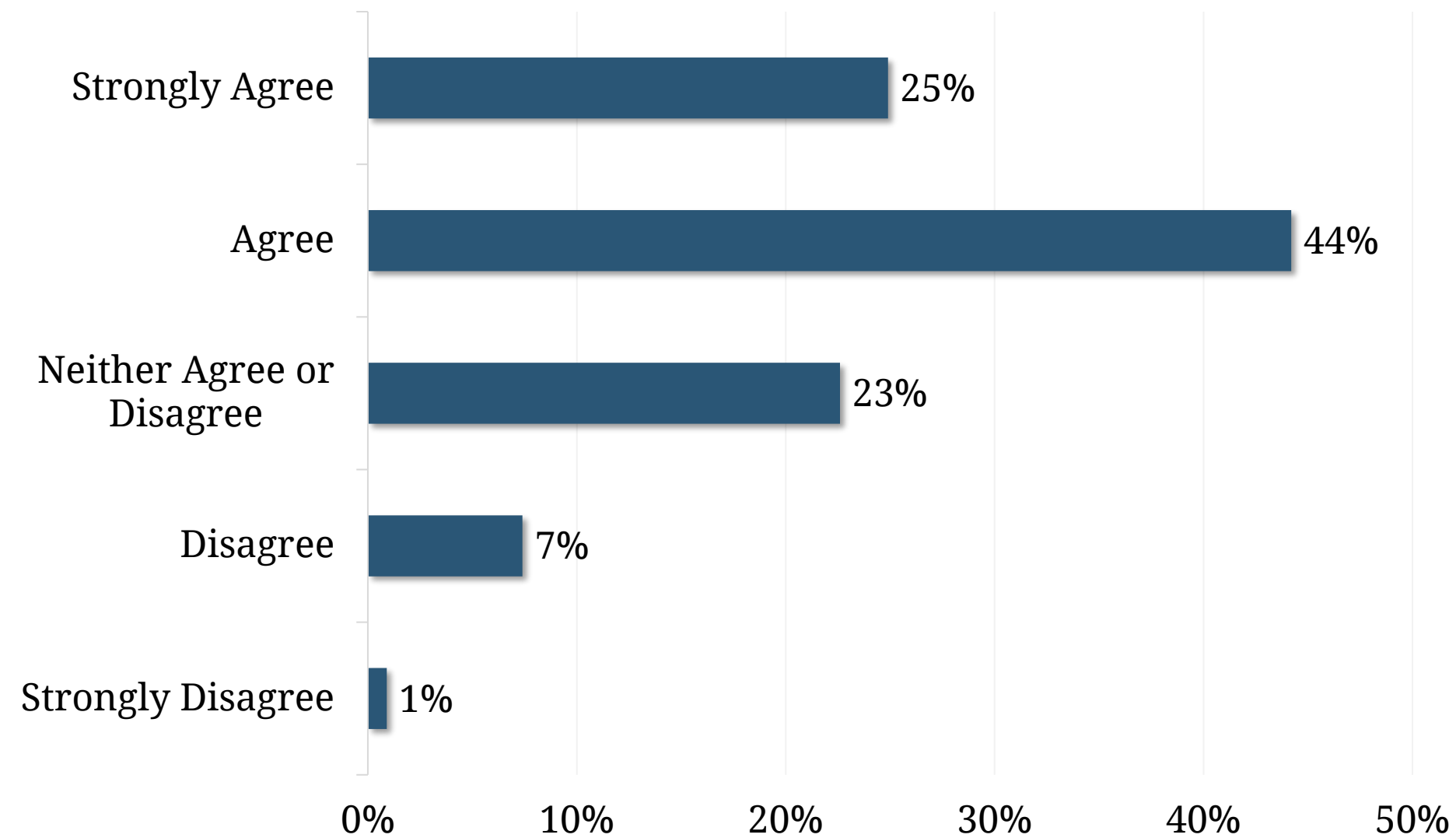


My organization would benefit from AI-powered problem detection and resolution.

Response	Count	Percentage
Strongly Agree	45	20.7%
Agree	90	41.5%
Neither Agree or Disagree	60	27.6%
Disagree	21	9.7%
Strongly Disagree	1	0.5%

OR AUTOMATION...

My organization would benefit from automatic ticket categorization.
N=217



My organization would benefit from automatic ticket categorization.

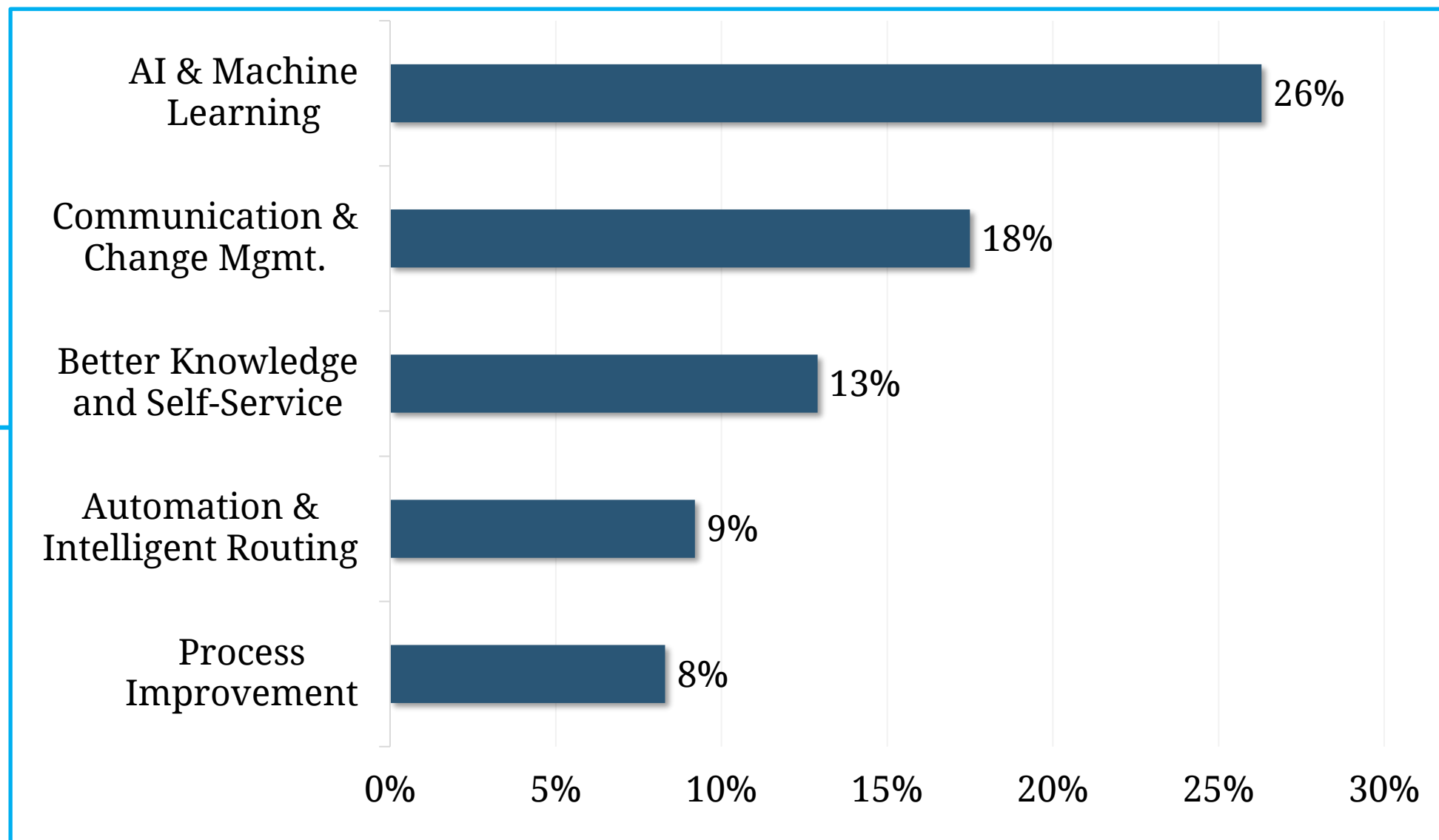
Response	Count	Percentage
Strongly Agree	54	24.9%
Agree	96	44.2%
Neither Agree or Disagree	49	22.6%
Disagree	16	7.4%
Strongly Disagree	2	0.9%

WISH LIST FROM THE FRONT LINE

See verbatim quotes from respondents in the full ITSM Intelligence Report

If you could have anything you wanted or make any changes you would like to make in IT Service and Support, what would be #1 on your wish list?

N=217 – Top themes represented



If you could have anything you wanted or make any changes you would like to make in IT Service and Support, what would be #1 on your wish list?

Response	Count	Percentage**
AI & Machine Learning	57	26.3%
Communication & Change Mgmt.	38	17.5%
Better Knowledge and Self-Service	28	12.9%
Automation & Intelligent Routing	20	9.2%
Process Improvement	18	8.3%

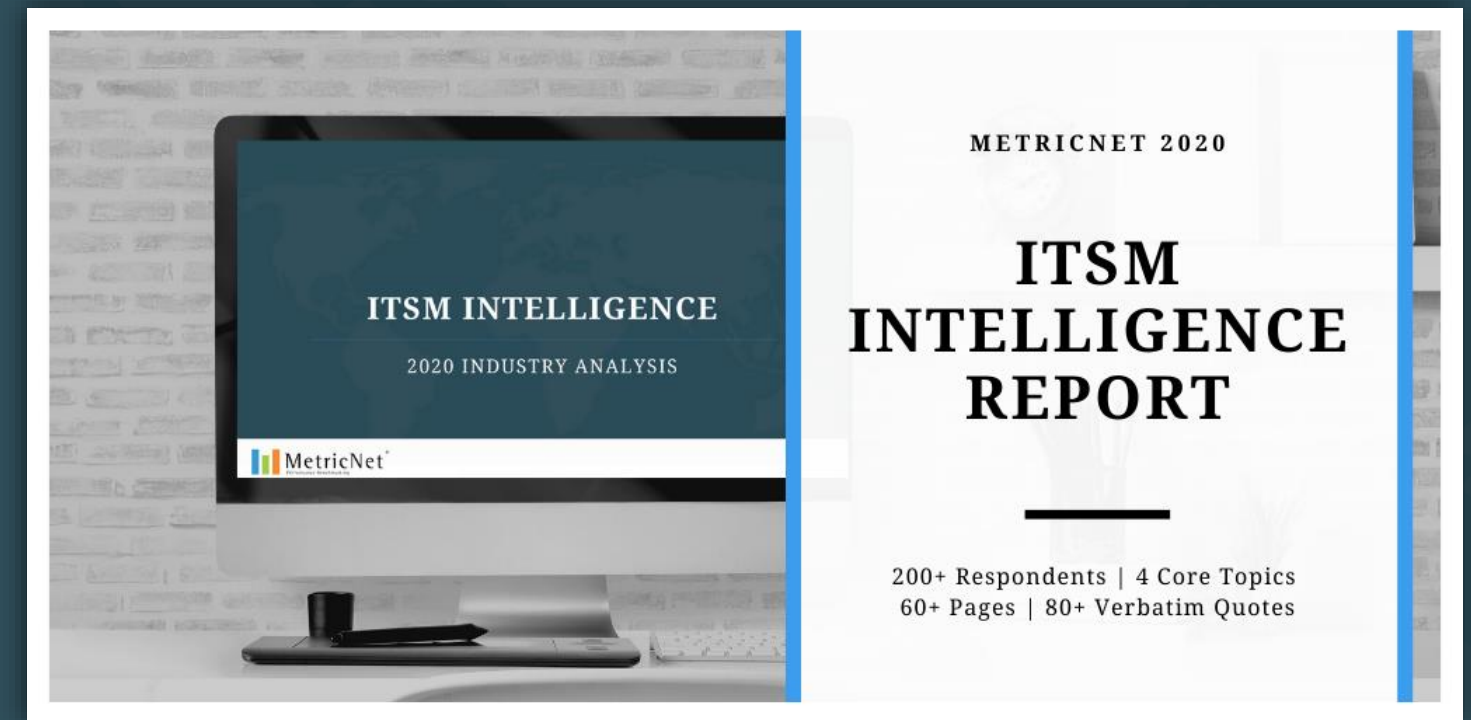
** As a % of total responses. Does not equal 100%.

POLLING QUESTION #2:

Would you like to receive a copy of the ITSM Intelligence Report?

Yes

No



THE ECONOMICS OF SHIFT LEFT

SUPPORT LEVEL



QUESTIONS?

THANK YOU!



ABOUT METRICNET

COMPETITIVE DIFFERENTIATORS

MetricNet offers a portfolio of competitive differentiators including those listed below.

CREDIBILITY AND EXPERIENCE

MetricNet has conducted benchmarks and assessments for more than half of the Global 2000.

BENCHMARKING DATABASE

MetricNet has the largest database of process and performance indicators in the industry.

OBJECTIVITY

MetricNet's clients receive objective recommendations that are free from any vendor bias.



JEFF RUMBURG

Managing Partner and CEO



ANGELA IRIZARRY

President and COO



TIMOTHY COVER

Executive Project Director



EXECUTIVE TEAM

CONTACT US



BY PHONE

(775) 298-7772

VIA EMAIL

info@metricnet.com

ON THE WEB

MetricNet.com

CONNECT WITH US ONLINE



@METRICNET

MEET SOME OF OUR CLIENTS



THANK YOU!