Average Service Requests per User

Function	Category	Definition	Usage
IT Logistics and Management	Users	The average number of service requests per registered IT support user for a given time period	Provides an overview of the average number of service requests that each registered user logs during a selected timeframe. When analyzed by division or function of user can provide insight into areas in the organization that are logging an above average number of service requests This can then feed into problem management to determine the root cause e.g. lack of training, network connectivity issues

Performance Pattern	Target Determination	Target	Tolerance	Analysis Granularity	Analysis Timestamp	Calculation
Below target	Performance	1	.25	Monthly	SR creation	[SRs Created]/[Registered Support Users]

IT Service Frameworks

ITIL V2 Category	COBIT Domain	COBIT Process
Service Desk	Deliver and Support	DS7 - Educate and Train Users

Impact Statements

Financial	Customer	Internal	Knowledge
Medium	**Medium**	**High**	**Not Applicable**
due to decreasing the overall service support costs per user	due to reducing the IT service support required	due to improved efficiency in the delivery of IT services that results in minimizing the overall IT service support requirements of users	

Support Measures

Measure	Definition	Data Collection Tips	Extraction	Cost
SRs Created	A measure of the number of service requests (SRs) that have been created. Service requests are requests for assistance with the usage of IT services within an organization. They are typically received by a phone call (service call), email, fax, direct entry via the internet, or an automated logging system.	1. Different help desk/service desk/workflow systems store service requests in different ways. Here are several examples - OVSD has a module and related table specific to service calls. The baseline change data is stored in a table called 'itsm_servicecalls'. This makes collection straightforward - Clarify stores changes in a shared environment referred to as 'tickets' and physically in the database in a table called 'table_case'. Identification of a service request is usually performed using the category field but custom fields can also be created and used. Whatever the case it's important to understand what field is been used to identify a service request, how it is been used and ensure that the categorization of a change is consistent - CA Unicenter refers directly to Service Requests but they are accessed in the end user interface through the change module 2. Exclude service requests where status = 'Void' 3. [SRs Created] is a supporting measure in the calculation of many service request related metrics and measures.	Automated	Low
Registered Support Users	A measure of the number of users who are registered to receive support for IT services	1. This data should be available from the Service Desk database. Care needs to be taken to ensure that duplicate records are not counted. This requires a combination of fields	Automated	Medium

		such as email address, job function, name, location, etc.		