% SRs Resolved on Initial Contact

Function	Category	Definition	Usage
IT Support and Operations	Service Requests	The % of service requests created as a result of a service call (via telephony system) that were resolved during the initial call. For example, a customer might call the Service Desk to request a password reset. If the Service Desk operator was able to reset the password straight away, then the service request was resolved on initial contact. If the Service Desk operator needed to dispatch the request to a workgroup for resolution, it was not resolved on initial contact This measure is also referred to as FTF - First Time Fix, ROI - Resolve on Initial or 'First Time Right Resolution'.	An important service desk metric as the ideal scenario is that service requests related to phone calls are resolved during the first call, thus minimizing the impact on the customer and the amount of process required by IT support. This metric is also a key driver to customer satisfaction as it is an 'interaction' metric - one whereby the service desk is exposed to the customer.

Performance Pattern	Target Determination	Target	Tolerance	Analysis Granularity	Analysis Timestamp	Calculation
Above target	Performance	85%	10%	Daily	SR resolve	[SRs Resolved on Initial Contact]/[SRs Resolved]

IT Service Frameworks

ITIL V2 Category	COBIT Domain	COBIT Process
Service Desk	Deliver and Support	DS8 - Manage Service Desk and Incidents

Impact Statements

Financial	Customer	Internal	Knowledge
High	Very High	High	Medium
due to lower IT resource costs associated with resolving service requests at level 1 and the associated cost reduction in reducing impact to the business	due to increased customer satisfaction resulting from service requests resolved both quickly, and by the actual person that the customer who was talking to	due to the faster overall resultant resolution rates achieved and more efficient resource utilization	by increasing the knowledge within level 1 IT support

Support Measures

Measure	Definition	Data Collection Tips	Extraction	Cost
SRs Resolved	A measure of the number of service requests resolved. A service request is resolved when IT support have solved the reported issue either by providing information to the customer, actioning a specific customer request, or providing a workaround. The service request will be allocated a closure code but will not officially be closed until a period of time elapses, generally 2 business days. This enables the customer to ensure that the request is resolved, provide feedback on any issues, and for IT support to validate all data related to the service request.	1. A service request can be resolved multiple times as before it is closed it can be re-opened. Given this, resolved service requests are identified by a combination of: - a valid value for the resolution time - an instance of a status change to 'Resolve' in the service request history log - a current status of 'Resolve' or 'Closed' 2. When performing historical analysis of resolved service requests be aware that because a service request can be re-opened and resolved multiple times, the figures for a given time period will vary. e.g. if it's the 5th of the month and you run a report for service requests resolved the previous month, then it's likely if the same report is run on the 6th that the figures will be different as service requests may have been re-opened in the time between	Automated	Low

		running the separate reports. 3. The timestamp used for reporting and analysis purposes should be the last, or current, resolve timestamp		
SRs Resolved on Initial Contact	A measure of the number of service requests that were created as a result of a service call (via telephony system) and were resolved during the initial call. For example, a customer might call the Service Desk to request a password reset. If the Service Desk operator was able to reset the password straight away, then the service request was resolved on initial contact. If the Service Desk operator needed to dispatch the request to a workgroup for resolution, it was not resolved on initial contact This measure is also referred to as FTF - First Time Fix, ROI - Resolve on Initial or 'First Time Right Resolution'.	1. Service requests that were resolved on initial contact have a source of 'Call' and a status history containing the 'New' status followed by 'Resolve' status. They should not have a status of 'Dispatch', 'Accept' or 'Pending' in the status history. 2. All SRs where the source is 'Call', and the status is in ('Resolved','Closed') should be included in this calculation. The resolve timestamp is the final instance of resolution. If a closure timestamp exists and no instance of status change to resolve exists, the resolve timestamp defaults to the closure timestamp. 3. This is a binary measure with 1 indicating that the SR was resolved at the time of the initial call and 0 indicating that an SR was created and the user had to be notified (email, call, etc) at a later time regarding resolution.. 4. The calculation for % SRs Resolved on Initial Contact is the total service requests resolved on initial contact in the selected period divided by the total service requests resolved in the selected period	Automated	Medium