



Performance Metrics

Performance Metrics are published by the Department of Administration on a monthly basis and are reviewed by the Executive Oversight Committee to gauge the efficiency and effectiveness of the Idaho Consolidated Services System

ICS Performance for the Month of: _____

Performance Measure	Definition	Result
Total Service Availability Percentage	<p>Agreed Service Time minus both Scheduled and Unscheduled Downtime, divided by Agreed Service Time, expressed as a percentage.</p> $= \frac{\text{Agreed Service Time} - \text{All Downtime}}{\text{Agreed Service Time}} \times 100$	
Scheduled Downtime Percentage	Includes any e-mail downtime, including network outages	
Unscheduled Downtime Percentage	Includes any unscheduled e-mail downtime, including network outages	
Total scheduled maintenance downtime hours	The downtime hours that occurred due to planned maintenance	
Total unscheduled downtime hours	Downtime hours created by unscheduled events	
Number of Incidents by Category	An incident is a disruption of service. Categories are the different functional areas with the OCIO.	
Number of Incidents by Level by agency	Level 1 – Service Support for the local environment to include, but not limited to, desktop, PDA/mobile device, network and server environments as applicable. Level 1 support covers desktop applications and hardware, department specific software and management of user accounts. Since Level 1 Service Support is the responsibility of the customer, the number of Level 1 Incidents shown is only for those customers whose IT support is provided by	

	<p>the Department of Administration.</p> <p>Level 2 – Provides more complex support and/or subject matter expertise on application software and/or hardware and is usually an escalation of the call from Level 1.</p> <p>Level 3 – Provides support on complex hardware and network operating system software and usually involves certified systems engineers.</p>	
Number of Incidents by Priority	Includes priorities – low, medium, high, critical and major. Priority is based on impact and urgency.	
Number of and Percentage of Incidents resolved during First Contact.	The Incident was resolved during the initial contact with the service desk technician.	
First Contact Response Time After Normal Business Hours for phone requests	As reported via survey - Time it took to acknowledge initial service request received after normal business hours.	
Number of Incidents Reopened	Number of closed incidents reopened.	
Percent of Normal Changes	Number of Normal Changes divided by the total number of change, expressed as a percentage. Normal Changes are changes to the infrastructure that have been approved by the Change Advisory Board.	
Number of Normal Changes	Number of changes to the infrastructure that have been approved by the Change Advisory Board.	
Percent of Urgent Changes	Number of Urgent Changes divided by the total number of change, expressed as a percentage. Urgent Changes are changes to the infrastructure that must be approved and implemented before the Change Advisory Board can meet.	
Number of Urgent Changes	Number of changes to the infrastructure that must be approved and implemented before the Change Advisory Board can meet.	
Percent of Emergency Changes	Number of Emergency Changes divided by the total number of change, expressed as a percentage. Emergency Changes are changes to the infrastructure that require immediate approval and implementation.	
Number of Emergency Changes	Number of changes to the infrastructure that require immediate approval and implementation.	
Customer Satisfaction Rate	As reported in satisfaction surveys	