

What is Spotlight?

Spotlight defines a set of criteria that weights tickets cumulatively so as to bring them into focus.

Spotlight	Weight
P3 Moderate	20
Somewhat critical business service	25
Unassigned	25
Workload Older than 14 days	25
Workload Older than 7 days	25
Open Workload not updated for 14 days	30
Open Workload not updated for 7 days	30
Workload Older than 28 days	40
Workload Older than 90 days	100
Caller/Requestor is a VIP	100
Reassignment > 3 times	100
P2 High	100
Open Workload not updated for 28 days	100
Most critical business service	100
P1 Critical	500

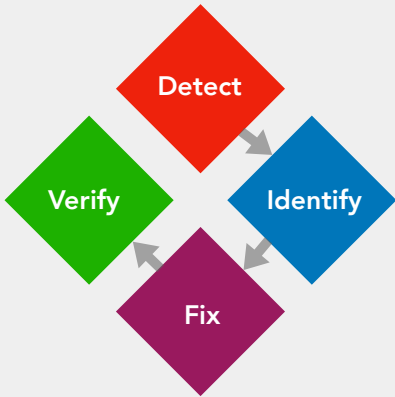
What are indicator targets?

Scorecards with targets help you determine service health status and continuous improvements lead measures.

Indicator	Target
AVG FCR 7D and 30D	> 55
CSAT 30D	> 7.5
Service Commitment Met	> 82
Experience Score (by day and 30D)	> 75
Resolution Rate	> 90
Average Age Open Workload, Number of Open Workload Last 7 and 30D	< 500
Reassignment, Rejected, Critical Incidents, Focus tickets, Major incident	0

KPI - What is MTTR?

MTTR = Mean Time To Resolve

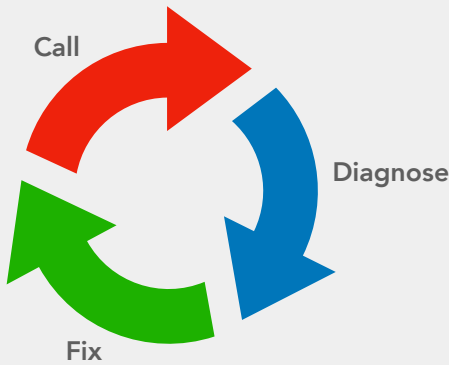


Ticket types = INC’s, TASK’s, RITM’s, SCTASK’s

Formula =
$$\frac{\text{Time between open date and closed date}}{\text{Total number of resolved workload tickets}}$$

KPI - What is FCR?

FCR = First Call Resolution



Ticket types = INC’s, TASK’s, RITM’s, SCTASK’s

Formula =
$$\frac{\text{Count of tickets resolved by the selected user on first assignment}}{\text{Total number of tickets assigned to the user}}$$

KPI - What is CSAT?

CSAT = Customer Survey Satisfaction Score



Ticket types = INC’s, RITM’s

Formula =
$$\frac{\text{Sum of survey results}}{\text{Number of surveys received}}$$

KPI - What is an Experience Score?

Experience Score enables continuous improvements by combining metrics and user sentiment data to give visibility and context into user experience.

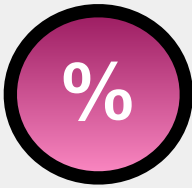


Ticket types = INC’s, RITM’s

Formula (%) =
$$\text{CSAT Effort \& Satisfaction} \times \text{SLA modifier} \times \text{Re-Open modifier} \times \text{Open duration modifier}$$

KPI - What is the Resolution rate?

Resolution rates are based on daily, weekly and monthly timeframes.



Ticket types = INC’s, TASK’s, RITM’s, SCTASK’s

Formula (%) (on a time scale) =
$$\frac{\text{\# of tickets resolved}}{\text{\# of new tickets created}}$$

KPI - What is the Service Commitment met?

Service commitment relates to fulfilment of SLA timeframes where relevant.



Ticket types = INC’s, TASK’s, RITM’s, SCTASK’s

Formula (%) =
$$\frac{\text{\# of tickets closed within SLA time}}{\text{\# of workflows closed}}$$