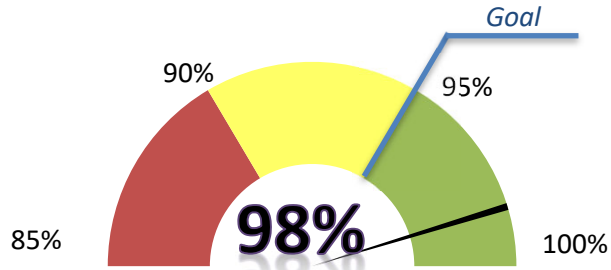


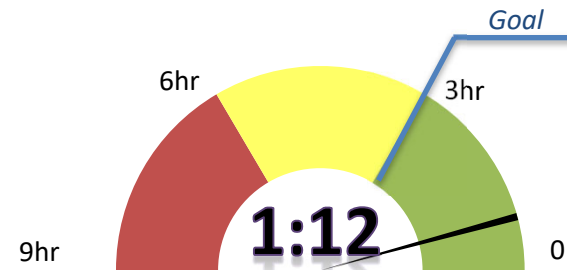
Tickets Responded to w/24hrs



This metric displays the percentage of all tickets that are responded to within 24 hours by an IT team member.

Goal is to be at 95% or better

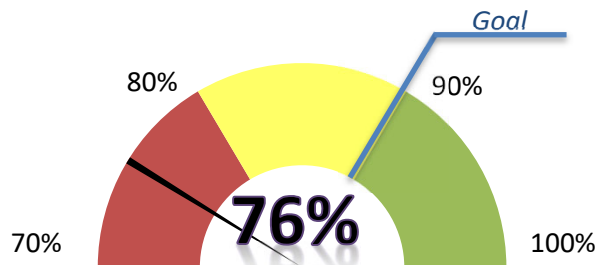
AVG Ticket Response Time



This metric displays the average time it takes for an IT team member to respond to all received tickets.

Goal is to be at 3 hours or better

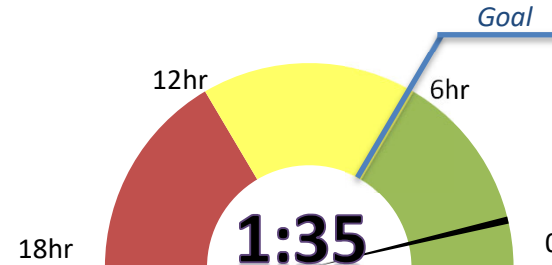
Ticket Close Rate %



This metric displays the percentage of all tickets that have been resolved, mitigated, and closed by an IT team member.

Goal is to be at 90% or better

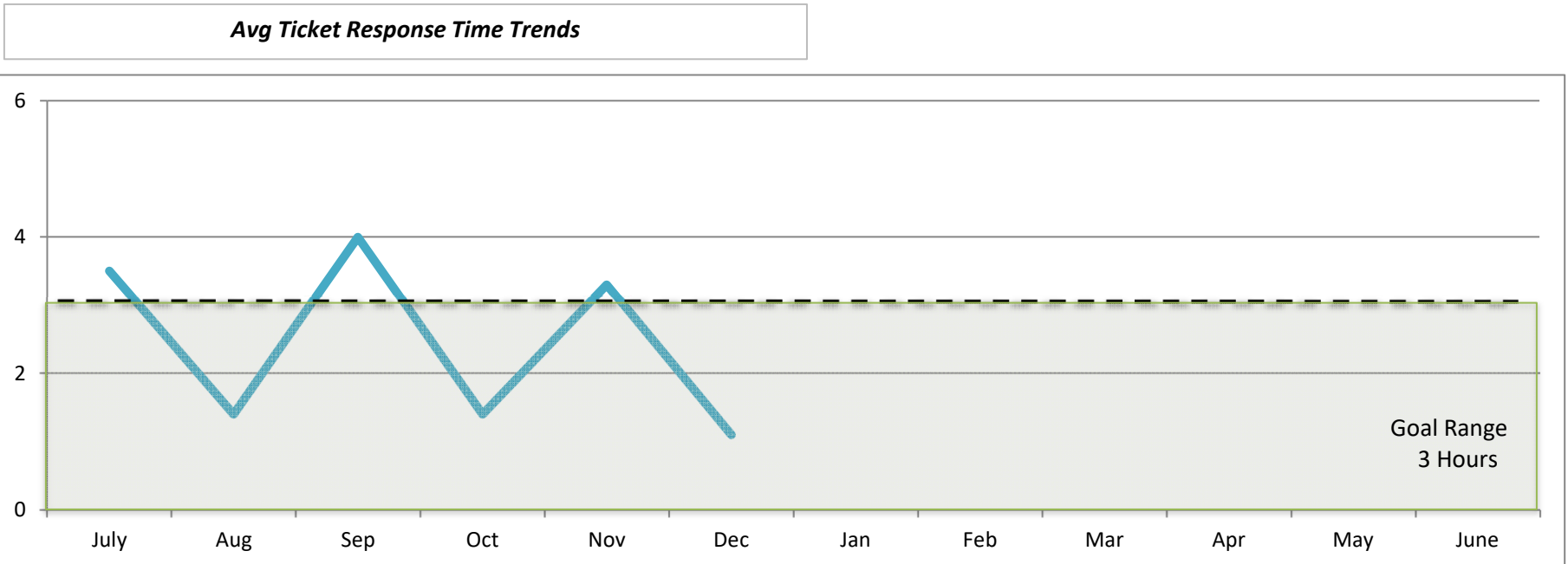
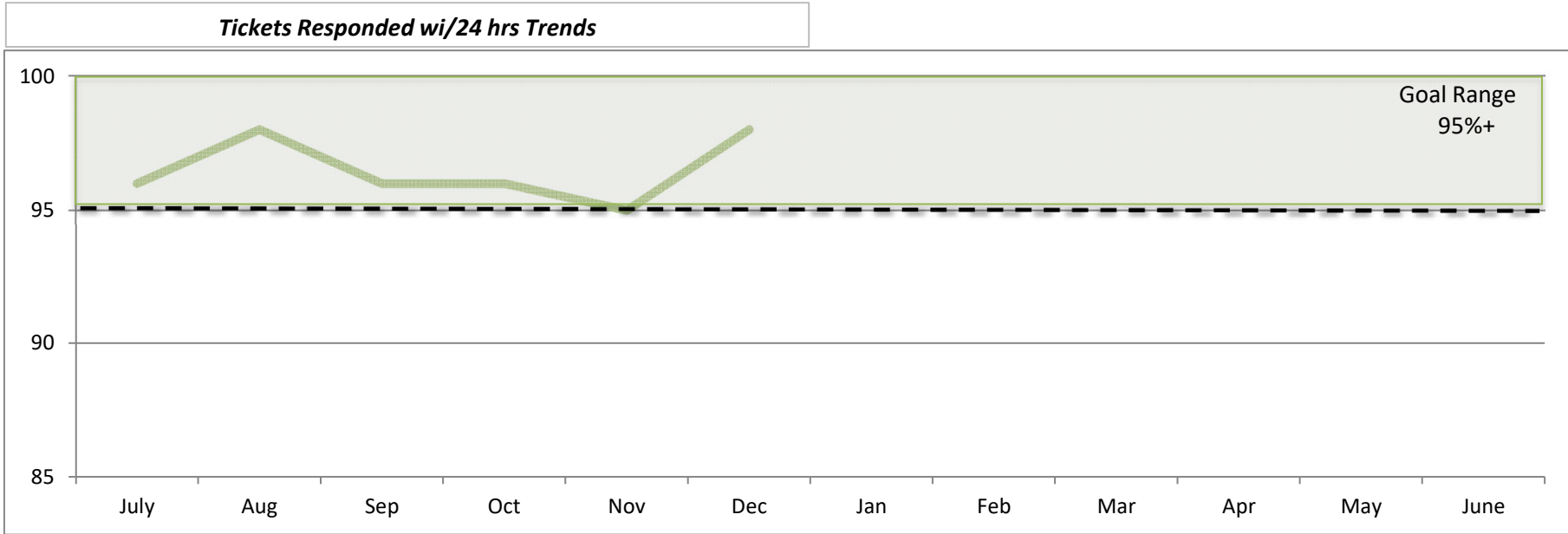
AVG Ticket Resolution Time Elapsed



This metric displays the average time it takes to resolve a ticket by an IT team member.

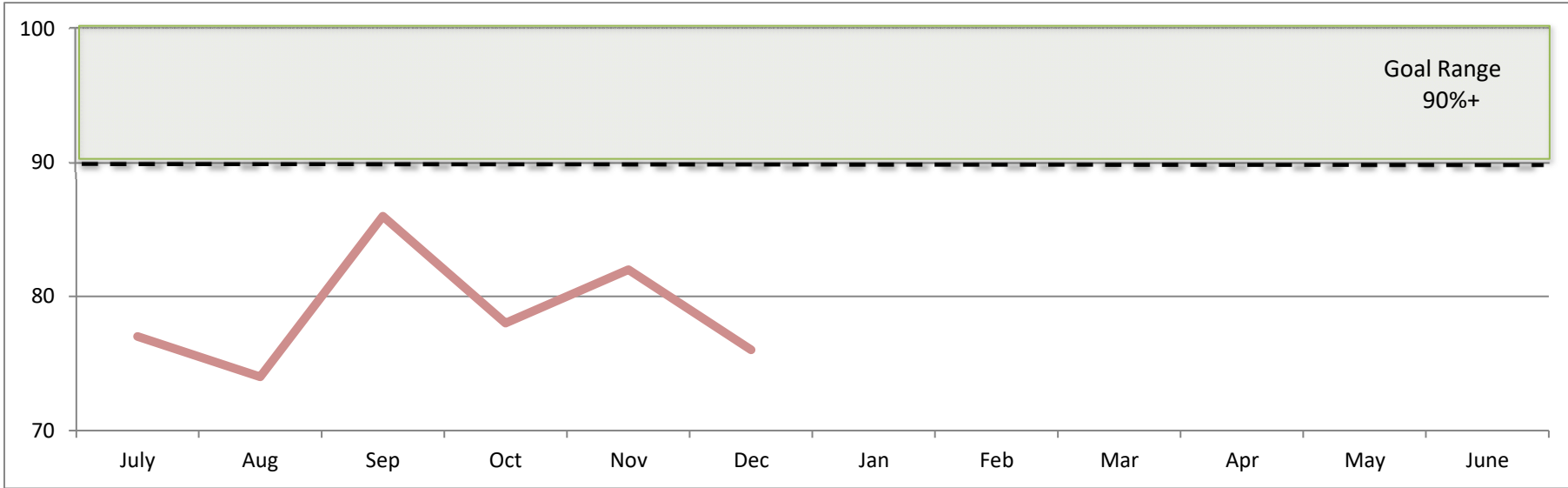
Goal is to be at 6 hours or better

Customer Response Trends



IT Services - KPI's Customer Response

Ticket Closure Trends



Avg Ticket Resolution Trends

