



# KISS KPI to maximise ROI

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# Brief intro to me...



- Over 25 years working in IT
- Worked in software houses, financial services, retail, construction...
- IT Consultancy, Service Management, Service Desks, Service Delivery, Managed Services, Sales...
- Now work as an ITSM consultant – currently rescuing a new global ServiceNow implementation based in Paris
- My ultimate focus is to help as many organisations and people as possible adding value through delivering outstanding solutions



# What's KISS all about?



# Feeling overwhelmed?



# Example Service Desk

1800 End Users

100 Contracts



400 Emails per Month

100 Sites

5 Service Desks Europe  
& Middle East

1800 Tickets per Month

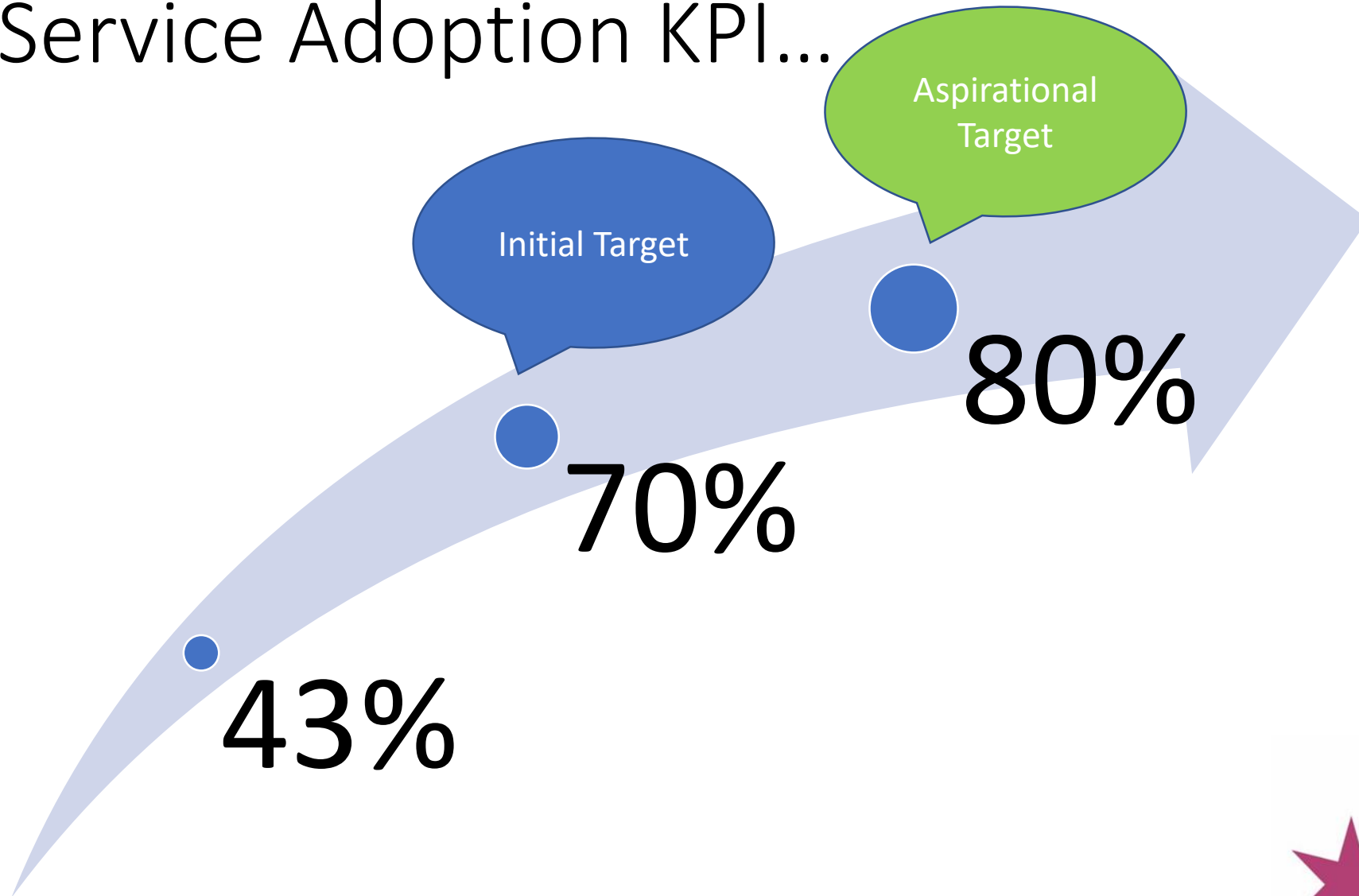
2200 Calls per Month

2000 End User Devices

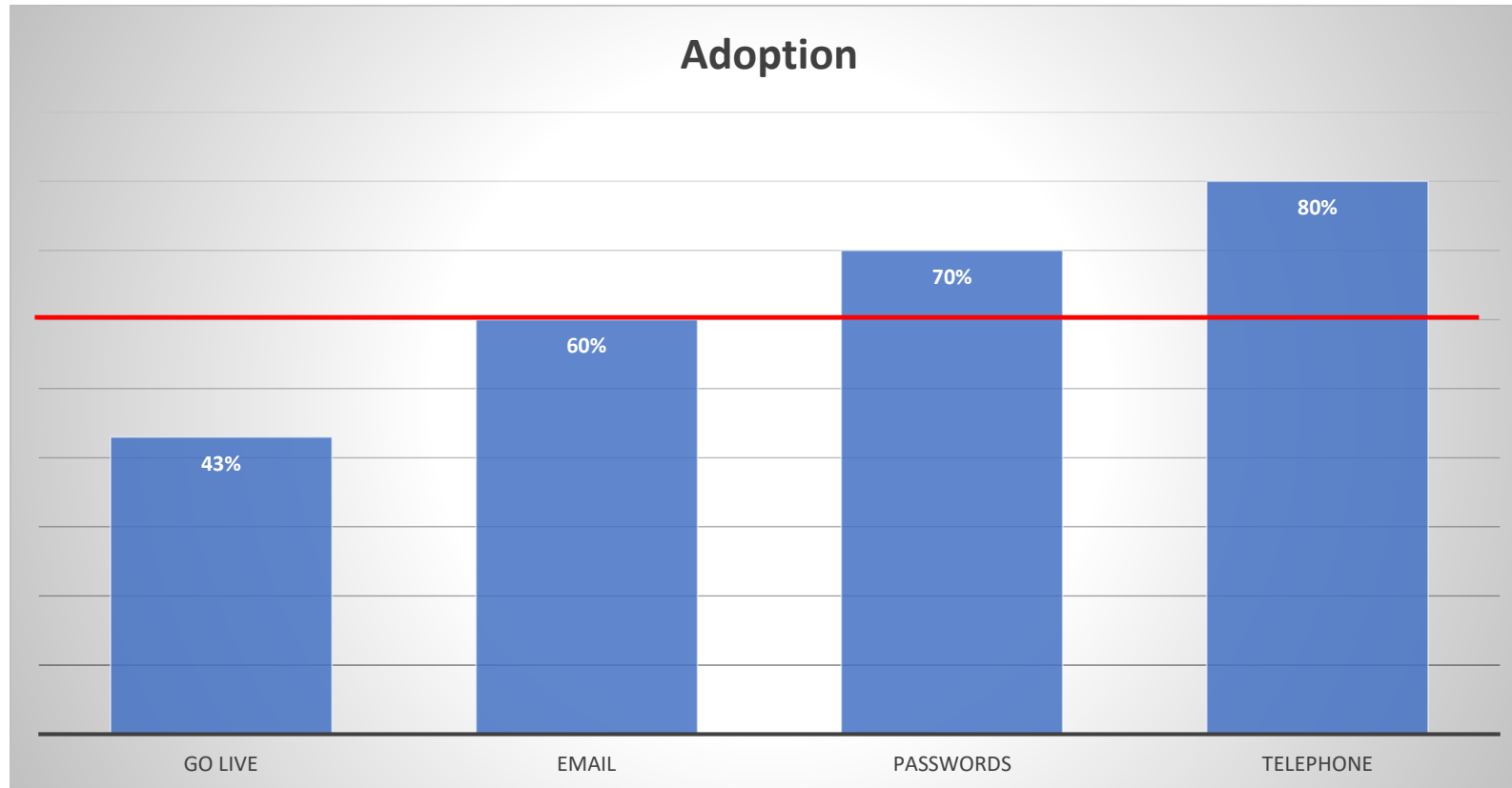
11 Service Desk Agents



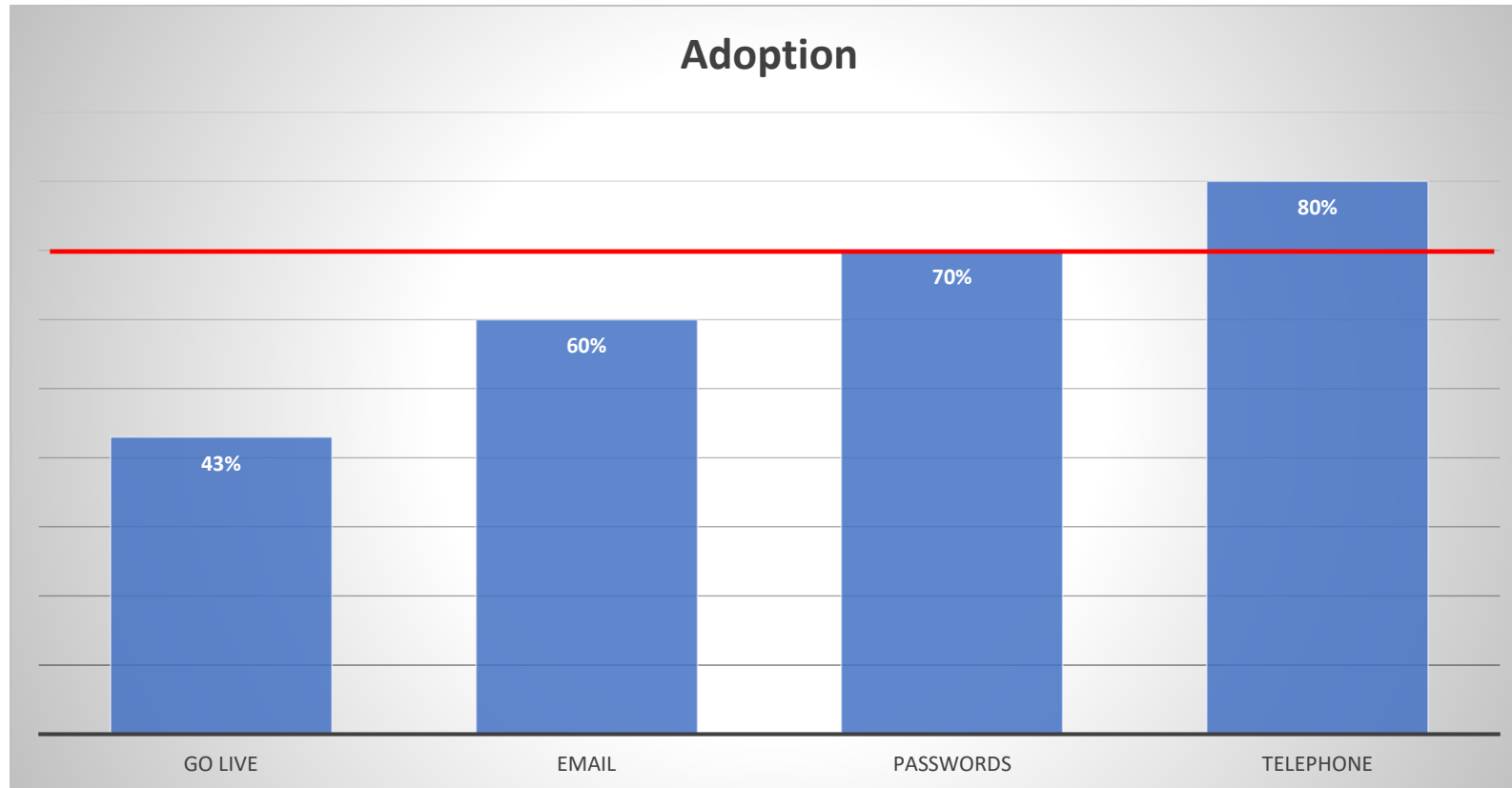
# Self Service Adoption KPI...



# Stop Email Channel

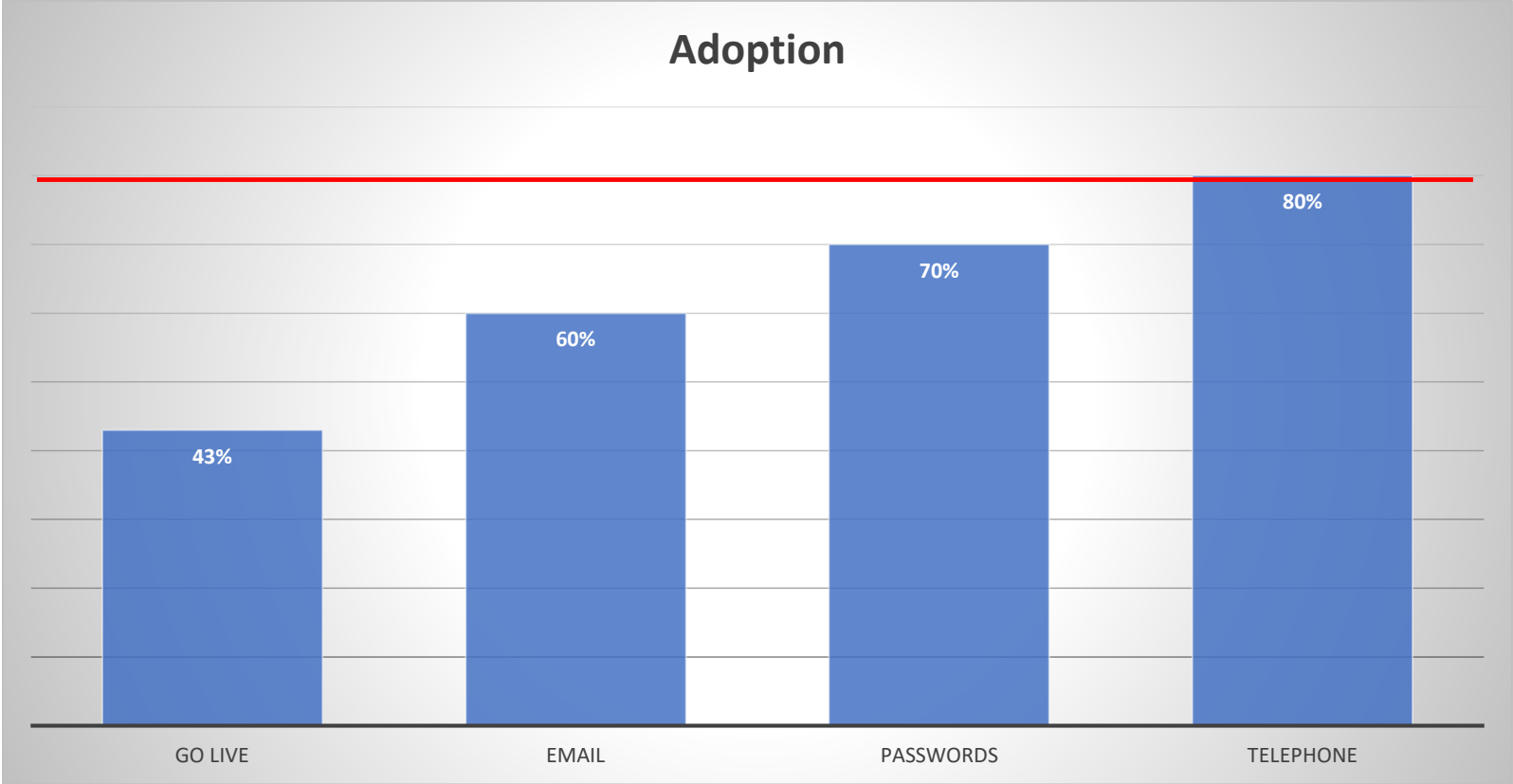


# Stop resetting passwords

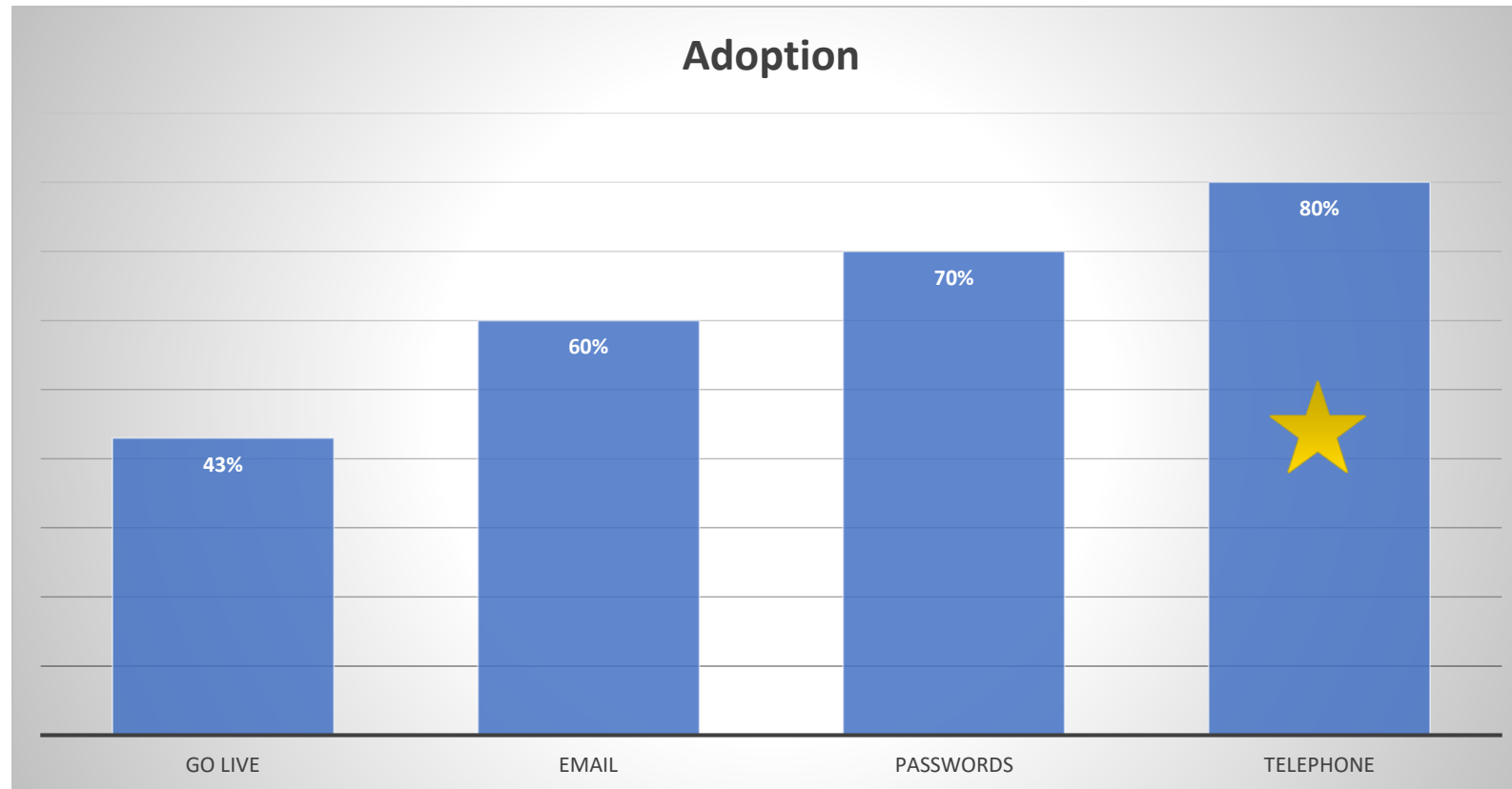




# Telephone for critical



# What was the outcome?



- Keep simple – point in time KPI, delivered value, got the juices flowing in terms of ideas and then took massive action
- Two FTE saving – focus on knowledge & other activities

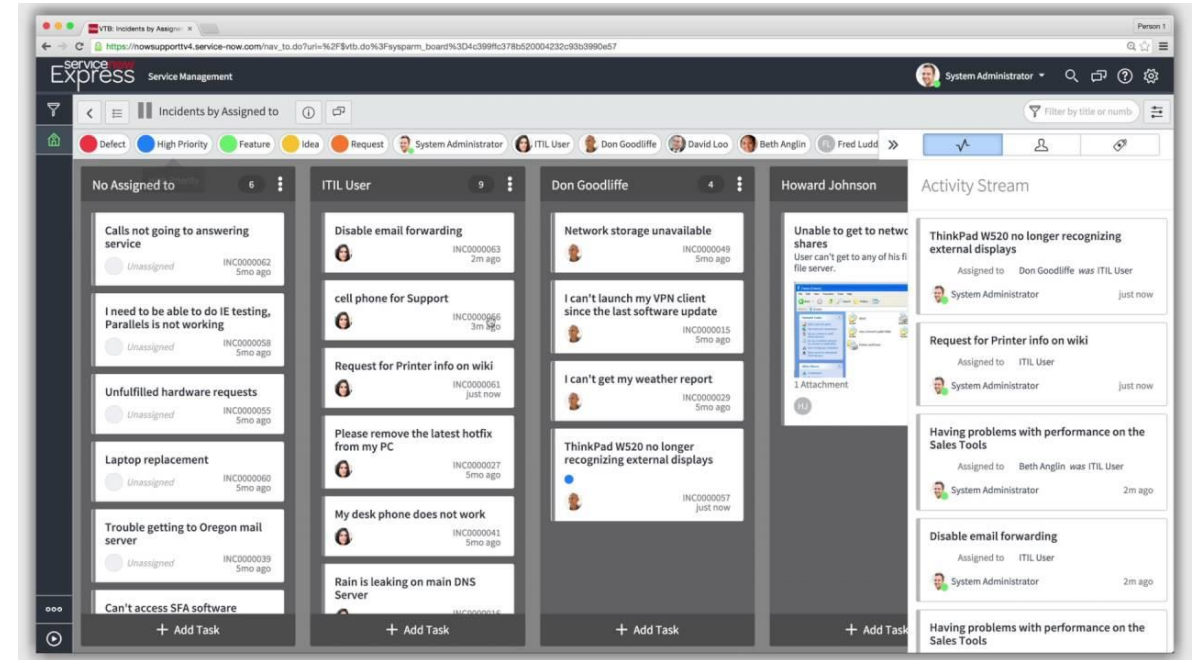
# Response Time and Resolution KPI

Priority	Response Time - 90% within	Resolution Time - 90% within
Critical	30 Minutes	4 Hours
High	1 Hour	8 Hours
Medium	4 Hours	24 Hours
Low	8 Hours	72 Hours



# Assign Ownership of Ticket Management

- Service Desk Manager take ownership of plan to reduce the response time
- Service Desk Manager assign and monitor updates to tickets using the ServiceNow Visual Task Board
- Ensure that tickets are assigned to the relevant agent capability
- Load balance workloads across the agents
- Monitor the need to escalate tickets breaching SLA
- Ensure VIP tickets are promptly assigned and managed to a quick resolution



# Stop Walk Ins



# Daily Stand Ups

**Current Status**

**Yesterday's Tasks**

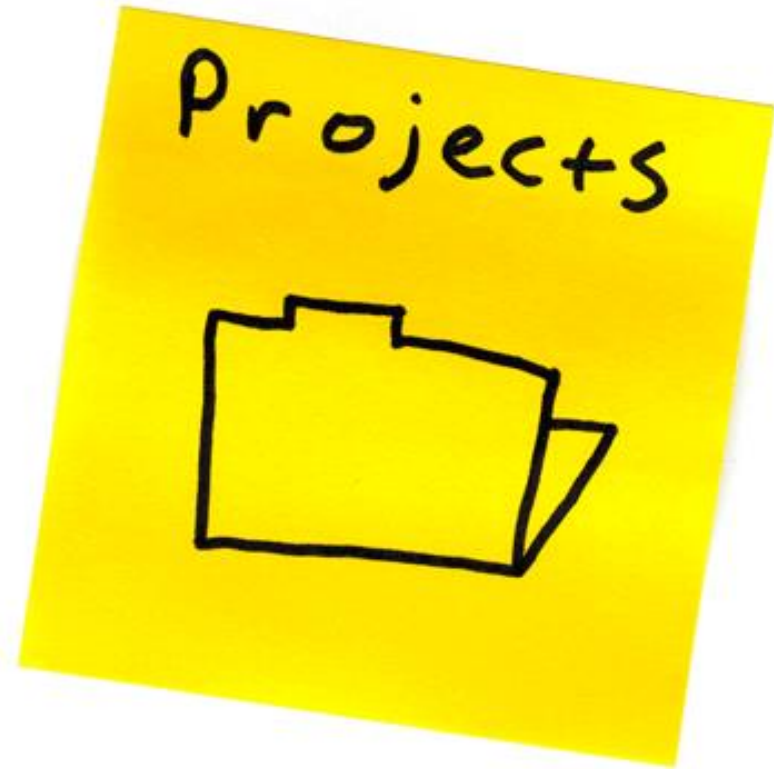
**Today's Tasks**

**Current Blockers**

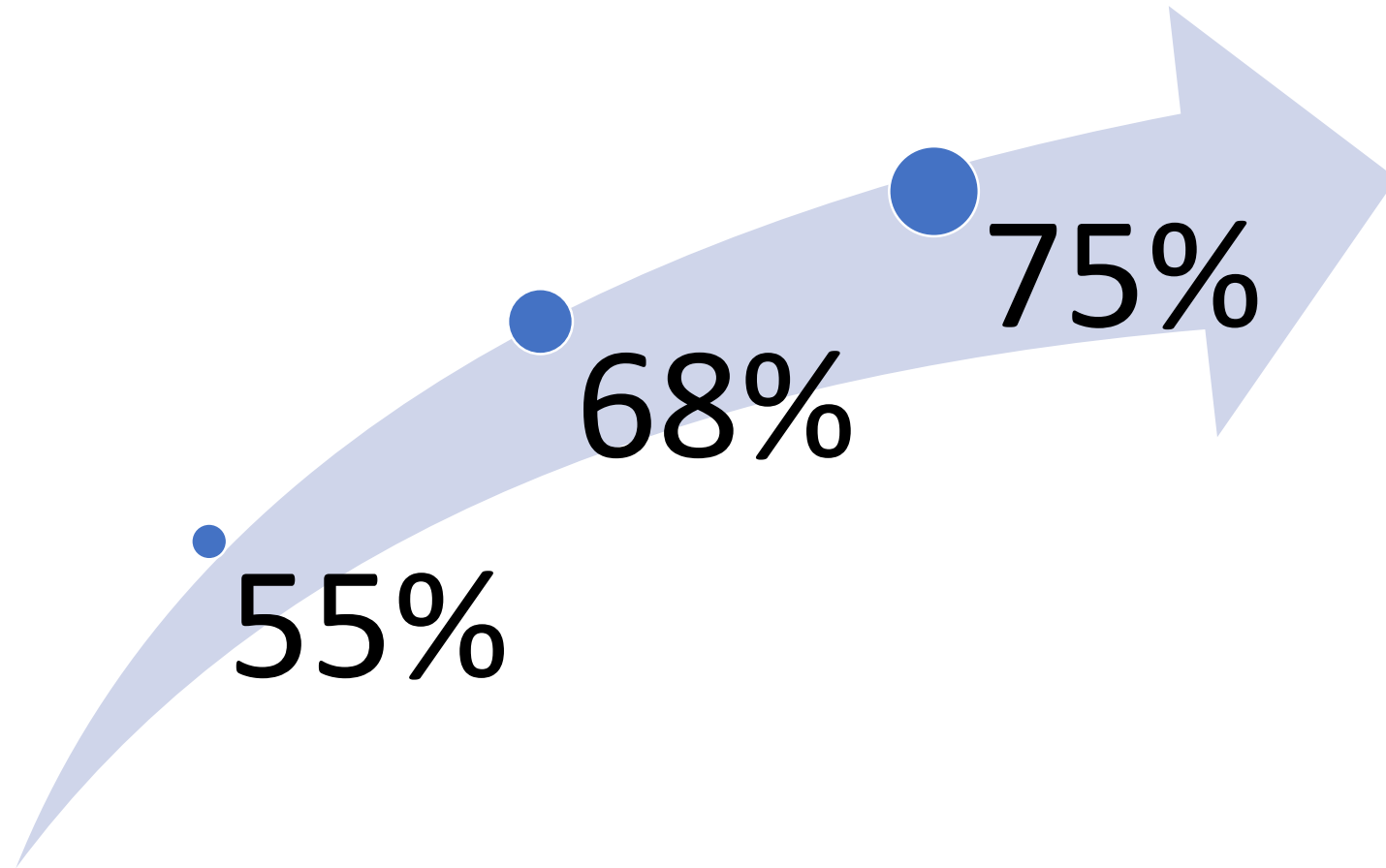
**Daily Plan**



# Reallocate Project Tasks



# First Time Fix Rate





# Other worthwhile ideas...

- Decide and then stick
- Make visible and be transparent
- Keep driving the energy from within
- Include in personal objectives
- Do not over play, 80/20 rule, move on
- Keep the team on track and focused on no more than 3 simple KPI at one time
- Get top down backing for radical change
- Quickly bank savings for proactive momentum
- Make it fun and enjoyable



Questions?

