

6 STRATEGIES TO ELIMINATE COSTLY INEFFICIENCIES IN YOUR IT SERVICE PROCESSES





Six IT service management mistakes to find and fix using analytics

Introduction

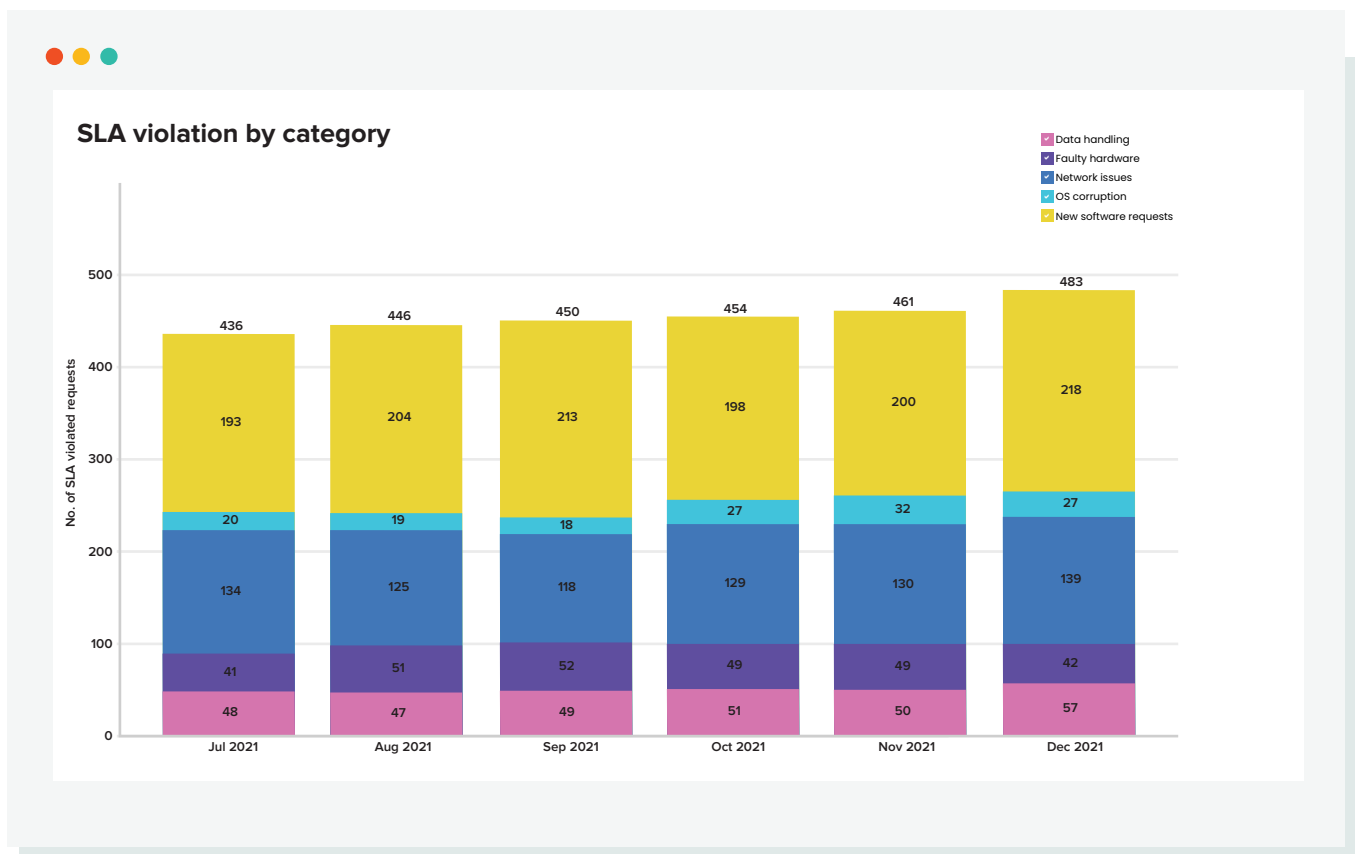
According to a recent survey, a service desk handles about **492 tickets^[1]** per month, at an average resolution time of 24.2 hours per ticket. The survey also highlights the two biggest hurdles for service desks to achieve this industry average: ticket volume and process congestion. In this e-book, we highlight six ways analytics can help you identify these hurdles and provide clues to overcome them.

1

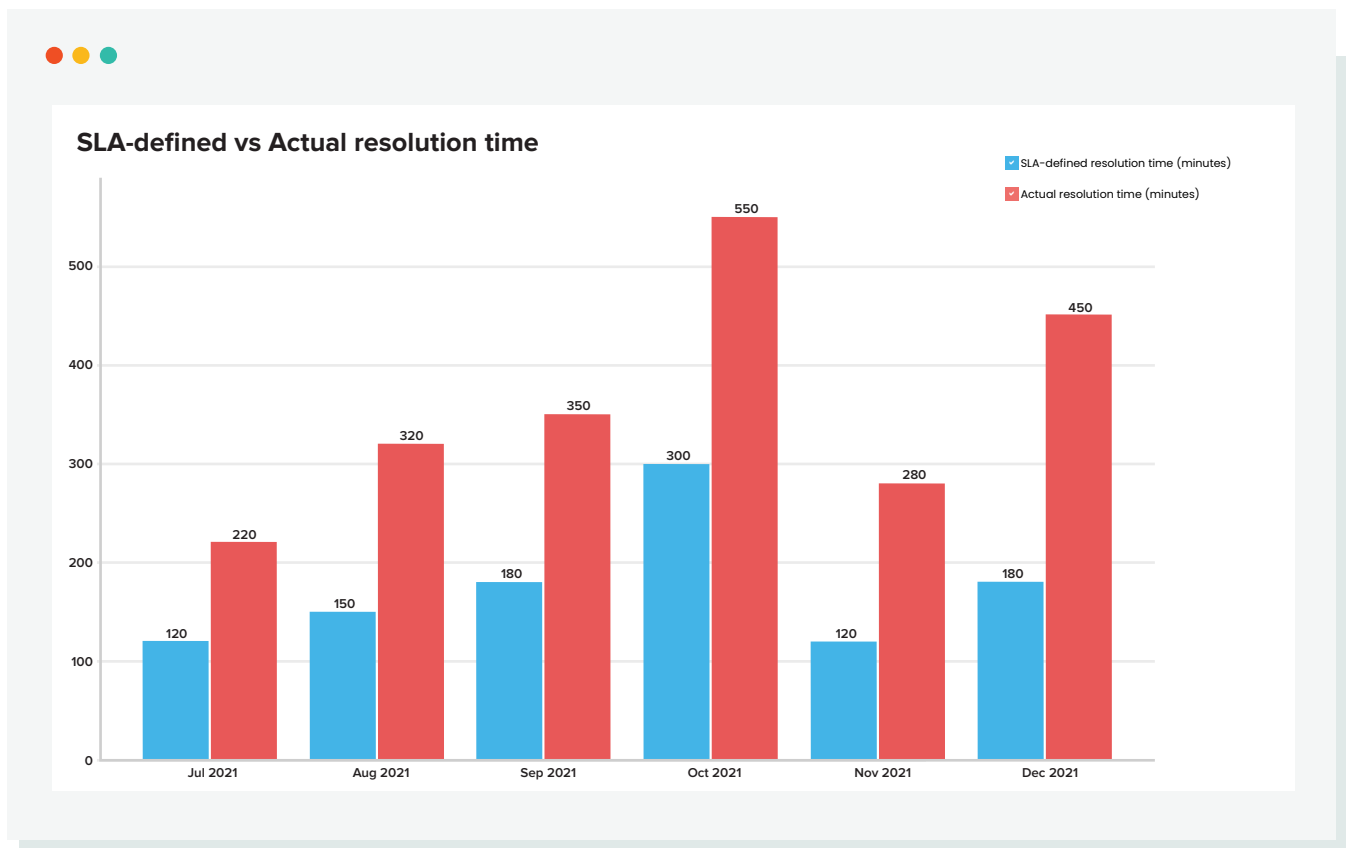
Using outdated or impossible-to-achieve SLAs.

Service Level Agreements (SLAs) are not set in stone. Organizations must review and update SLAs periodically to keep up with changes in technology, customer expectations, and business requirements. Failing to do so results in frequent SLA violations, service disruptions, loss of employee productivity and, in turn, revenue.

The report below shows the categories that frequently violated SLAs over the last six months.



Because the category "new software request" tops the list of frequent SLA violators, let's drill-down and compare the trend of actual and SLA-defined resolution time.

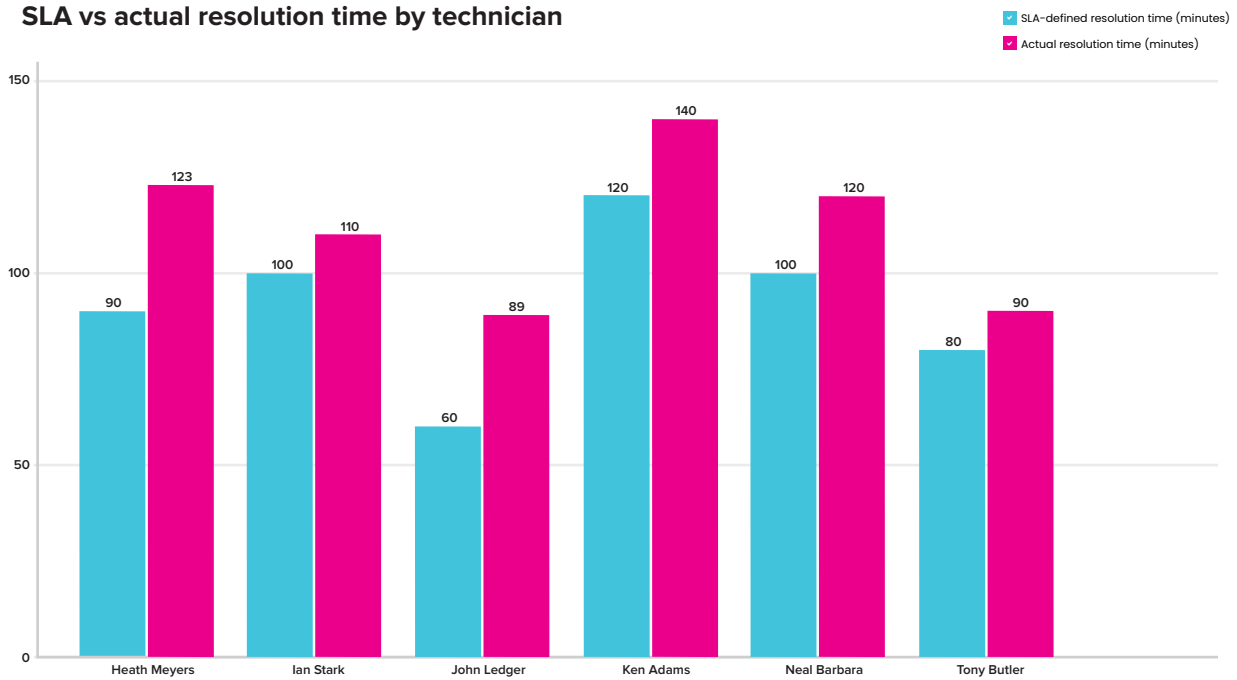


On average, new software request resolutions are frequently off their target SLAs by several hours. These situations warrant further investigation to verify if the SLAs are unrealistic for new software requests.

First, we need to see if new software requests always fail to meet SLAs regardless of the technician working on them.



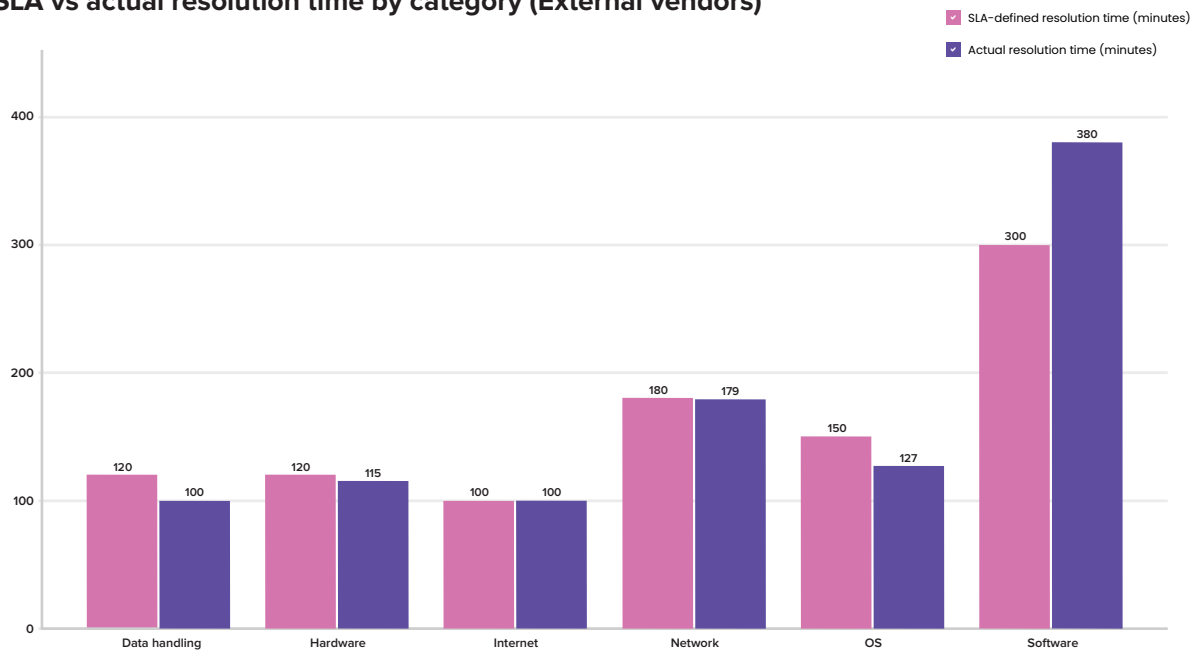
SLA vs actual resolution time by technician



The report above confirms that new software requests always violate SLAs regardless of the technician handling them. In the next step, we need to confirm if requests involving external vendors repeatedly violate SLAs.



SLA vs actual resolution time by category (External vendors)



The report points out that software requests involving external vendors have more violations than others. This highlights that predefined SLAs for software requests need to be reassessed as they rely heavily on external vendors delivering software assets on time—a situation that technicians have no control over.

A similar analysis of SLAs for others incident or request categories, such as network, applications, hardware, OS, or administrative requests, can help identify the categories that need a SLA revamp.



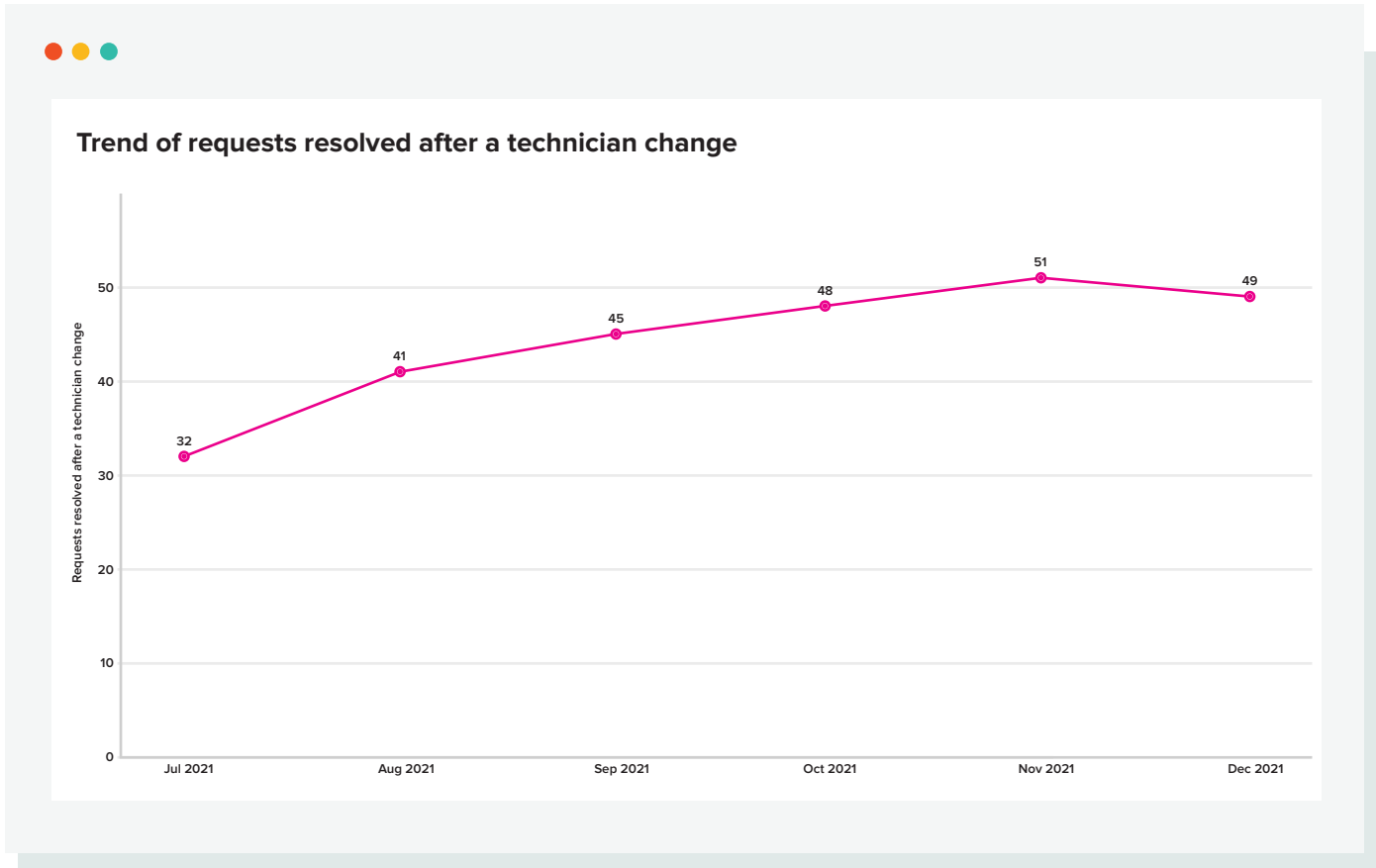
2

Not involving the right people early on.

Not everyone is an expert at everything. While a technician may be skilled in resolving hardware-related issues, another might be the go-to person for network-related incidents. Tickets can be shuffled among technicians to ensure that they are directed to people best equipped to handle them.

A ticket can be rerouted if it's part of a complex and widespread problem, e.g., a VPN outage, or it's a high-priority ticket that cannot be resolved by the original technician within the SLA-stipulated timeframe. In rare cases, a ticket can be rerouted if it falls beyond the scope of the technician it was assigned to. For instance, an issue with a homegrown application that requires developer support. Whatever the reason, it is important to reassign tickets at the correct time to the correct people before they snowball into bigger issues.

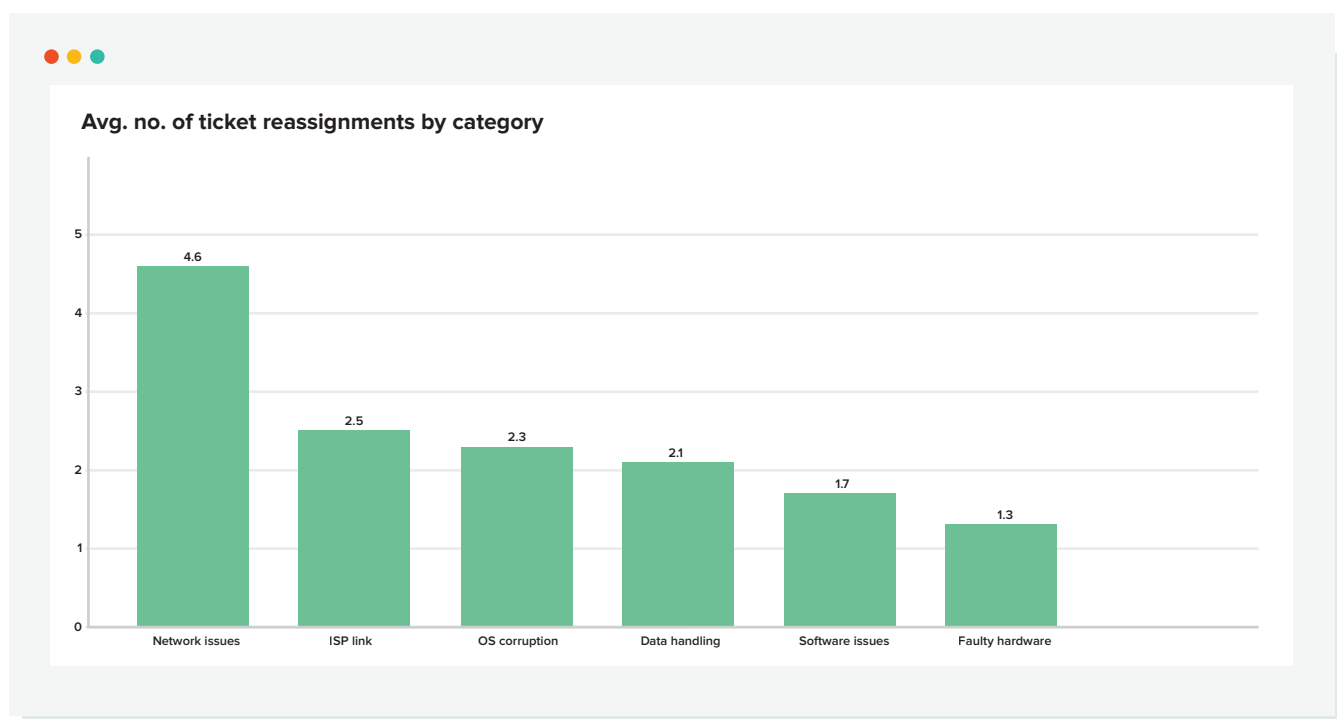
The report below shows the trend of the number of requests resolved immediately after a technician change.



3

Not evaluating ticket assignment rules.

Automating ticket assignments is a crucial part of your ticket resolution process. Assign incoming tickets to the right technicians, and as much as half of your service desk's woes will disappear. However, ticket assignment rules are rarely evaluated after they're put in place because there's no way to directly determine their efficiency. Until now. The easiest approach for catching inefficiencies in ticket assignment is to look at the number of tickets that were reassigned in each category. Naturally, the higher the number of reassignments, the higher the inefficiency in assigning tickets for that category.



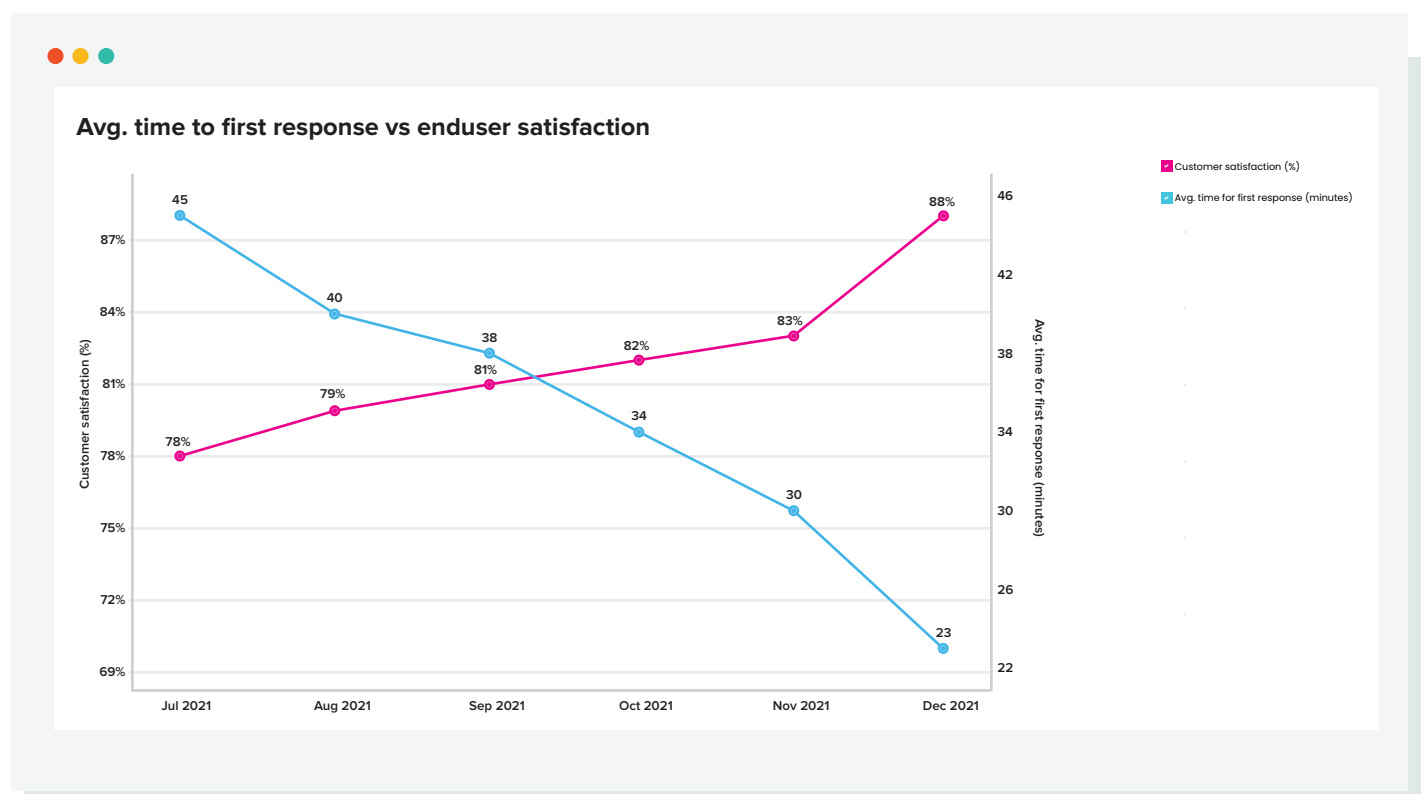
Network issues have the highest average number of reassignments indicating that network issues are not being routed to the right technicians automatically.

4

Not keeping the customer updated

Customers do not need to receive real-time updates regarding the progress of the tickets raised by them. However, they need reassurance that their tickets are being worked on, and not forgotten, ignored, or lost. Without any communication that their tickets are in progress, end users might feel frustrated.

The best response is a tool that keeps your customers updated, collects further information, provides clarity on delays, and clears all preliminary concerns. The report below illustrates the correlation between first response and customer satisfaction. As the average first response time decreases, customer satisfaction increases. This indicates that end users appreciate a prompt return call from technicians on their tickets.



5

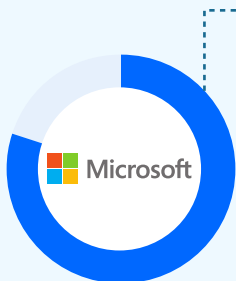
Not using customer feedback to fuel growth.

Feedback mechanisms built into the service processes are an invaluable tool for initiating change. Customer surveys help you in two ways: One, they help measure the help desk's performance from the customers' perspective; and two, the survey findings can help eliminate a technician's preconceptions about how customers prefer to experience help desk assistance.



*A recent **Gartner**^[2] study reveals that nearly*

80% of growing companies leverage user feedback in their growth plans.



*A global report from **Microsoft**^[3] states*

77% of customers have a favorable view of brands that ask for their feedback.

If survey results highlight weak areas of operations, learning from this feedback can help you make improvements in the tools, processes, and technicians, and ensure that end users are supported in the best way possible.

The report below, created using data from user surveys, highlights the areas where technicians score their lowest 10% of ratings. The size of the bubble represents the satisfaction rate scored by the technician, and color represents the various functional areas. Naturally, the smaller is the bubble, the greater is the room for improvement.





6

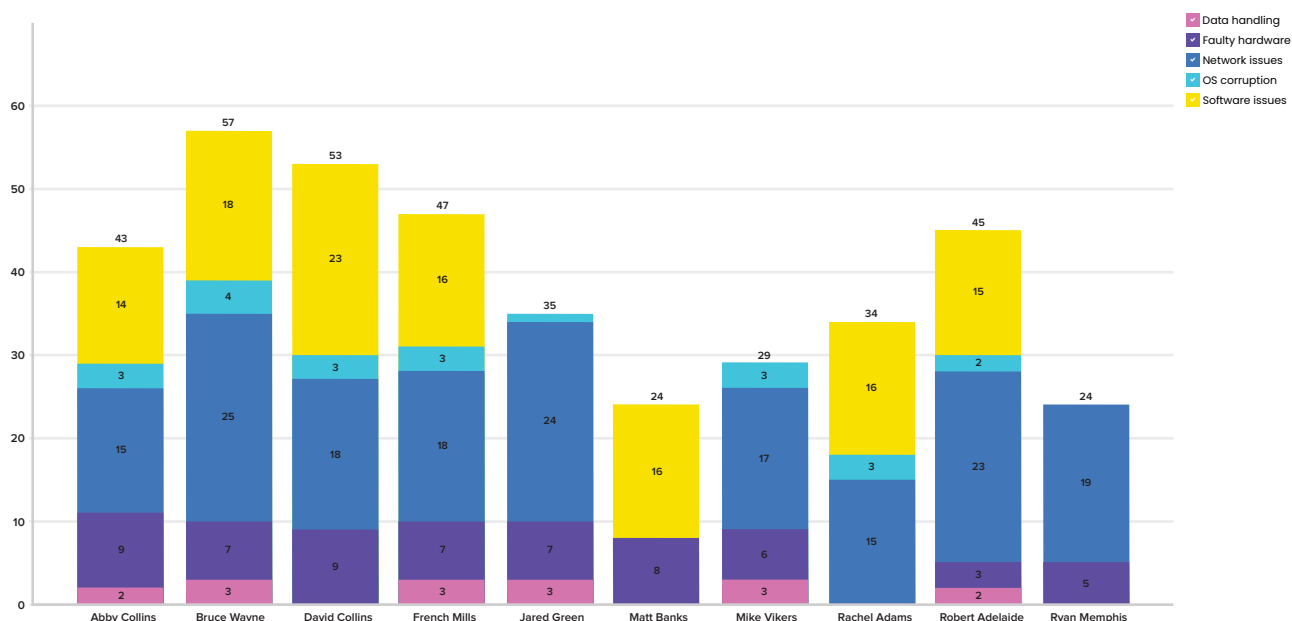
Having trouble tracking people's requests and request history.

It's important that help desks keep track of end users' request history, similar to how a CRM helps keep track of a customer's relationship history. This helps identify touchy customers, that is, end users who raise repeat requests, and customers who have recurring problems with their assets or networks. This will also enable the service desk to resolve issues by analyzing service history rather than repeat the entire troubleshooting process each time.

The report below shows the top 10 customers by the number of requests and the request categories, dating back to one year. It's interesting to note that many of these end users have raised several requests in the same category.



Top 10 customers with most requests by category



Conclusion:

We hope the ideas discussed in this e-book helped you gain insights into how to identify and resolve problems in your help desk. **Get in touch with our experts** to learn how advanced analytics can help you to overcome your IT help-desk challenges and improve your procedures.

If you're ready to explore analytics for your help desk, [get started with your free, 30-day trial here.](#)



About

ManageEngine Analytics Plus

ManageEngine Analytics Plus is a self-service business intelligence and IT analytics solution that integrates with several popular help desk applications, such as ServiceNow, Zendesk, and **ManageEngine ServiceDesk Plus**. Analytics Plus also integrates with other IT applications used for network and application management, project management, endpoint security management, and more. Powered by AI, machine learning, and natural language processing, Analytics Plus features an AI assistant that can display stunning visual responses to voice and text comments. This ITSM solution also features capabilities such as importing data from multiple sources, data blending, trend forecasting, real-time sharing and collaboration, and advanced computing and analysis.

[Download a 30-day free trial of Analytics Plus](#) to kickstart your IT analytics journey. Want to know more about the product before giving it a try?

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180K
customers
across the world

18+
years of IT
management experience

90+
products
and free tools

190+
countries
served

Reference

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