

WHAT ARE YOU GUYS
UP TO?

10 must-have reports for any help desk manager

SOMETHING IMPORTANT.

ARE WE DONE?
MY BACK HURTS.



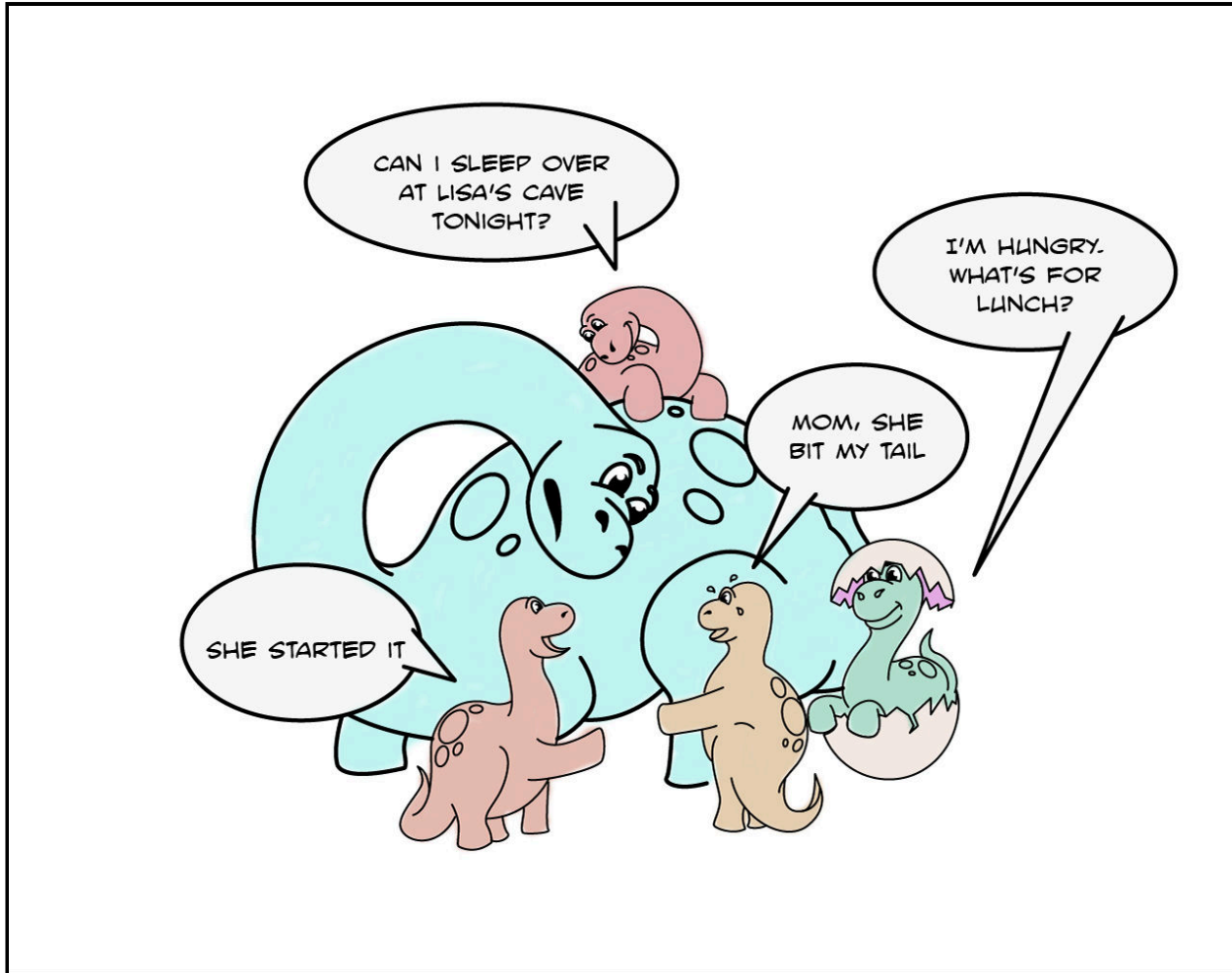


Introduction

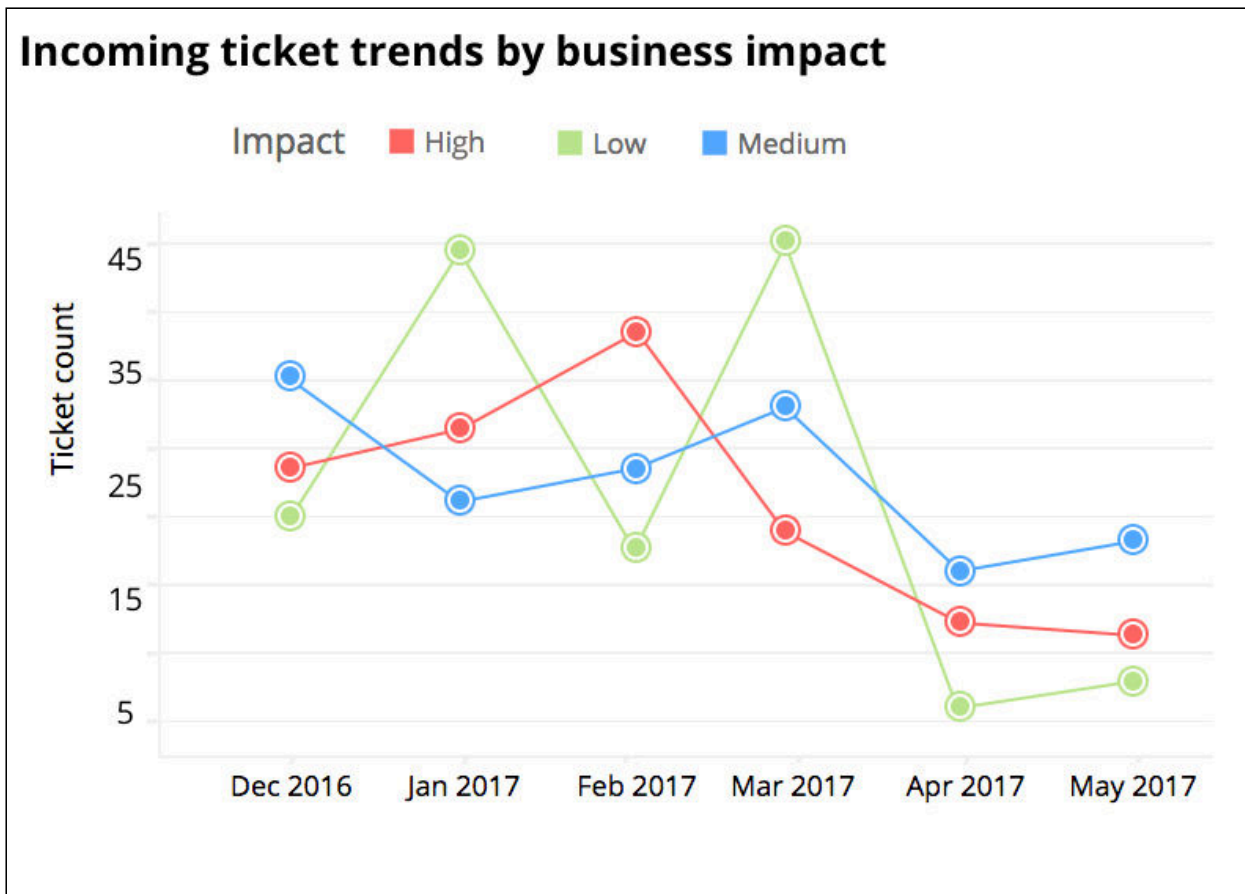
Effective utilization of help desk data is an important task for any help desk manager. Gaining insights into the workings of your help desk will help you make informed decisions and better align your help desk with your organization's business requirements. But this can often be a daunting task given the amount of data and size of the help desk in question. That's why we're here to ease your worries. Analytics Plus, our IT analytics tool, reduces your workload and helps you make sense of your data. There are a number of KPIs that you need to measure and monitor to keep your help desk running smoothly. But, it is often hard to determine when these KPIs need to be looked at.

So instead of just listing a set of KPIs, this e-book will list a set of common help desk problems and how Analytics Plus can help you resolve them.

1. So many tickets to close, but so little time. Where do you start?



A service desk technician's job isn't a walk in the park. Resolving tickets while new tickets keep pouring in may sometimes feel like emptying water from a boat that has a large hole in its hull. A simple way to make your technicians' lives easier is to analyze the incoming ticket trend and categorize it according to business impact. Knowing which tickets have a higher bearing on revenue or effect on business will prompt technicians to prioritize them. Here is an example of Analytics Plus' **Incoming ticket trends by business impact** report.

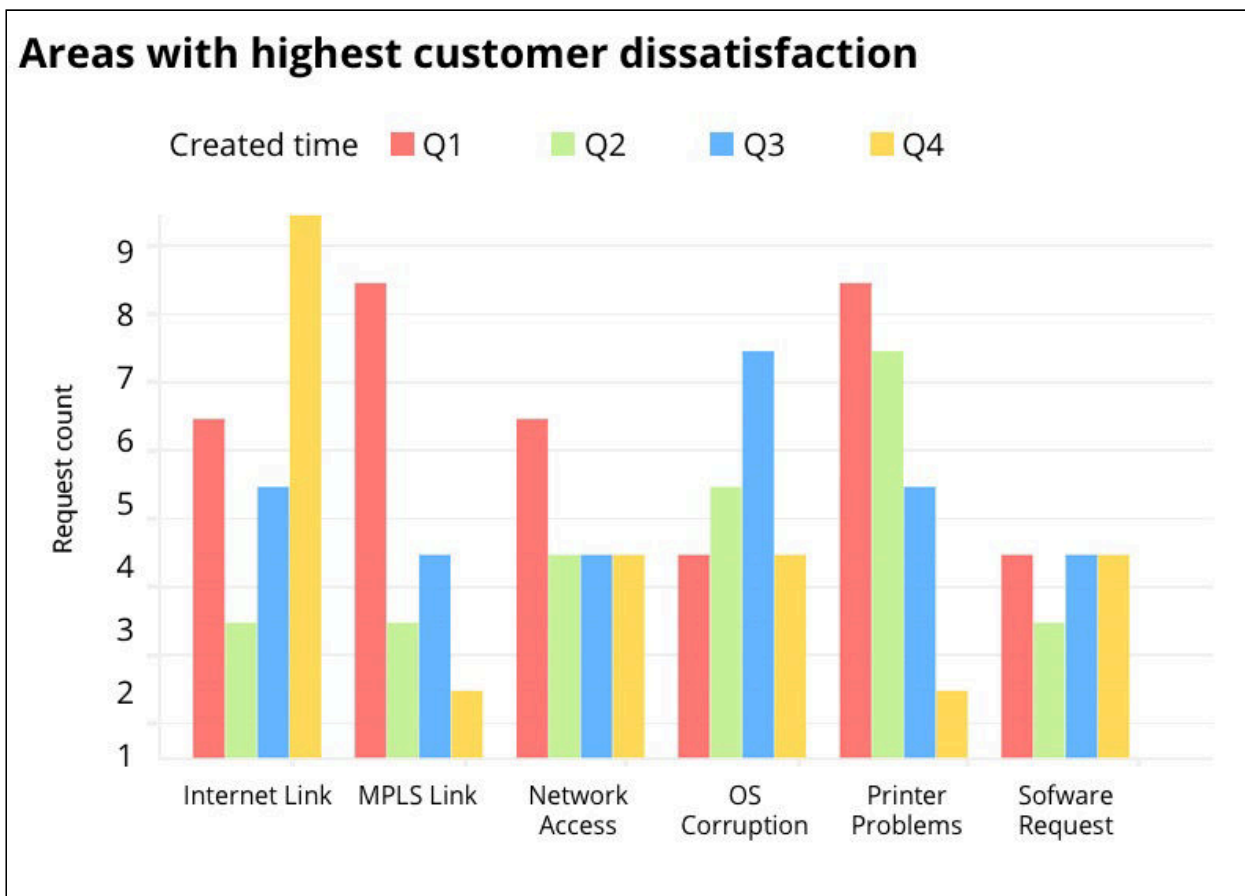


2. You're doing your best to resolve the requests you get. But are your customers really satisfied? How do you find out?



A customer is more likely to call the help desk when he/she has repeated problems with a particular service. Tracking the areas that have the most frequent number of trouble tickets will give insights into sections of IT that customers are most unhappy with. It's safe to assume that when an area like "Internet Link" receives a high number of requests, customers are dissatisfied with their internet connection.

Dissatisfied customers aren't good for business. Unless you rectify the issue quickly, you might end up losing that customer. Analytics Plus helps you identify the areas with the highest customer dissatisfaction so you can work on improving them. Here is an example of Analytics Plus' **Areas with highest customer dissatisfaction** report.

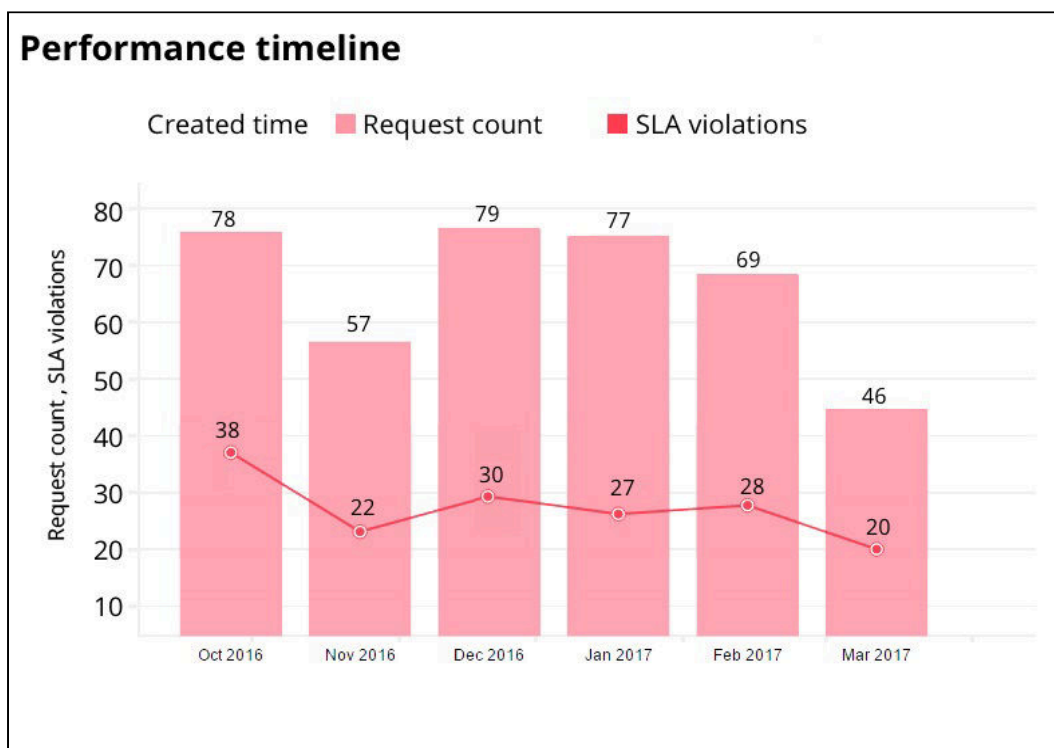


3. You want to see trends in SLA compliance and make sure your team is compliant. How do you do this?

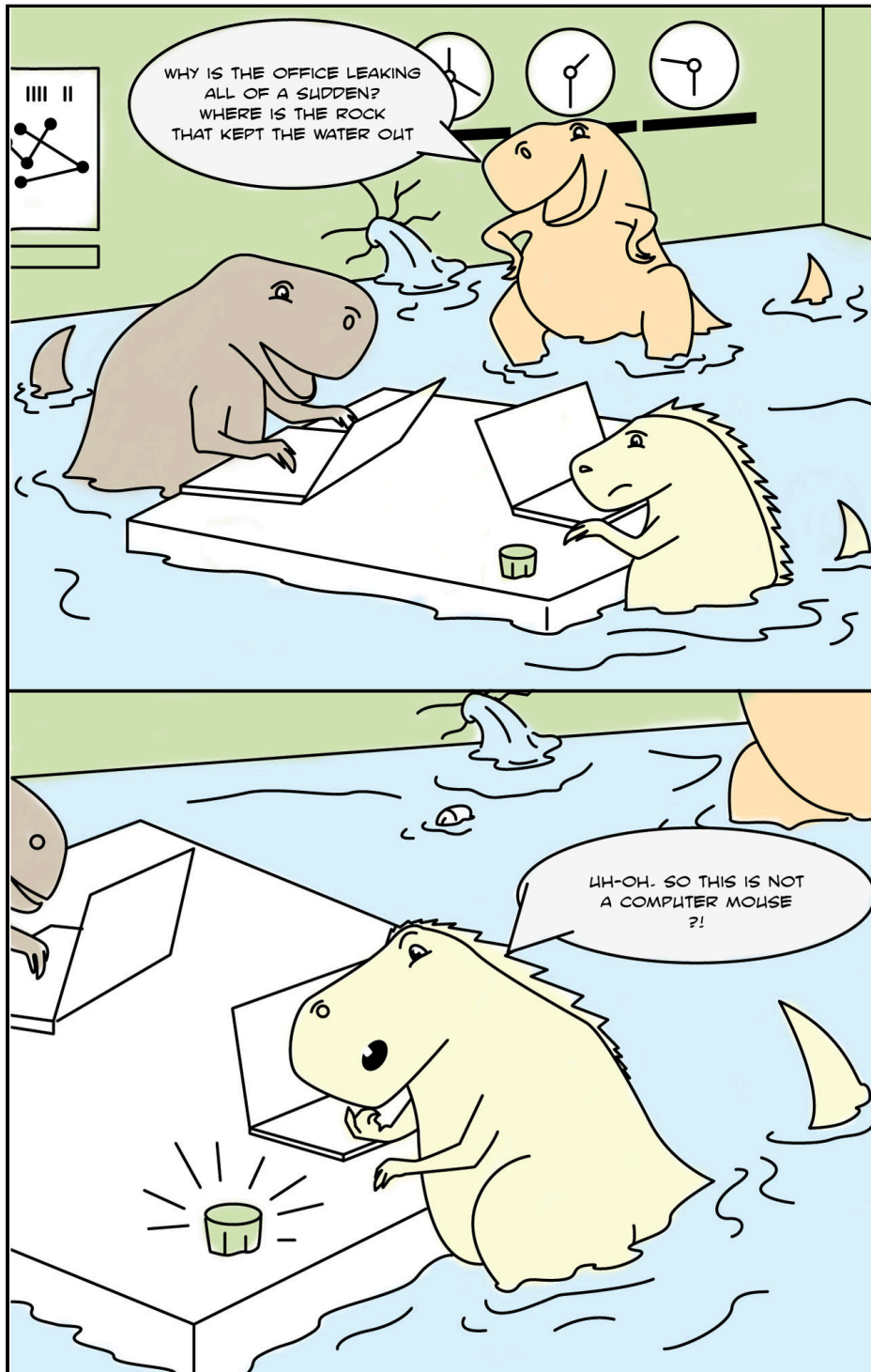


Generally, SLAs are agreed upon when keeping the best case scenario in mind. That means that the slightest increase in request volume could disrupt your SLA compliance. For instance an organization with 20 technicians, receiving around 200 requests per day, shouldn't have a problem sticking to a resolution SLA of 24 hours. But what happens when the incoming request volume goes up to 300 or 400? Suddenly, it becomes a little difficult to stick to the SLAs. Though this seems like an unlikely scenario, a simple network disruption or DDoS attack could create an avalanche of new requests.

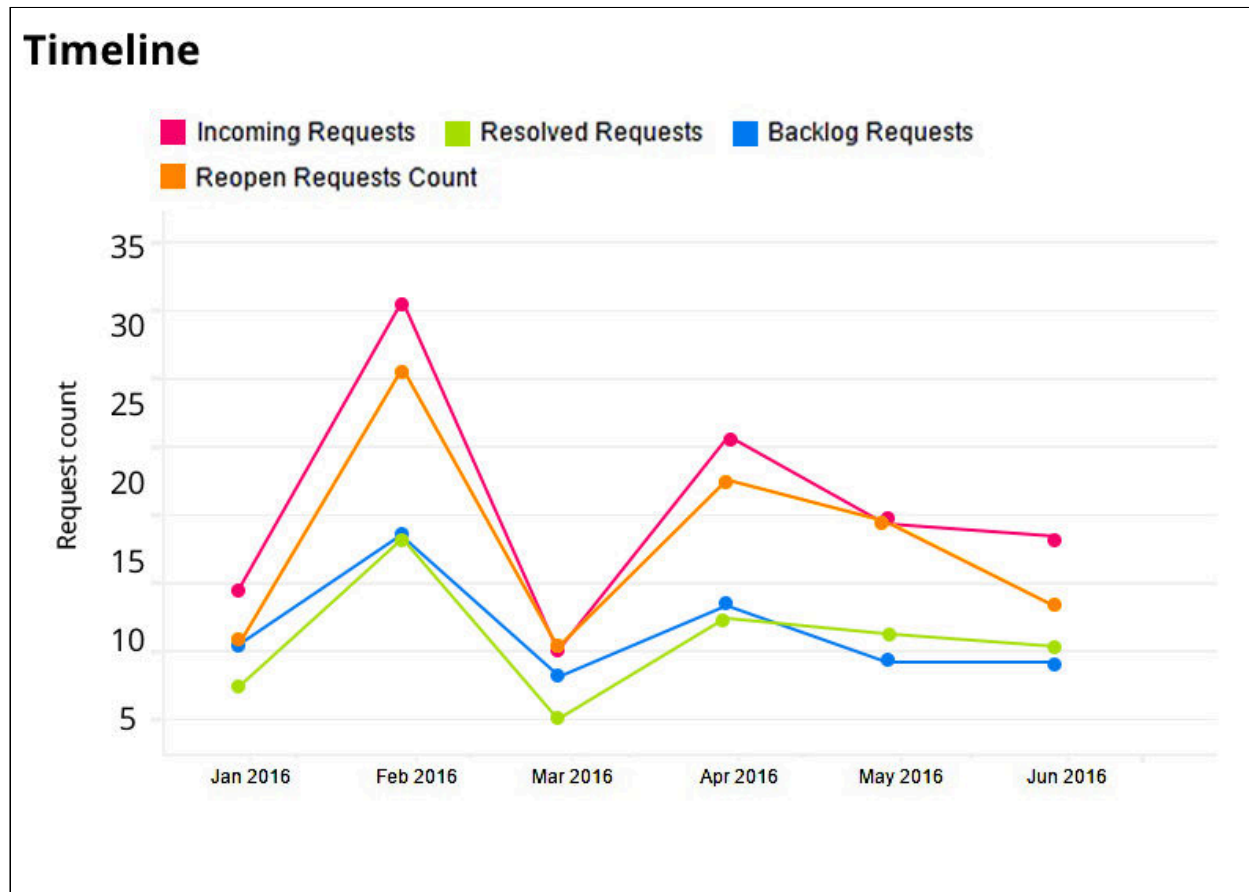
This is why comparing your incoming request count with your SLA compliance rate is important. This helps you stay on top of things and also track trends that could potentially disrupt your help desk. For instance, the holiday season is a busy period for any retail business and this translates to more requests. If you have a compilation of the request trends during the holiday season for the past three to four years, you can make informed decisions on how to handle the spike in request volume. Shown here is a sample **Performance timeline** report, outlining SLA compliance.



4. SLAs are suddenly taking a hit. What changed?

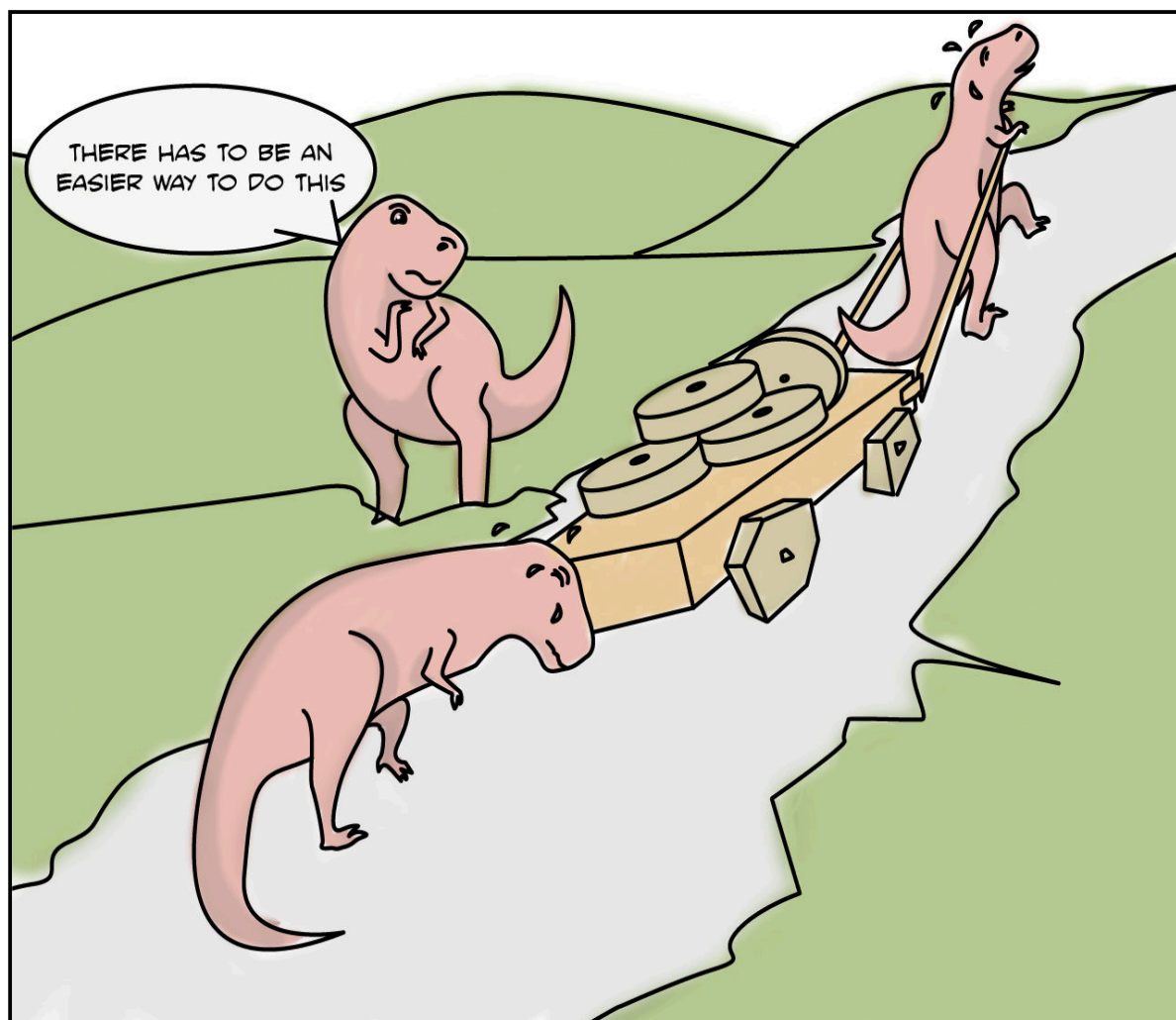


Figuring out why your technicians are suddenly finding it hard to meet SLAs is a task straight out of a crime show. Scenarios such as this always begin with the detectives reconstructing the events that led up to the crime. By building a timeline, the detectives can then come up with a list of suspects and possible motives behind the crime. Let's do that here.



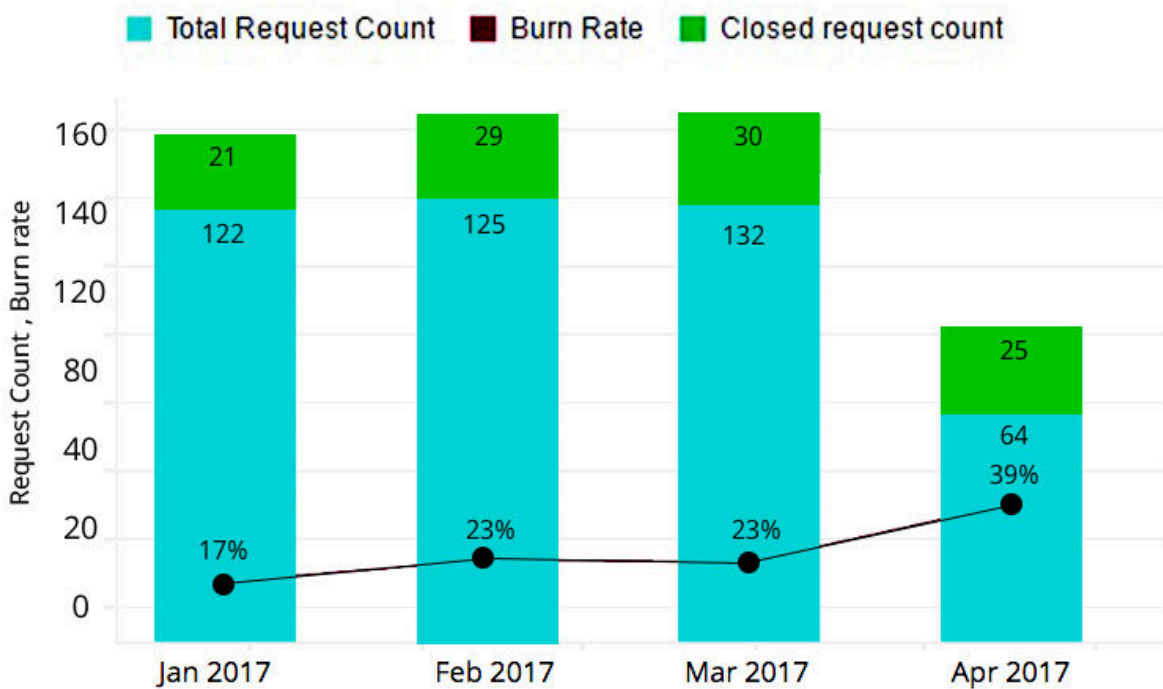
Analytics Plus' **Timeline** report includes important KPIs over a period of time, giving you a historical snapshot. By comparing the incoming trend with the resolution trend between January and March in the example above, you can see that your technicians have been lagging behind significantly due to a spike in the volume of incoming requests. This has contributed to a backlog of requests, resulting in technicians being unable to meet the required SLAs.

5. Your technicians work around-the-clock but customers still complain about slow resolution times. Are you being efficient?



It's easy to get carried away with complex SLAs, help desk workflows, and rules, but the fundamental function of a help desk is to close incoming requests as fast as possible. There will be room for new requests only when old requests are closed. This is where burn rate comes in. Burn rate is the ratio of the number of requests closed against the total number of incoming requests. Ideally, you want your burn rate to be 100 percent, but that's not possible in the real world. However, any number above 80 percent is considered a decent burn rate to aim for.

Burn rate

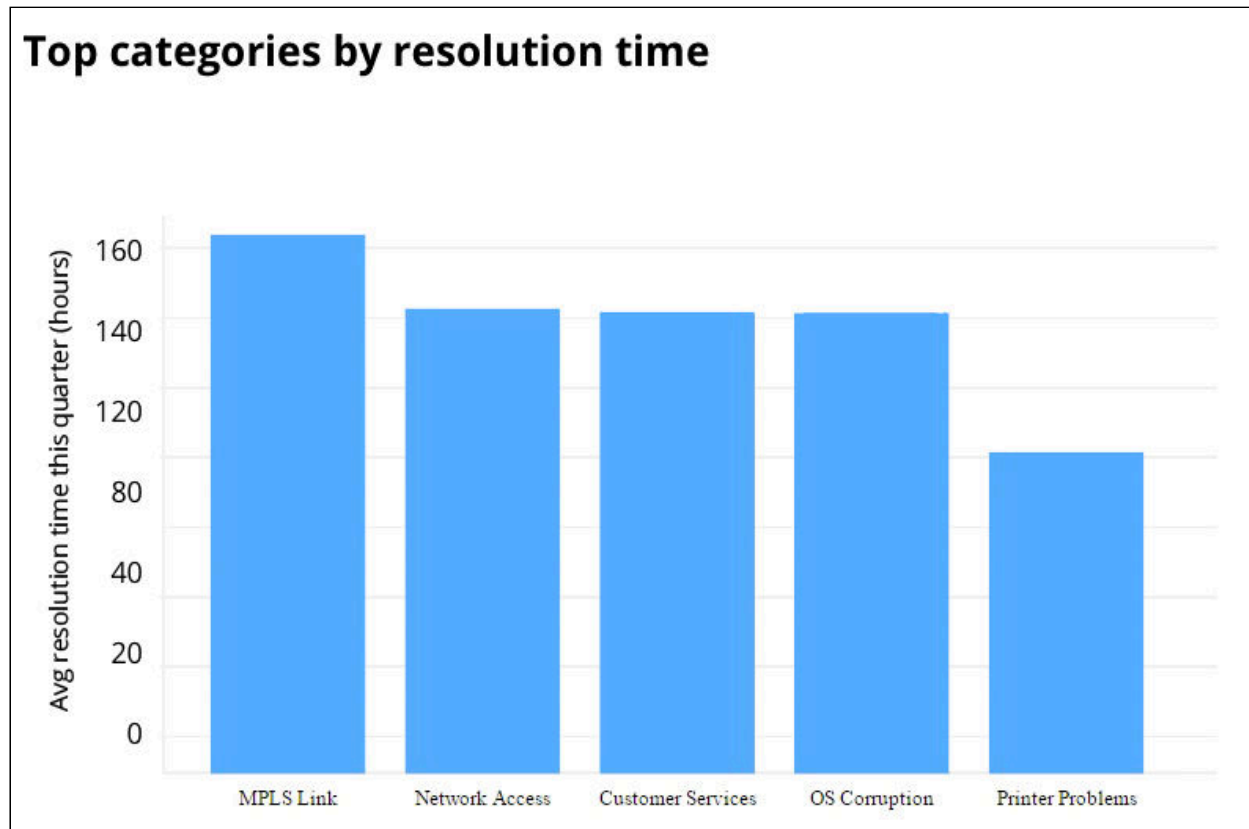


Take a look above at the chart from the **Burn rate** report. The burn rate gradually increases from January and rises to 39 percent in April. A higher percentage of requests were resolved in April even though the team received fewer requests compared to March. A positive trend in the burn rate is good news for any help desk manager.

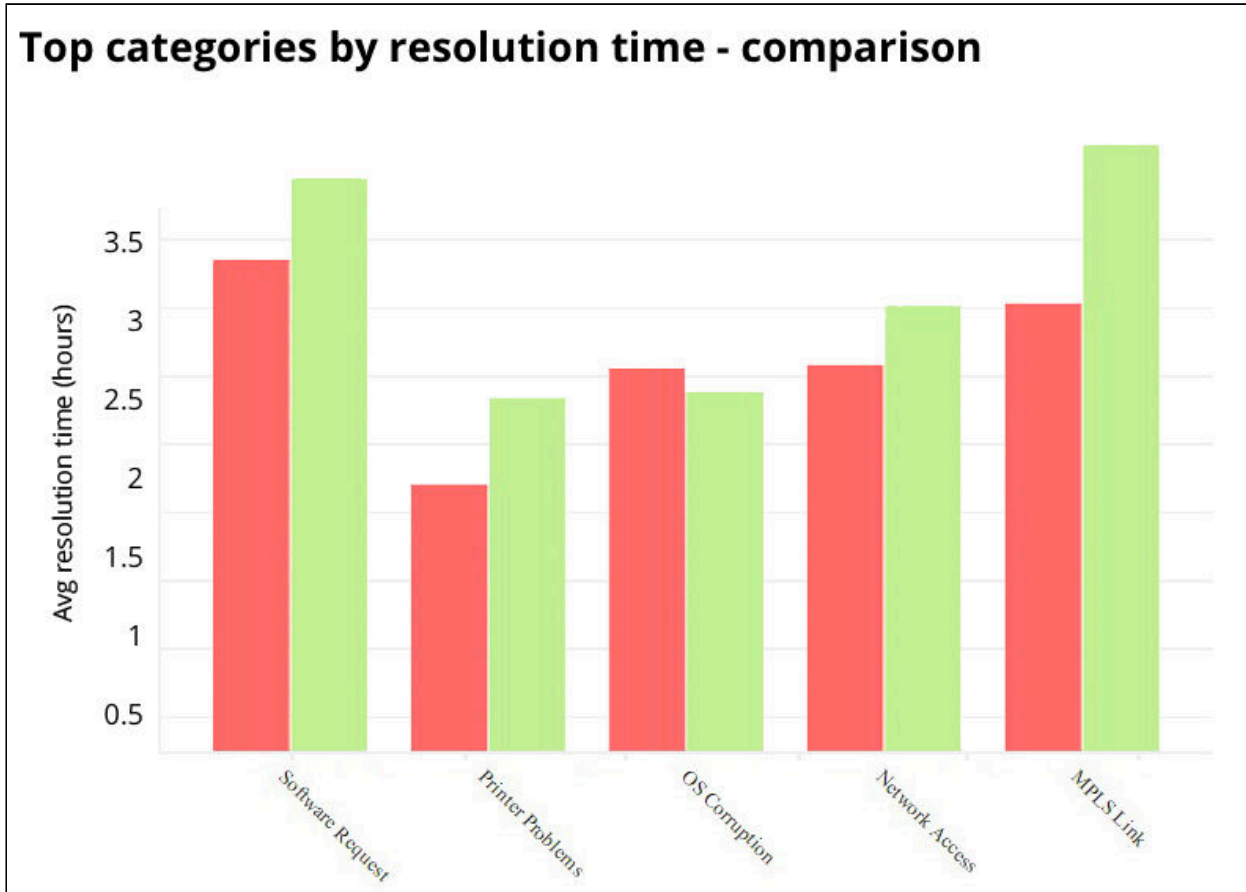
6. Your technicians are new and inexperienced. You need to identify areas where they lack expertise and make sure they continue to improve. What should you do?



Continuous service improvement (CSI) is an important part of IT service management. CSI is basically comparing your past performance with your current performance and making sure it improves. If most of your technicians are new, they might take longer to resolve issues in certain areas, even if they're well-trained. You can use the **Top categories by resolution time** report in Analytics Plus to identify room for improvement.

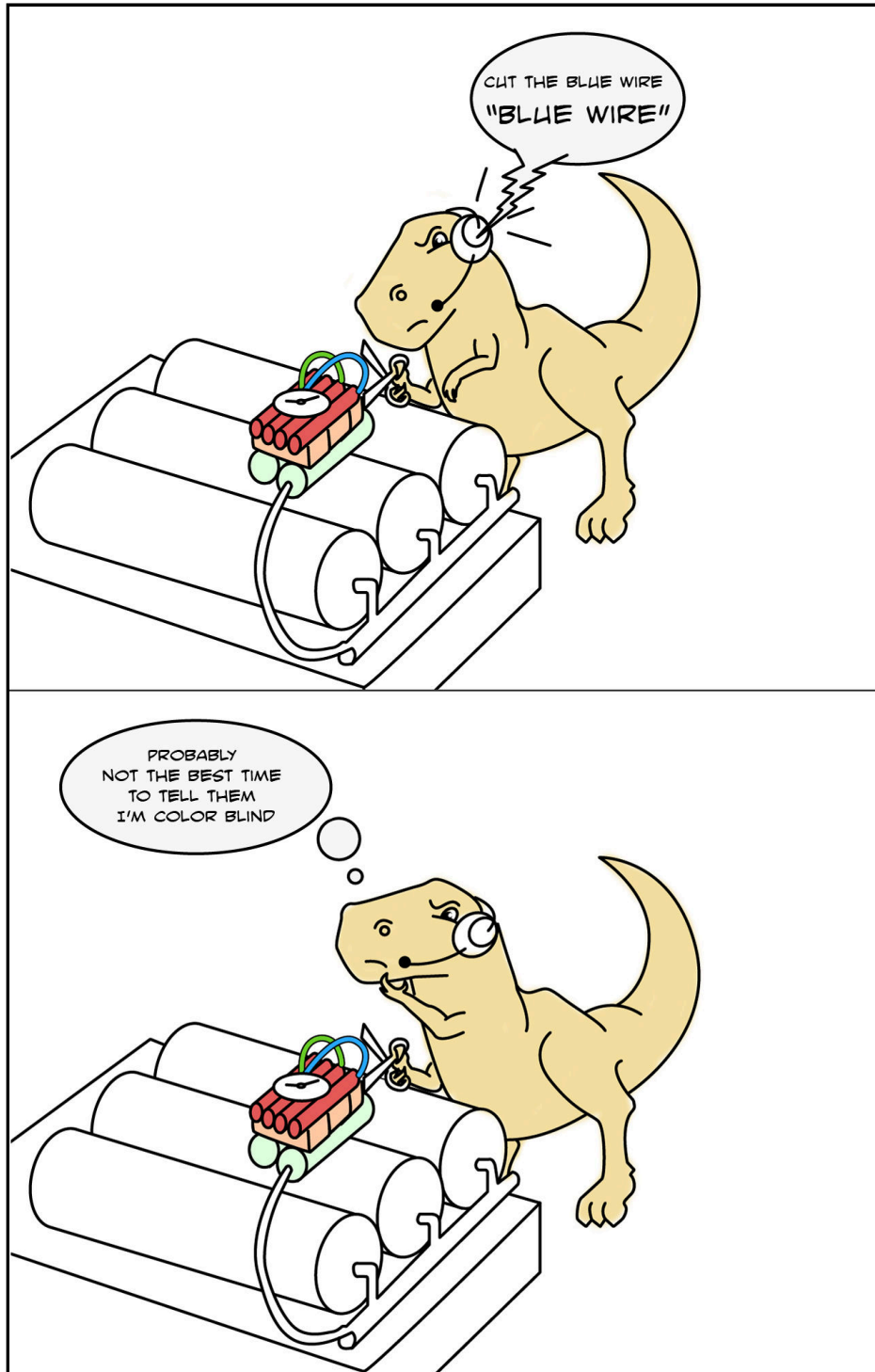


Now that you've identified improvement areas and given appropriate training to your technicians, how do you check if they've actually improved? Create a calculated field that will compute your average resolution time three months from now and introduce it into the Top categories by resolution time report.



This report compares technicians' performance in the previous quarter with the current one. Areas like "Software Request," "Printer Problems," and "Network Access" show improvement since the red bar is smaller than the green one.

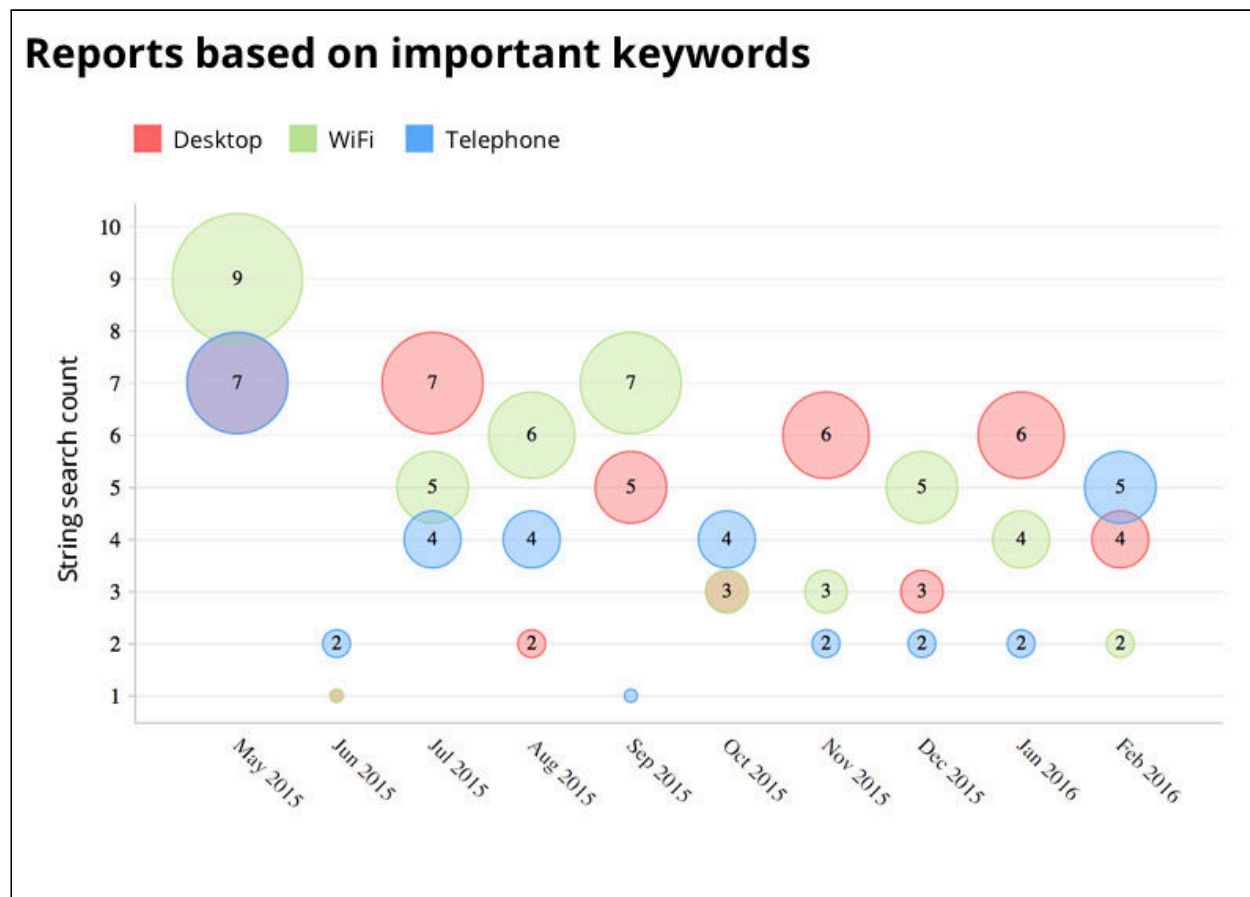
7. You want to spot the areas that generate the most requests, but your tickets aren't categorized. What do you do?



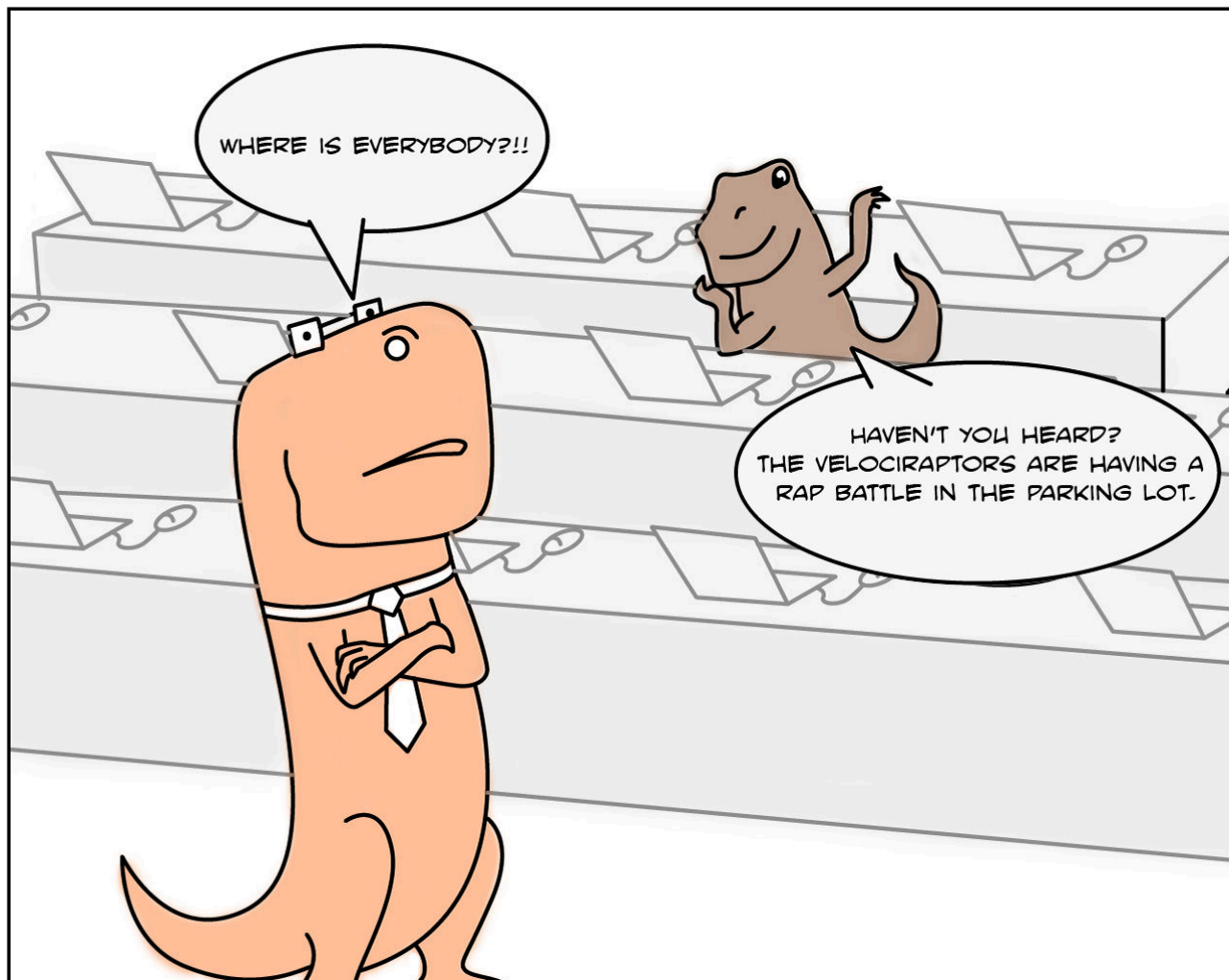
As a help desk manager, you might want to identify areas that generate the most requests. This can be done by running a category-based report. However, most companies that receive requests via email don't have a way of enforcing request categorization. Using Analytics Plus, you can perform keyword-based reporting, pulling keywords from email subject lines.

For example, if you want to find the number of requests for password resets, you could search based on the "forgot password" keyword.

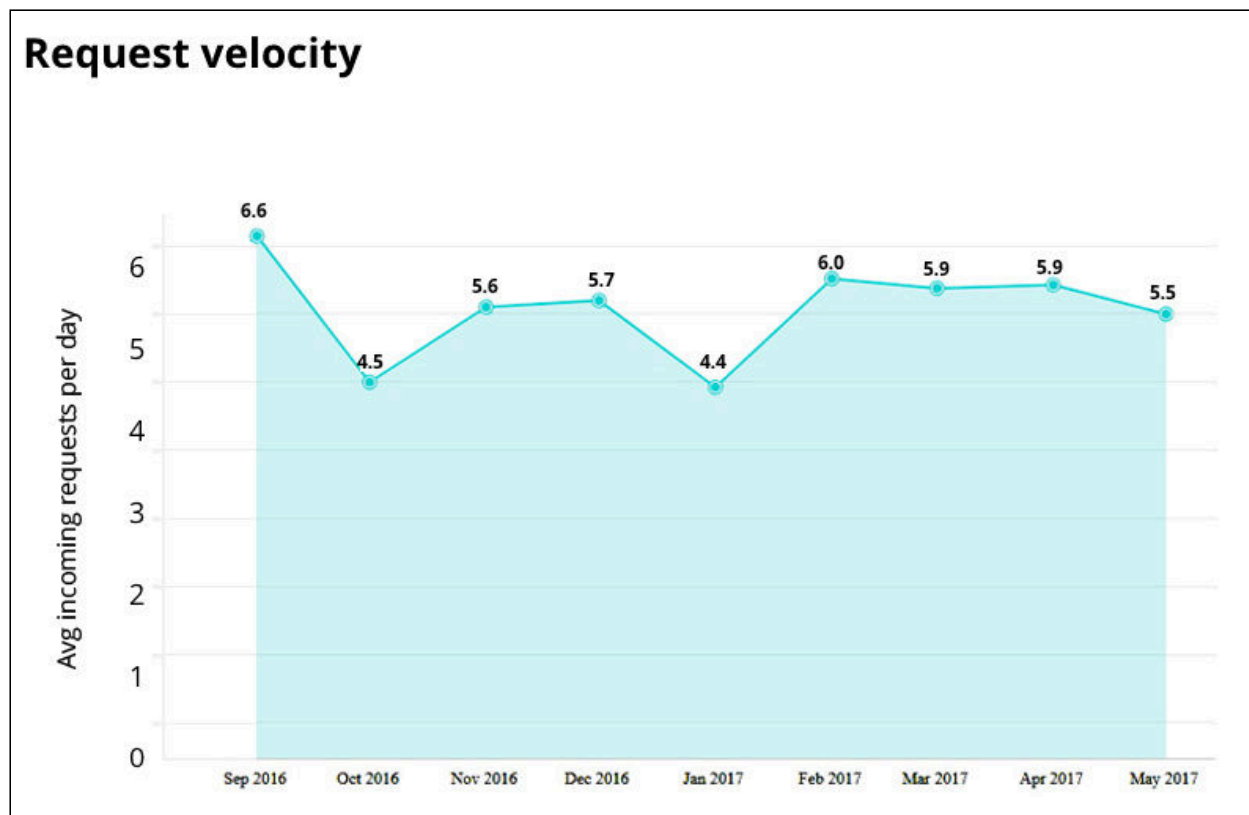
Here is a sample report run with the keywords "forgot password," "desktop," "Wifi," and "telephone" in the subject line.



8. How do you answer the age-old question, Do you need more people on your helpdesk?




This is probably the most cliché question that help desk managers get asked on a regular basis. You can give a solid answer to this question using Analytics Plus' **Request velocity** report. This report gives you the average number of requests that come into your help desk on a daily basis. You can modify this to reflect weekly, monthly, quarterly, or yearly patterns. Since this report gives you the average number of requests per day, it is a true indicator of an increase or decrease in request volume.



Monitoring this report on a regular basis can help you make staffing decisions based on request volume.

9. How far off are you from achieving your help desk target?





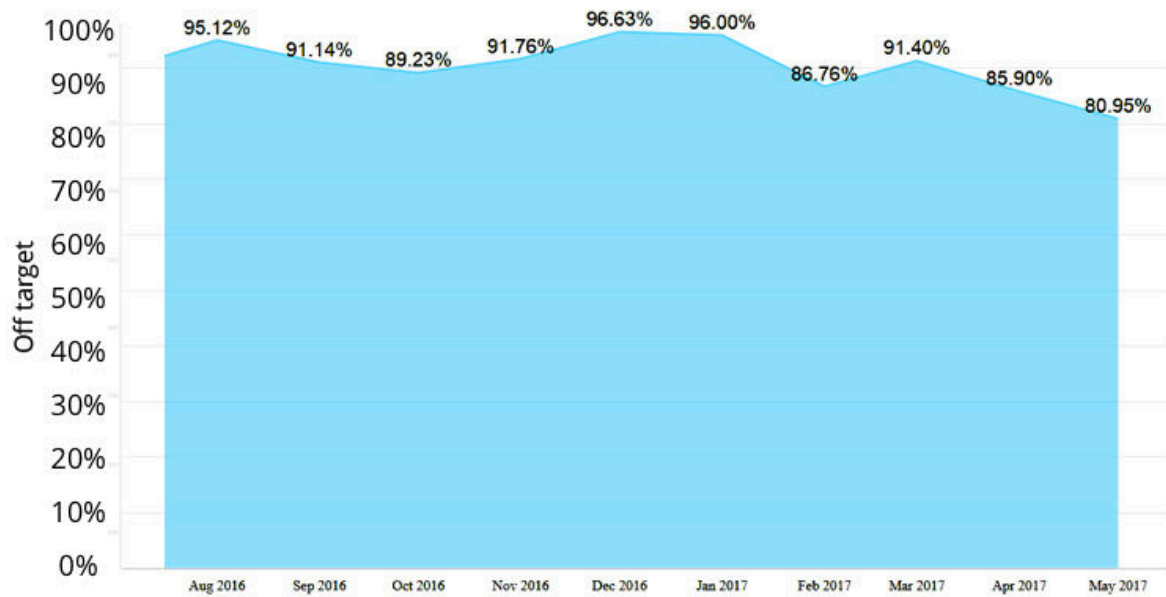
Say you walk into a bar that has a dartboard fixed on a wall. You pick up the darts and start throwing them at the board. It will probably take you more than just a few attempts to hit the bull's-eye. You use the missed attempts to calibrate how far you are off target and then adjust your aim to throw better. This approach is useful when you are trying to achieve your help desk targets as well. Knowing the difference between the number of requests that are supposed to be resolved in a particular time frame and the actual number that were resolved tells you how far off you are from your target, giving you an idea of the ground you have to cover.

Analytics Plus helps you visually represent this in three ways:

- **By calculating the *off percentage***

In the **Off target percentage** report, each data point represents the percentage of requests that were not resolved in the same week as they were due. For example, being 80 percent off target signifies that only two out of ten requests were resolved in the week they were due. The lower the percentage, the closer you are to your target. Analyzing reasons behind your off target percentage can give valuable clues to avoid future delays.

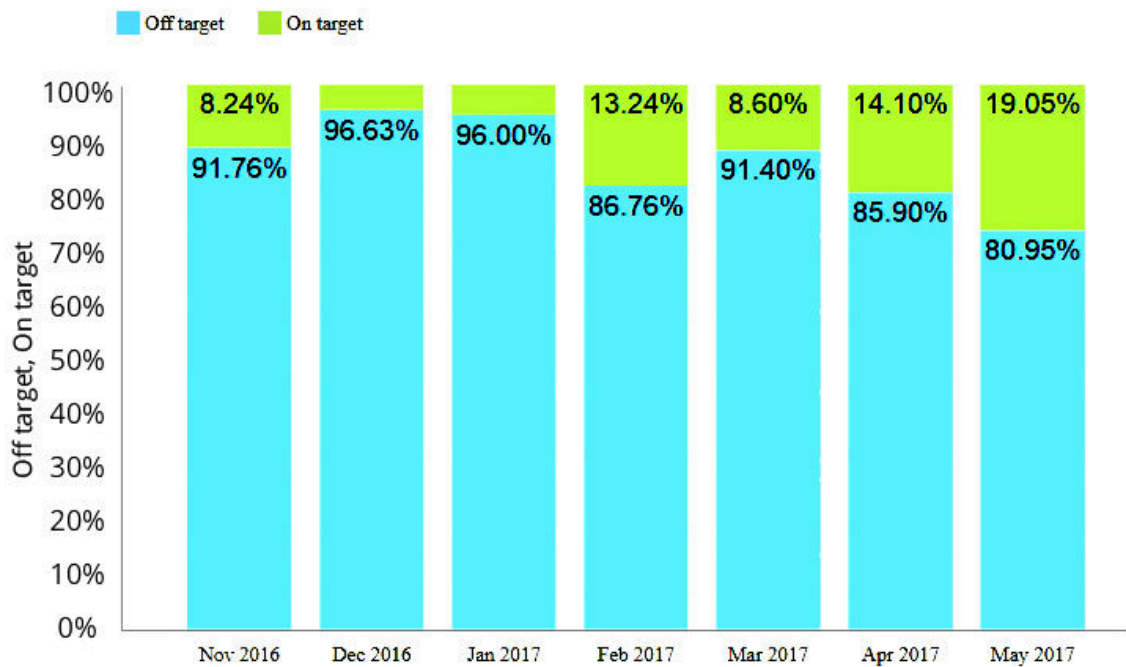
Off target percentage



- By representing the *on and off percentage* in the same report

As just a slight variation of the previous report, the **On target vs off target** report represents both the on and off percentages as stacked bars.

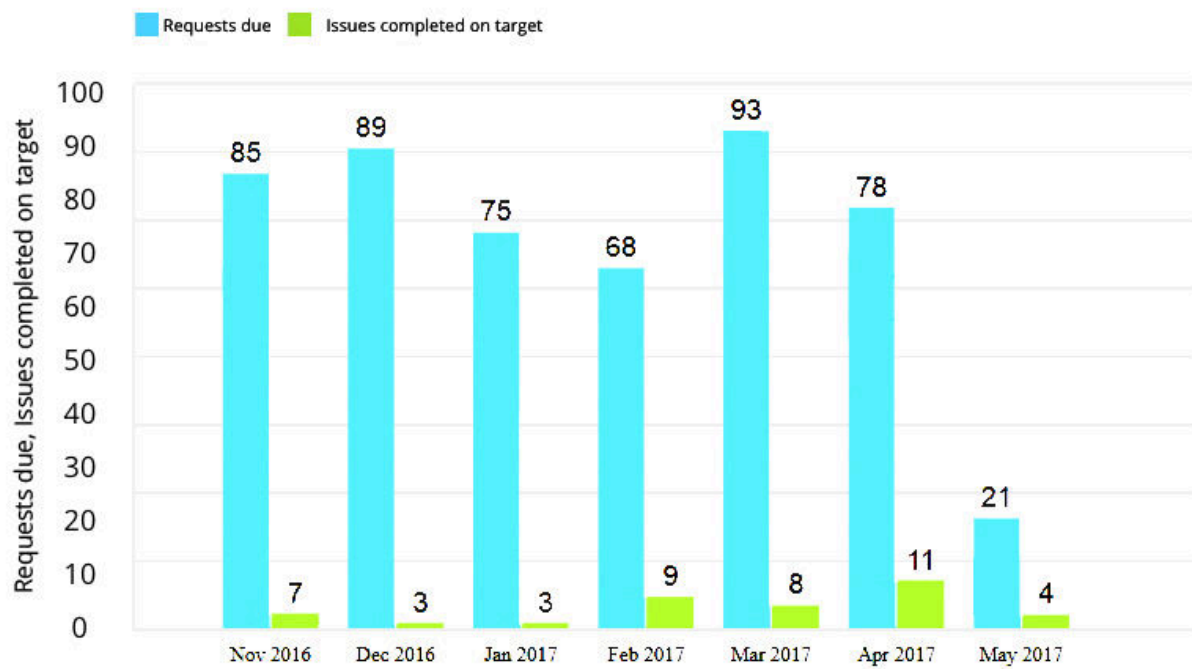
On target vs off target



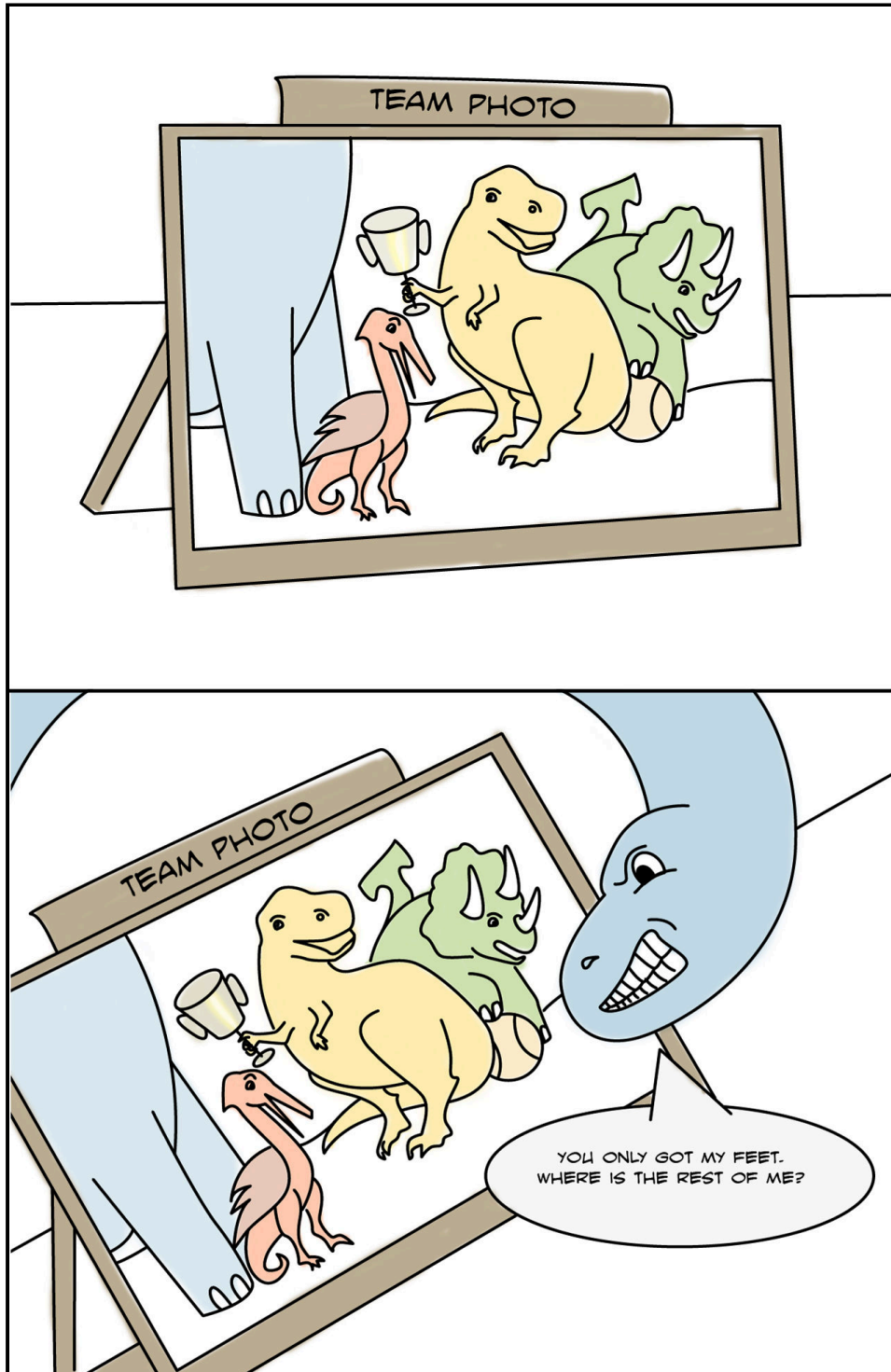
- Using actual numbers to compare *total request count* and *off target request count*


In the **Target vs actual** report, you have two data points for each month. The blue bar represents the total number of requests that were due in a particular week. In other words, this is your target. The green bar represents the number of requests that were actually resolved. Comparing these two bars shows you how far off you are from your target.

Target vs actual



10. Your average resolution time and response time are all under control.
But does that give you the full picture?





While measuring help desk KPIs like resolution time, response time, etc., you generally look at the average value. Say the average resolution time is five hours. This means your technicians take five hours on average to resolve a particular request, right? But does this mean all your technicians resolve requests in five hours? Not really.

Consider a two-person help desk with Adam and Matt as technicians.

Case 1: Adam takes four hours to resolve all his requests (four hour resolution time), while Matt takes six hours to resolve all his requests (six hour resolution time). Now the average resolution time is five hours.

Case 2: Adam takes one hour to resolve all his requests (one hour resolution time), while Matt takes nine hours to resolve all his requests (nine hour resolution time). The average resolution time is still five hours.

See the problem here? The fact that Matt takes longer to resolve requests goes unnoticed because the average resolution time is under control. This is because Adam is doing most of the hard work. What can you do to fix this?

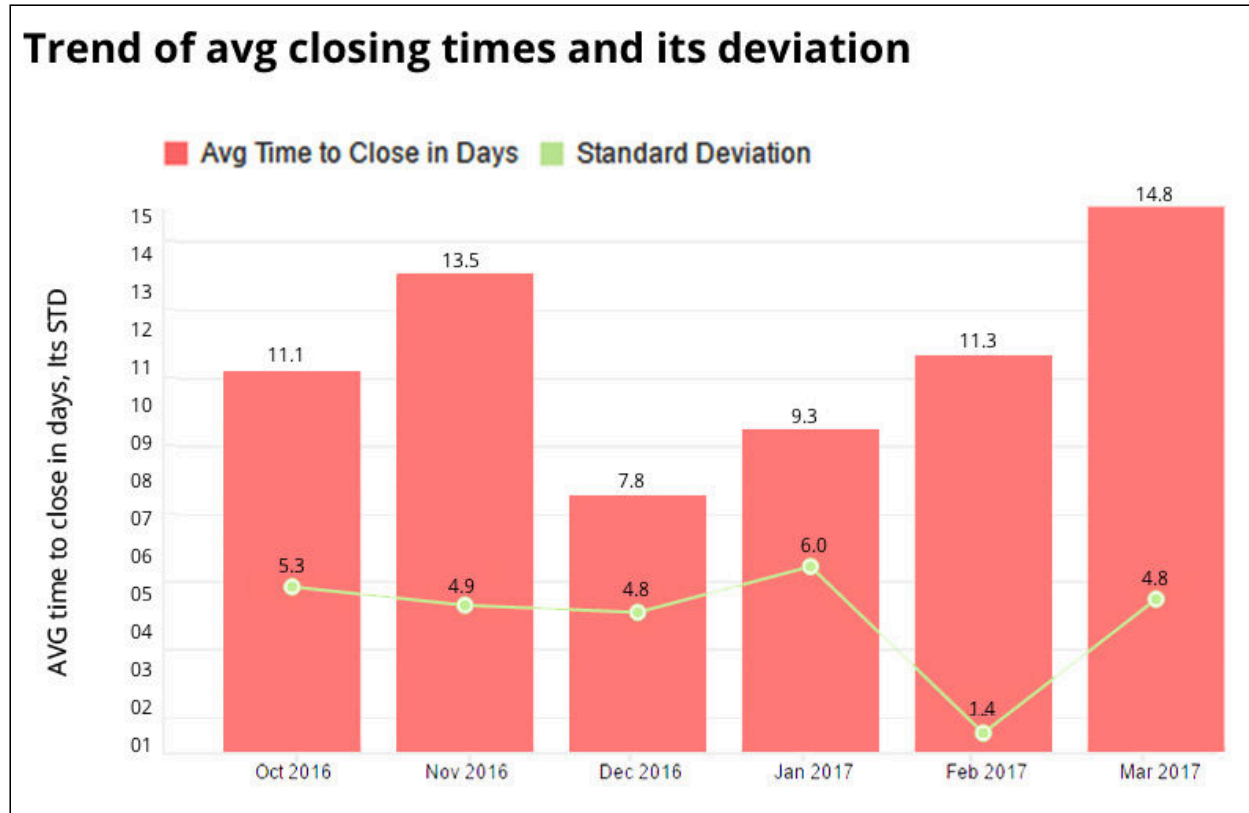
Say hello to standard deviation (SD). Yes, statistical concepts can be dry, so let's keep it simple.

- Low SD values are better.
- Low SD values indicate that the individual values aren't spread too far apart.

In our example above, the average resolution time in Case 1 has a lower SD than Case 2.

Analytics Plus offers the **Trend of average closing times and its deviation** report for ServiceDesk Plus to give you the average closing time trend, as well as the standard

deviation of closing time for each month. Average values coupled with standard deviation add a lot of value. And of course, you can create similar reports for other KPIs to spot irregularities.



Conclusion

ITSM analytics is extremely vital for managing your help desk efficiently. It is essential for managers to understand the importance of analytics in making critical decisions. This e-book highlights some of the most common issues that help desk managers face and how analytics can help resolve them quickly.

Check us out at <https://www.manageengine.com/analytics-plus>