Sample Metrics For ITIL Processes

Pink Elephant’s consultants are often asked for a laundry list of sample metrics for IT processes. This article provides examples of over 100! Read through the detailed list of metrics for the Service Desk and each of the ten ITIL support and delivery processes, and then decide which ones are the most relevant to your IT organization.

Remember, what gets measured, understood, managed and rewarded...gets improved! To that end, use these specific key performance metrics to systematically measure, understand and improve IT performance.

Service Support Processes:

Configuration Management

- Frequency and number of CMDB errors
- Duration that the CMDB has been consistently up-to-date
- Frequency of unregistered CIs
- Number and severity of breaches in SLAs caused by inaccurate CMDB information
- Frequency and impact of incidents affecting the configuration management system
- Number of occasions where distributed and remote software is at the wrong level
- Frequency and duration of bottlenecks caused by configuration management activity being too slow
- Timeliness of management reports
- Ability to cope with growth

Incident Management & Service Desk

- Number of calls received
- Number of calls missed
- Number of rings before the phone is answered
- Average duration of calls
- Number of calls logged
- Percentage number of incidents compared to incoming calls
- Percentage of repeat calls for the same incident
- Percentage of incidents resolved by help desk - first level
- Percentage of operations support requests closed
- Mean time to achieve incident resolution
- Number of calls escalated
- Initial trend analysis
- Results of customer satisfaction surveys
- Number of complaints and/or letters of praise
- Actual spend against budget
- Results of audits
- Number of staff suggestions, requests for transfer, disputes etc.
Problem Management

- Percentage of incidents defined as problems
- Number of problems logged
- Percentage of problems escalated
- Number of problems fixed
- Resolution times with respect to service level requirements
- Number of problems outstanding
- Hardware, software and help desk support, response and performance

Change Management

- Total number of RFCs raised
- Percentage for each category
- Percentage of urgent changes
- Number of successful changes
- Number of changes backed out
- Number of failed changes
- Backlog of changes by CI/priority

Release Management

- Number of RFCs raised
- Percentage of urgent releases
- Number of changes made by Release Team
- Ratio of delta and package releases
- Number of successful software installations
- Percentage of installations performed to time
- Number of builds/distributions aborted during process
- Number of failed or backed out implementations plus builds rolled back after implementation
- Number of software builds from sources other than the DSL
- Number of unlicensed and/or unauthorized versions that have been detected within the organization
- Resource costs per release
- Service time lost due to Release activity
- Number of times the DSL is out of step with the CMDB
- Number of detected viruses within the organization

Service Delivery Processes:

Availability Management

- Agreed service hours, per service
- Total down time per service
- Detection elapsed time per incident
- Response times per incident
- Time taken to repair per incident
- Actual availability compared with SLA requirements
- Reliability - compared to expectations
- Maintainability - compared to expectations
- Serviceability - supplier performance compared with contractual conditions.

**Capacity Management**

- Processor usage by workload and application
- Relative resource consumption
- Min/max transactions per second
- On-line response times and trends
- Utilization statistics
- Business usage trends
- Processor and I/O usage trends
- Network usage trends
- Workload trends and forecasts
- Growth forecasts

**IT Service Continuity Management**

- Historical data on incidents, problems, emergencies and disasters
- Number and details of changes that require updates to the contingency plan
- Percentage of changes that have caused major issues
- CI details including dependencies, relationships and criticality
- Security data and requirements
- Analysis of services
- Test output
- SLA review information
- Contract review details

**Financial Management**

- Percentage of CIs with incorrect financial data
- Percentage of cost predictions that are incorrect
- Percentage of change management decisions where cost impact is omitted
- Staff time spent on costing activities
- Software/hardware overheads in collecting data for cost management
- Actual costs against budgeted costs
- Software license fees vs. available licenses
- Performance of suppliers
- Percentage of total IT costs not accounted for

**Service Level Management**

- Number of occasions when agreed service levels are not provided
- Service reviews with customers are regular and constructive
- The elapsed time to follow up and resolve issues
- Shortfalls in service level management are reducing over time
- Possible improvements in SLM are implemented more quickly, over time
- Active and accurate interfaces with other SM functions are growing
- Service reports are produced and distributed on time, and to right people