

ANNEX L – Service Levels

1 Helpdesk: Average Speed to Answer to Phone Calls

KPI	Average speed to answer to phone calls by a Helpdesk operator
Definition	The KPI measures the number of seconds between the initial ringing (after having listened and/or answered to “Interactive Voice Response”, if available) and the time the phone is picked up by an operator for each call and calculates the average time of all those calls during the defined period (month). This is the average speed to answer (ASA)
SLA	Average speed to answer <= 30s
Calculation rules	ASA : Cumulated Pick up time for all calls / number of answered calls
Figures to be reported	Number of answered calls Number of answered calls <= 30 sec Measured Service Level according to calculation rules
Comments	The “hold on” message, if any, is counted into the ASA

2 Helpdesk: Abandoned Call Rate

KPI	Abandoned Call Rate
Definition	The KPI measures the % of abandoned calls (dropped or unanswered)
SLA	Abandoned calls rate after 30 sec <= 5%
Calculation rules	Abandoned call rate > 30s = (number of abandoned calls > 30s / (number of calls - number of abandoned calls <= 30 sec))*100
Figures to be reported	Number of abandoned calls <= 30 sec Number of abandoned calls > 30 sec Measured Service Level according to calculation rules
Comments	

3 Maximum Delay to Work on Requests Received by Email or ITSM portal

KPI	Maximum delay to assign an agent to requests received by email or through ITSM portal
Definition	All requests received by the Helpdesk must be assigned to a technical unit within a certain time frame (TF). This KPI measures the delay the Service Provider is using to assign a technician to the request
SLA	Rate = 70 % must be assigned within 15 min, 100% within 30 min
Calculation rules	For email requests the TF is between timestamp of arrival at Helpdesk's mailbox and ticket creation in the ITSM portal . If received outside of service hours, start time is counted from the next available service day (+ 30 min). If the request is created directly in the ITSM portal, there is no TF: start time s is equal to creation time. In case the request is received outside of service hours, start time is the beginning of the service desk working hour. First SLA value = (number of TF< 15 min / number of TF) * 100 >= 70% Second SLA value = (number of TF< 30 min / number of TF) * 100 = 100%
Figures to be reported	Number of requests sent by email Number of request sent through ITSM Number of requests sent by email assigned within 15 minutes Number of request sent through ITSM assigned within 15 minutes Number of requests sent by email assigned within 30 minutes Number of request sent through ITSM assigned within 30 minutes Measured Service Level according to calculation rules
Comments	

4 User satisfaction Index

KPI	User Satisfaction Index
Definition	The KPI is measuring an average user satisfaction level on a scale of 10. Upon an incident resolution or a completed change request, the service desk tool automatically sends a survey via email to the end-user with 4 predefined questions. The user is free to answer or not.
SLA	Index >= 7,5 (i.e: the minimum of any index must be >= 7,5)
Calculation rules	An automated tool, provided by the EUI, will measure 1) an average per site and 2) an average per question, taking in account all received answers. Sites are site 1 to site n Questions are Q1 to Q4 index [Q1 to 4 for site x] = average of all user ratings (regarding incidents and changes) given as answers on ITSM's survey question Q1 to 4 by users from site x index [Qx;site1 to n] = average of all user ratings (regarding incidents and changes) given as answers on ITSM's survey question Qx by users from site1 to n As an example: 10 sites and 4 questions will result into 14 indexes. If one of them is lower then the target SLA value, the SLA is considered as breached.
Figures to be reported	Table coming from the automated tool Measured Service Level according to calculation rules
Comments	

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Signature of Legal Representative