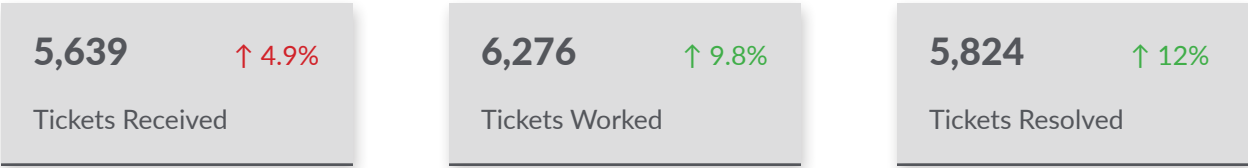


Executive Brief – October 2023

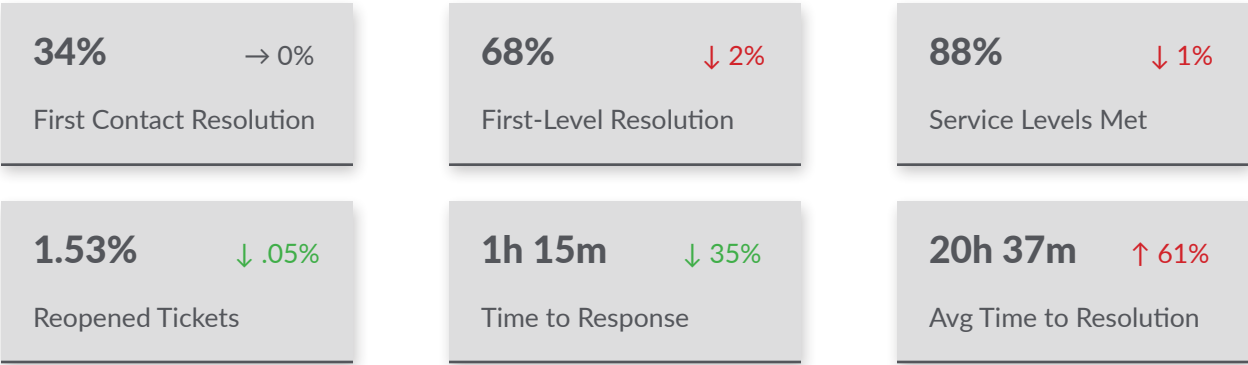
Enterprise Support Metrics

This Executive Brief showcases the most impactful IT Service Desk data for the past month. It provides a concise review of the month's support statistics and highlights changes from the previous month's data. The statistical changes from the previous month are represented by the green and red arrows, signifying positive and negative trends, respectively. The metrics represent cross-functional support conducted in the "ITSD" Jira project. Click each metric to view the corresponding section in the full report.

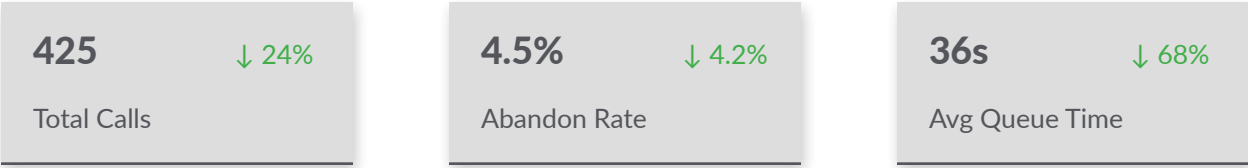
Support Ticket Totals and percentage changes from September 2023 to October 2023



Support Performance and percentage changes from September 2023 to October 2023



Call Data and percentage changes from September 2023 to October 2023

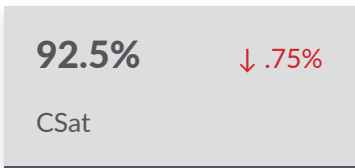


Calls under 30 seconds are excluded from this metric.

Top 5 Incidents by Type

Type	Number of Tickets
Yardi Voyager	1,192
Salesforce	491
Property Manager	422
Okta	152
Windows OS	64

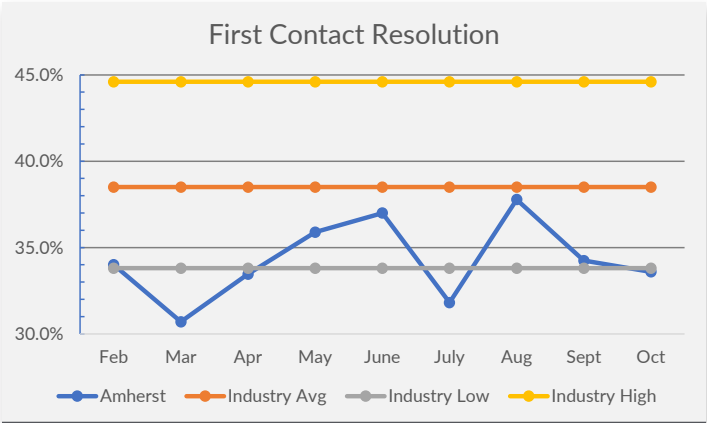
Customer Satisfaction



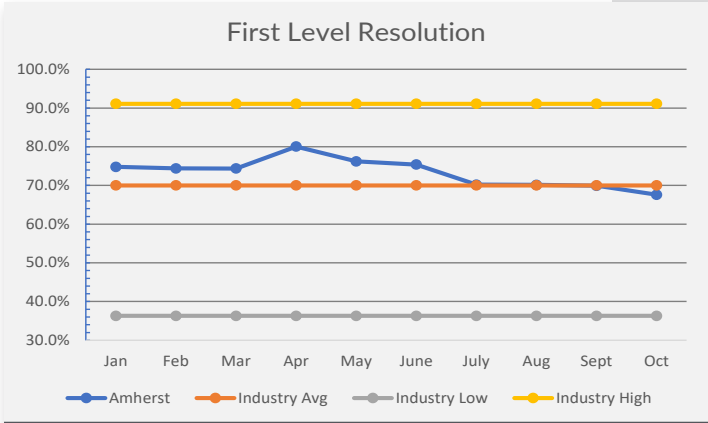
Trend Analysis Tier 1 – October 2023

Enterprise Support Metrics

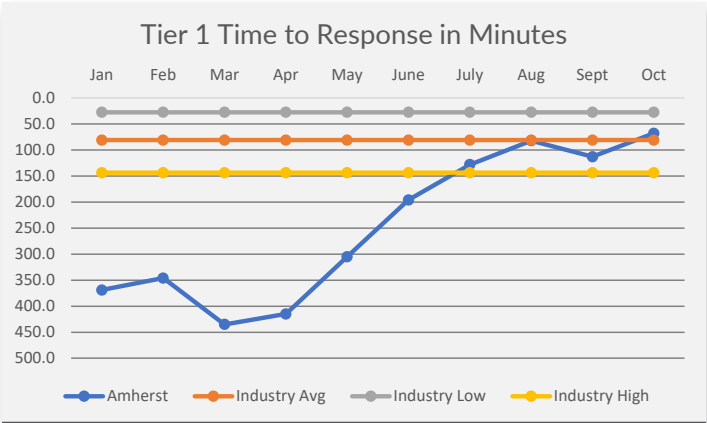
In this section, the graphs are crafted to showcase positive trends as "up," making it easy to visualize favorable developments. For example, when displaying time-related information, shorter times are higher on the graph. Downward trends signify less desirable outcomes.



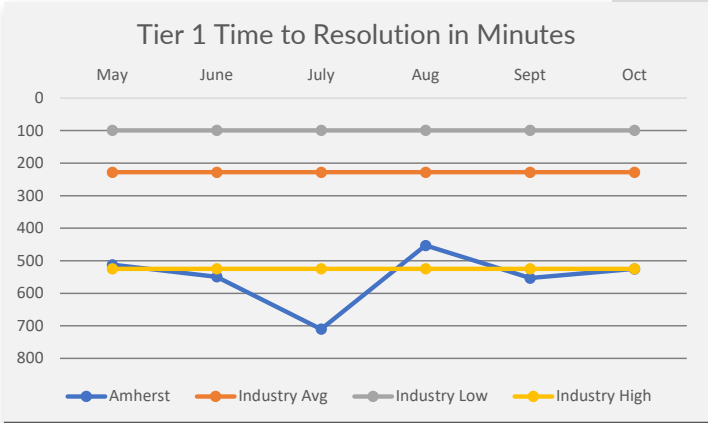
First Contact Resolution declined to below industry standards. Declines may be due to new support staff inexperience.



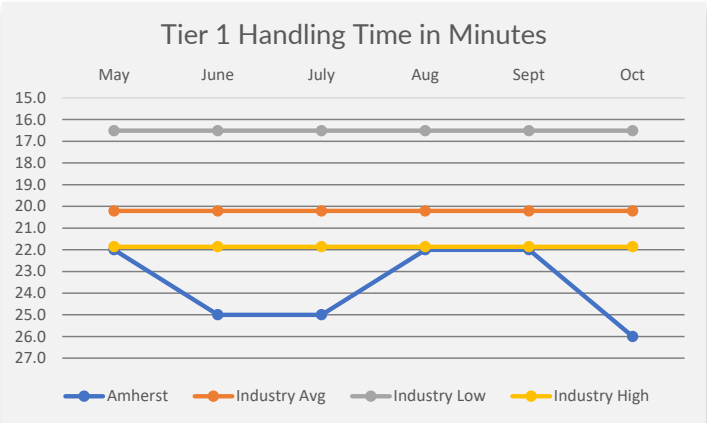
First Level Resolution remains within industry standards, consistently near the industry average.



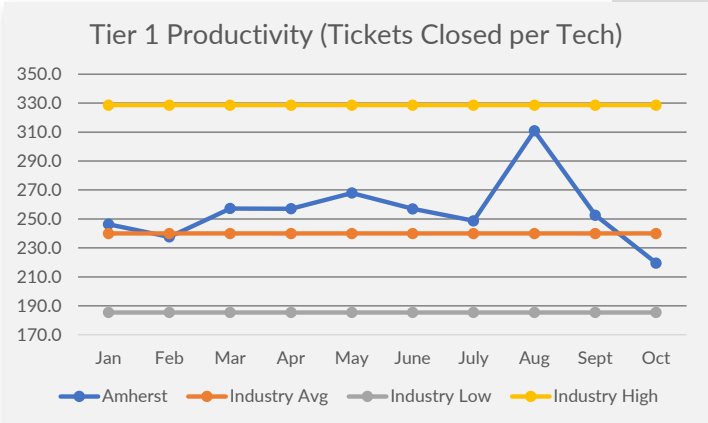
Time to Response continues to remain within industry standards, surpassing the industry average.



Time to Resolution has improved to reenter industry standards ranges.



Handling Time remains longer than industry standards.

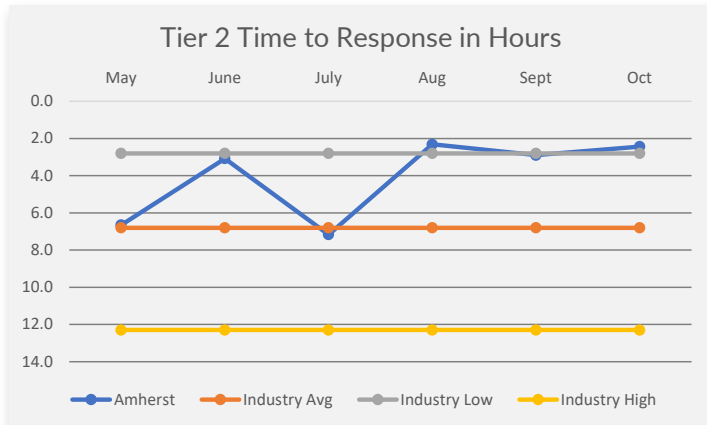


Tier 1 Productivity remains within industry standards, but declines from last month's data.

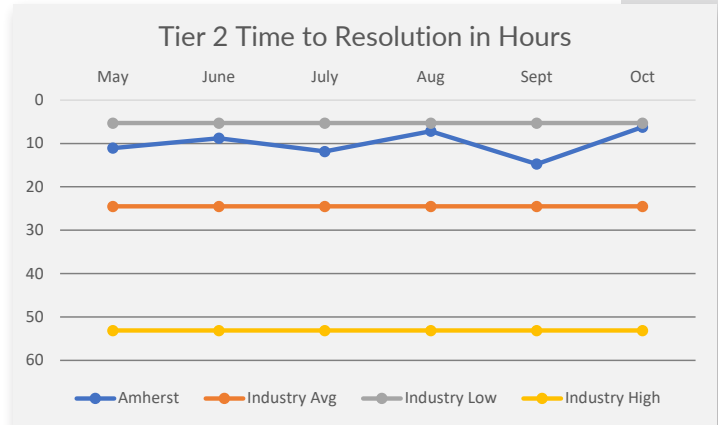
Trend Analysis Tier 2 – October 2023

Enterprise Support Metrics

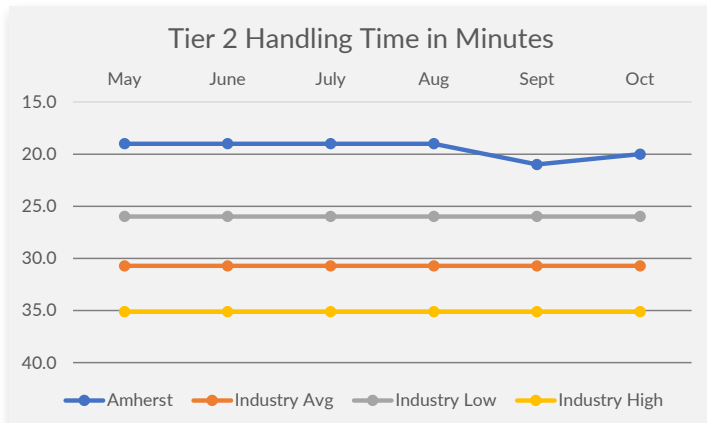
In this section, the graphs are crafted to showcase positive trends as "up," making it easy to visualize favorable developments. For example, when displaying time-related information, shorter times are higher on the graph. Downward trends signify less desirable outcomes.



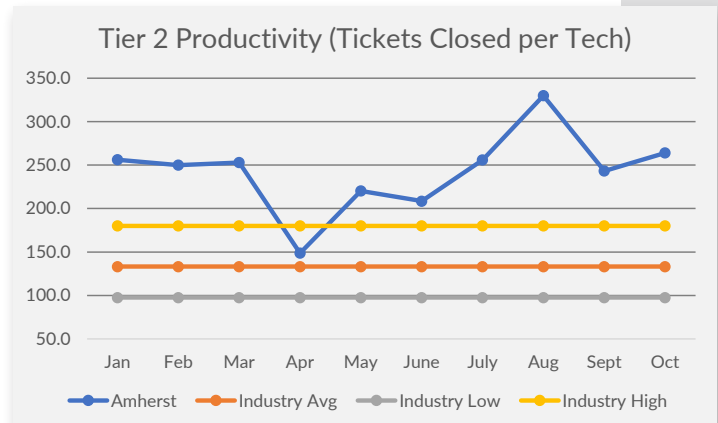
Tier 2 Time to Response remains well above industry averages.



Tier 2 Time to Resolution remains well above industry averages.

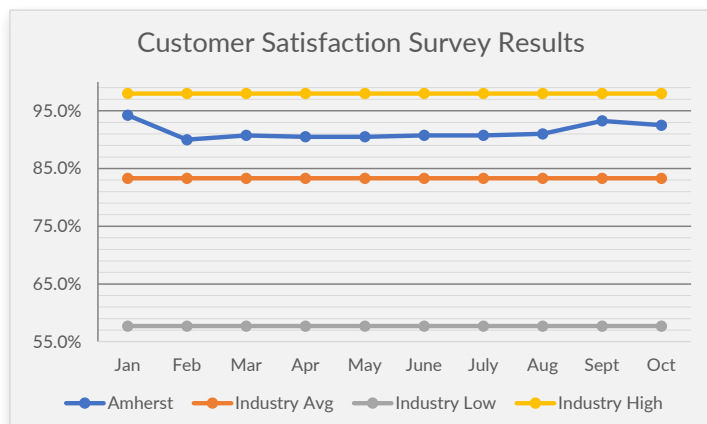


Tier 2 Handling Times remain faster than industry lows, showcasing our technicians' expertise.



Tier 2 Productivity remains better than industry highs, showcasing our technicians' efficiency.

Customer Satisfaction - Year to Date



The Customer Satisfaction Survey Results remain between industry average and industry high marks.



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INFORMATION TECHNOLOGY

Enterprise Support Metrics

Support Ticket Statistics for October 2023

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This report shows metrics for the Enterprise IT support staff for October 2023. These metrics help us understand the performance and efficiency of the enterprise support staff in handling the tickets and resolving issues.

Please note that there is a 1% estimated error rate for tickets created and resolved, with some variation due to tickets sent to support queues outside of enterprise support reporting visibility. Additionally, there is some variation in the report caused by tickets that were initially resolved but were later reopened and resolved again in the following month.

The data presented in this report is derived from support tickets in the Jira project "ITSD." These totals exclude Human Resources tickets which serve as notifications for later IT work, and hardware retrieval tickets that are outside the purview of the service desk.

Cross-Tier Support Metrics

Ticket Volume

	Actual	Percentage	Industry Average
Tickets Worked ①	6,276	n/a	n/a
Tickets Received ①	5,639	n/a	n/a
Tickets Resolved ①	5,824	n/a	n/a
First Contact Resolution ①	1,957	33.59%	38.50%
First-Level Resolution ①	3,939	67.61%	70.00%
Resolved in Tier 3 or Tier N ①	569	9.77%	n/a

Ticket Handling Times

	Average	Low	High	Industry Average
Time to Resolution ①	20h 37m	1m	1,707h 13m	See below, per tier
Handling Time ①	29m	1m	21h 0m	See below, per tier

Time to Resolution by Ticket Priority [i](#)

Priority	Average Time to Resolution	Low	High	Ticket Count
High	10h 44m	0m	718h 7m	135
Medium	18h 49m	0m	1,707h 13m	5,022
Low	44h 28m	0m	1,356h 20m	394

IT support tickets are prioritized based on several factors, including the issue's severity, impact on business operations, and the number of users affected.

Discrepancies in the ticket counts versus total Tickets Resolved can be attributed to onboarding and hardware retrieval tickets.

Reference Download Link: [Service Desk Priority Matrix](#)

Service Levels Met by Ticket Priority [i](#)

Priority	Time to Resolution	Time to Resolution Tickets Met
High	83%	112/135
Medium	88%	4,424/5,022
Low	84%	360/429

The Time to Resolution and Time to First Response parameters by ticket priority are outlined in the Ideal Time Durations section of the Service Desk Priority Matrix. Work must be started and conducted more quickly for higher priority tickets than lower priority tickets.

The adherence to **Time to Resolution** across *all ticket priorities* for October is **88%**.

The Time to Resolution and Time to First Response parameters are calculated based on 12-hour workweek days (from 7:00 a.m. to 7:00 p.m., Monday – Friday). Major Incident tickets are exceptional and are calculated continuously.

Ticket Duration

The ticket duration information is calculated continuously, 24 hours a day, seven days a week.

Ticket Age ⓘ refers to the duration between ticket creation and ticket resolution/closure, including weekends and other non-working days.

Cross-Tier Ticket Age

Average	Low	High
4.25 days	0 days	198.73 days

Tickets by Waiting Status

Status	Number of Tickets	Average	Low	High
Waiting for Customer ⓘ	857	118h 15m	1m	402h 45m
Waiting for Approval ⓘ	1,422	47h 23m	0m	263h 6m

Tier 1 Metrics

The following data is specific to Tier 1, which focuses on the initial support and troubleshooting provided to end-users.

Tier 1 Ticket Handling Times

	Average	Low	High	Industry Average
Time to First Response ⓘ	1h 8m	0m	54h 58m	1h 21m
Time to Resolution ⓘ	8h 45m	0m	149h 21m	3h 48m
Handling Time ⓘ	26m	1m	11h 50m	20m

Tier 1 Time to First Response by Ticket Priority

Priority	Avg Time to First Response	Low	High	Ticket Count	IT SLA
High	19m	0m	15h 43m	110	2h
Medium	1h 8m	0m	54h 58m	4,411	12h
Low	1h 27m	0m	19h 7m	418	24h

Tier 1 Time to Resolution by Ticket Priority

Priority	Avg Time to Resolution	Low	High	Ticket Count	IT SLA
High	1h 40m	0m	72h 27m	97	8h
Medium	7h 42m	0m	149h 21m	3,405	36h
Low	21h 11m	0m	82h 29m	343	60h

Tier 1 Ticket Age

Average	Low	High
2.66 days	0 days	131.97 days

Tier 2 Metrics

The subsequent data pertains exclusively to Tier 2, which encompasses the intermediate support and problem resolution level.

Tier 2 Ticket Handling Times

	Average	Low	High	Industry Average
Time to Response	2h 26m	0m	207h 16m	6h 48m
Time to Resolution ⓘ	6h 14m	0m	1,167h 22m	24h 30m
Handling Time ⓘ	20m	1m	2h 30m	31m

Tier 2 Ticket Age

Average	Low	High	Industry Average
1.47 days	0 days	146.54 days	4.65 days

Key Support Insights

Tickets by Contact Method

Contact Method	Number of Tickets	Percentage
Portal	1,432	25%
Email	3,665	63%
Phone	257	4%
Teams	243	4%
Walk-up	135	2%
Automation	86	1%

Top 10 Service Request Types

ITSD Category	Number of Tickets
Access Request-Application	566
Change Request-Yardi	457
Software-Yardi	224
Change Request-Application Data	162
Access Request-Mailbox(es)	147
Account-Hire	117
Software-Salesforce	105
To Be Categorized	101
Access Request-File Share(s)	94
Account-Termination	75

Top 10 Incident Types ^①

CTI Category	Number of Tickets
Salesforce-Resident Portal	472
Property Manager-Workflow	384
Yardi Voyager-Performance	224
Yardi Voyager-Data	213
Yardi Accounting-Invoicing	192
Yardi Accounting-Payment	121
Okta-MFA	111
Yardi Ledger Research-Correction	111
Yardi Ledger Research-Refund	91
Yardi Ledger Research-Payment	82

Cost of Support

Based on our calculations using the [Cost Matrix](#), we estimate that the total cost of support for the month was ~\$74,815.83. Refinements to calculation methods for the average handling time *per tier* provide the average cost of tickets per tier instead of a combined average. All tiers must adhere to a strict time-logging process to ensure accuracy.

Please note that access to the [Cost Matrix](#) is limited to individuals with access to sensitive compensation data.

Cost of Support by Tier

Support Tier	% of Tickets	Tickets	Avg Cost per Ticket	Total Cost
Tier 1	87.19%	5,078	\$6.72	\$41,251.60
Tier 2	22.48%	1,309	\$12.94	\$16,935.05
Tier 3	11.32%	659	\$19.42	\$16,629.18
Total				~\$74,815.83

Clarification of Referenced Metrics

Tickets Worked – The tickets worked metric displays the number of tickets that have Tempo time applied during the specified period.

Tickets Received – The tickets received metric displays the total number of tickets received during the specified period.

Tickets Resolved – The tickets resolved metric displays the number of tickets that were **successfully resolved** during the specified period.

First Contact Resolution (FCR) – The FCR metric shows the **first contact resolution** rate over a specified period. It is shown as the total number of tickets resolved at Tier 1 and on the first contact with the user. First Contact Resolutions provide the best customer service experience for users.

First-Level Resolution – The first-level resolution metric displays the number of tickets that are resolved at Tier 1 without the need for escalation to a higher tier of support. First-Level Resolutions represent support tickets resolved at the lowest cost.

Resolved in Tier 3 or Tier N – The resolved in Tier 3 or Tier N metric shows the number of tickets escalated to the highest tier levels of support.

Average Time to Resolution – The Average Time to Resolution is a metric that calculates the average duration it takes for an IT issue or support ticket to be resolved, excluding the time spent in the "Waiting for Customer" or "Waiting for Approval" status. This metric measures the time taken by the service desk team to address the issue, which includes steps such as triaging, diagnosing, and resolving the issue. By excluding the time spent in "Waiting for Customer" or "Waiting for Approval" status, the Average Time to Resolution provides a more accurate reflection of the service desk team's efficiency in resolving IT issues.

Note: Due to Jira reporting limitations, the metric of "High Time to Resolution" does not consider the possibility of tickets being reopened after they have been resolved. It only considers the longest time cycle for a ticket that was resolved during the reported month. The rate of ticket reopening is low, and it is unlikely to have a significant impact on the time metrics presented.

Average Time to First Response – The Average Time to First Response metric displays the average amount of time it takes for the enterprise support staff to respond to a ticket during the specified period.

Note about "Low Time to First Response": Tickets created by technicians are automatically assigned, resulting in an immediate first response.

Average Handling Time – The average handling time metric shows a technician's average time working on a support ticket. It is calculated by dividing the total logged (Tempo) time by the volume of tickets during the specified period.

Note about “High Handling Times”: The high counts displayed here may represent tickets that should have been tracked as projects instead of support tickets or were mistakenly logged.

Average Handling Times by Ticket Priority – the Average Handling Time (AHT) by Ticket Priority refers to the average time that a technician spends working on a support ticket, categorized by the priority level of the ticket. The priority level of a ticket determines its urgency and importance, and it affects the response time and resolution time of the ticket. The AHT by ticket priority metric provides insights into the time the service desk team takes to resolve issues based on their priority level.

Reference Download Link: [Service Desk Priority Matrix](#)

Service Levels Met by Ticket Priority – The Service Levels Met by Ticket metric shows the percentage of tickets resolved within the specified service level agreement based on their priority level. It is calculated by dividing the number of tickets resolved within the SLA for a specific priority level by the total number of tickets of that priority level.

Ticket Age – Ticket Age refers to the duration between ticket creation and ticket resolution/closure, which includes weekends and any other non-working days.

Waiting for Customer – The Waiting for Customer ticket status is set when some information or task is required of the end-user involved with the support ticket.

Waiting for Approval – The Waiting for Approval ticket status is set when a support ticket's resolution depends on one or more approvals from a ticket reporter's supervisor and/or the approval of an object owner in the business environment.

*** Note about “Waiting for...” Durations:** The current ticket reporting methods do not support multiple time cycles, and only the duration of the last cycle per ticket is considered. However, with the implementation of enhanced processes that limit the amount of time a ticket can exist in a waiting status, the maximum waiting time for a ticket is now limited to approximately 240 hours.

Tickets by Contact Method – The tickets by contact method metric shows how many inbound support tickets were received via each available method (e.g., portal, email, phone, etc.). The information is also presented as a percentage of the total received support tickets.

Incident – An unplanned interruption to a service or reduction in the quality of a service.

Service Request – A request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.