

XYZ Medica Inc.

Incident Management

December 2006

Suggested additions to this basic report template

- Classify Incidents as per the recommendations of ITIL then report against the separate classifications. This will allow much better identification of problem areas within the Incident management.

Implementation

Implementation of this reporting template should be carried out along the following lines.

- Import the Incident template package to a Captell database.
- Identify data within your organisation that matches that found in the Captell table **INCIDENTS\TABLES\INCIDENTS_RAW**. This data may be in several different sources.
- Create table definitions to store your incident management data.
- Create queries to manipulate your incident management tables (step 3) into a form that matches the structure of the **INCIDENTS\TABLES\INCIDENTS_RAW** table.
- Change the source data type of the **INCIDENTS\TABLES\INCIDENTS_RAW** to be query based and point it at your query (created in step 4).
- Delete all data from the **INCIDENTS\TABLES\INCIDENTS_RAW** table and run a table update to load your data to the system.
- Ensure the KPI thresholds defined in **GLOBALQUERIES\KPI_TOLLERANCES** are correct for your organisation.
- Ensure your table definitions have appropriate update schedules and data retention parameters defined.

Version and Release information

Component	Version	Date
This report template was produced with and for the Captell Reporting System	6.7.14	25 Feb 2007
Incident Template	1.0.0	25 Feb 2007
Updated to include new background colour in conditional formatting	1.1.0	08 May 2007

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
Executive Summary

The contents of this report are fictitious. The report serves merely to provide an illustration of the Captell reporting system when used for **Incident Management Reporting** against the **ITIL framework**. The entire contents of the report can be tailored to suit your organisations specific needs.




An Incident is any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.

KPI Summary

The following table sets out the Key Performance Indicators for Incident Management Reporting, their current values and tolerances. KPI's indicate the performance level of an operation or process within Incident Management.

KPI	Current Value	Service target	Warning Level	Status
Num. Incidents	205.00	100	above 120	
Num. High Severity	14.00	2	above 4	
Time to resolve (hr)	0.10	2	above 3	
Customer impact (%)	6.83	5	above 10	
Labor Utilisation (%)	117.15	80	above 90	
Reopen rate (%)	6.34	10	above 20	
Resolution rate (%)	58.05	95	below 80	

Key:

-  Satisfactory
-  Between Service target and Warning level
-  Exceeding warning level




Trends of the various KPI's are provided in the body of the report.

CSF Summary

The following table sets out how well Incident Management is being carried out at XYZ Medica Inc. CSF's are made up from various KPI's that when combined describe the performance from a customer or business focus.

Critical Success Factor	Performance Level	Status
Quickly resolve Incidents	HIGH	
Maintain IT Service Quality	MEDIUM	
Improve IT and Business Productivity	LOW	
Maintain User Satisfaction	MEDIUM	

Key:

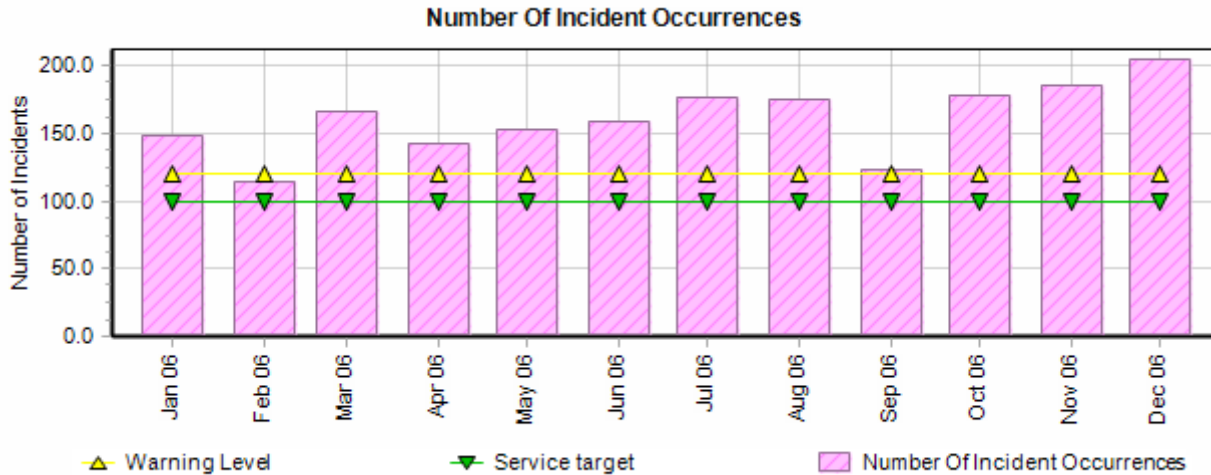
-  High All KPI's met
-  Medium Some KPI's met
-  Low No KPI's met.

Incident Occurrence

Total Incidents

How many incidents did we experience within our infrastructure?

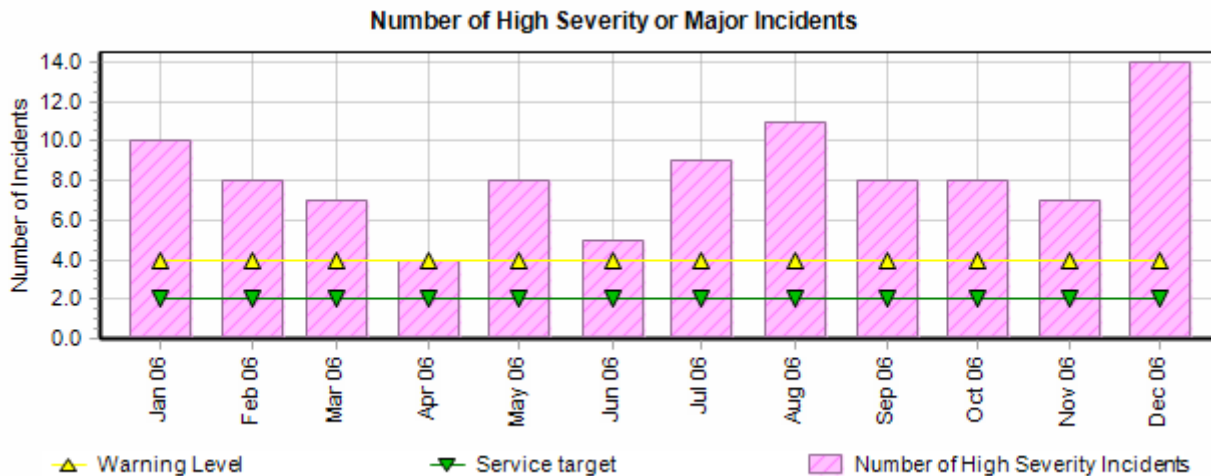
The following chart depicts the total number of all incidents recorded. During the month of December 2006 there were 205 Incidents reported to the Service Desk. This represents an increase of 20 incidents over the previous month. Incident occurrence is currently above the warning level **AND NEEDS URGENT ATTENTION**.



High Severity Incidents

How many major incidents did we experience?

The occurrence of high severity incidents (SEV. 1 and SEV. 2) is indicated in the following graph. During the month of December 2006 there were 14 high severity Incidents reported to the Service Desk. This represents an increase of 7 incidents over the previous month. High severity incident occurrence is currently above the warning level **AND NEEDS URGENT ATTENTION**.

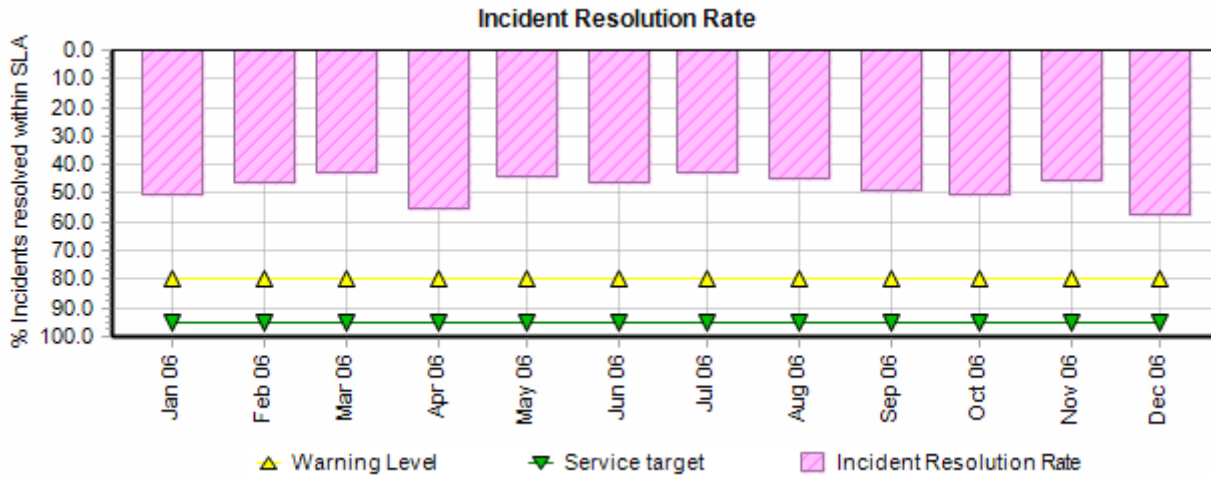


Incident Resolution

Incidents resolved within SLA

How successful are we at resolving incidents as per business requirements?

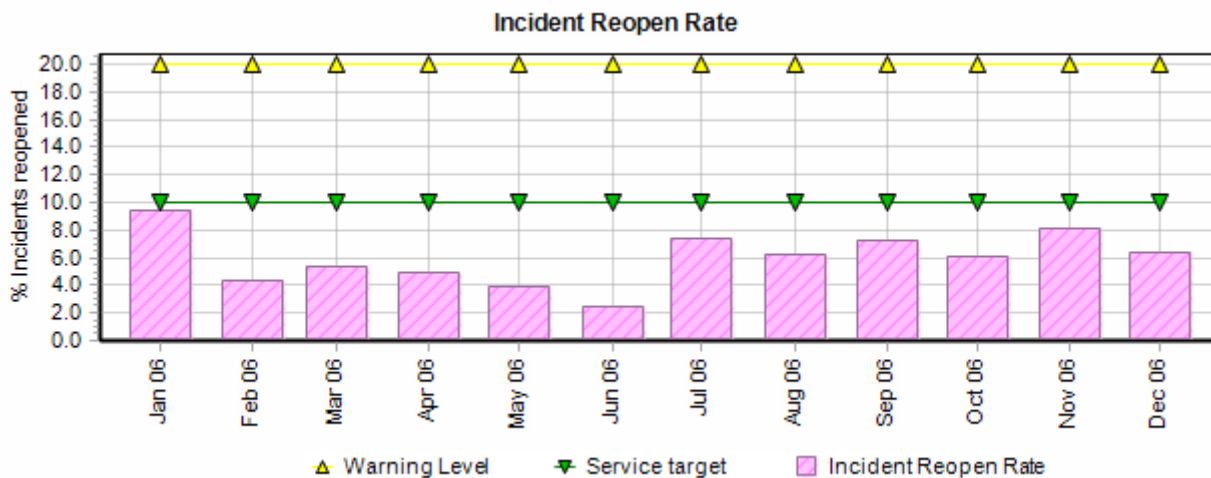
The trend of severity 1 and 2 incidents resolved within the service level is provided in the following graph. During the month of December 2006, 58.05 percent of incidents were resolved with the SLA. This represents an increase of 12.1 percentage points over the previous month. Incident Resolution Rate is currently below the warning level **AND NEEDS URGENT ATTENTION**.



Incident re-open rate

How successful are we at permanently resolving incidents?

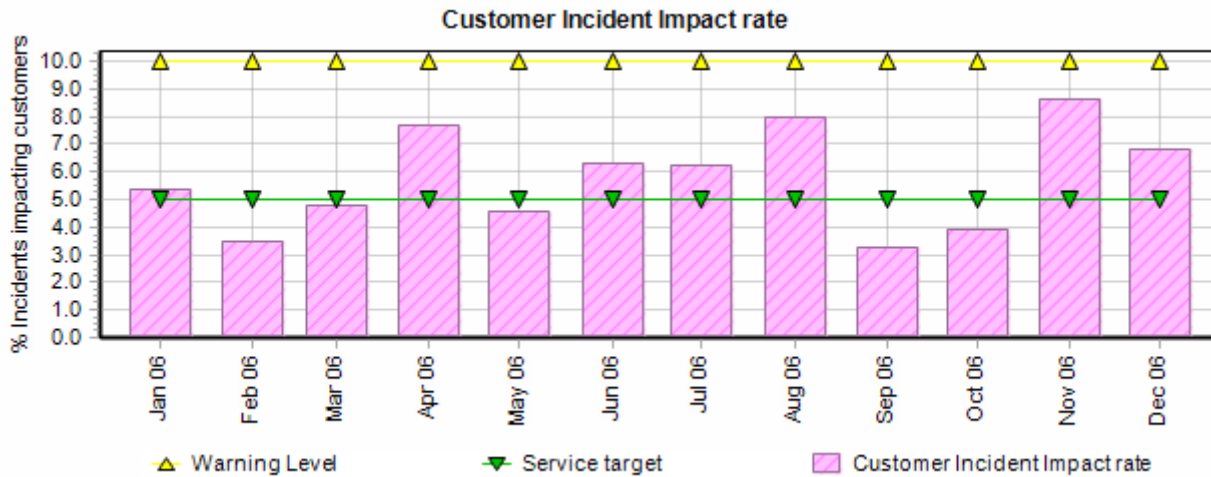
Incidents that have been re-opened are shown below. This is depicted as a percentage of all incidents recorded. During the month of December 2006, 6.34 percent of incidents were reopened. This represents a decrease of 1.77 percentage points over the previous month. The Incident reopen rate is currently within service targets.



Customer Impact

How well are we keeping incidents from impacting our customers?

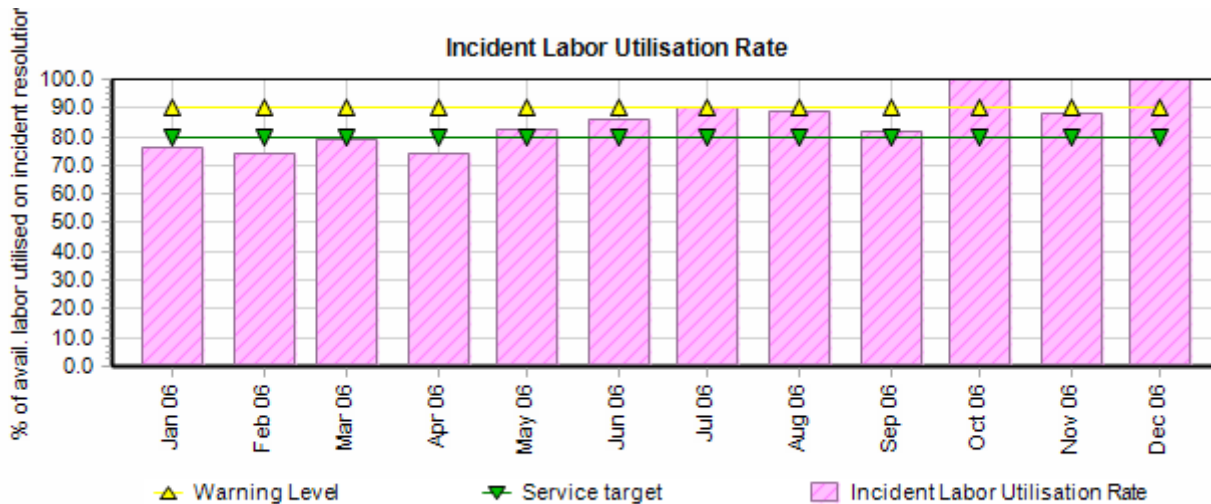
The percentage of incidents impacting customers is indicated in the following graph. During the month of December 2006, 6.83 percent of incidents had a direct impact on our customers. This represents a decrease of 1.82 percentage points over the previous month. The customer impact rate is currently above the service target but below the warning level **AND NEEDS ATTENTION**.



Labor Utilisation

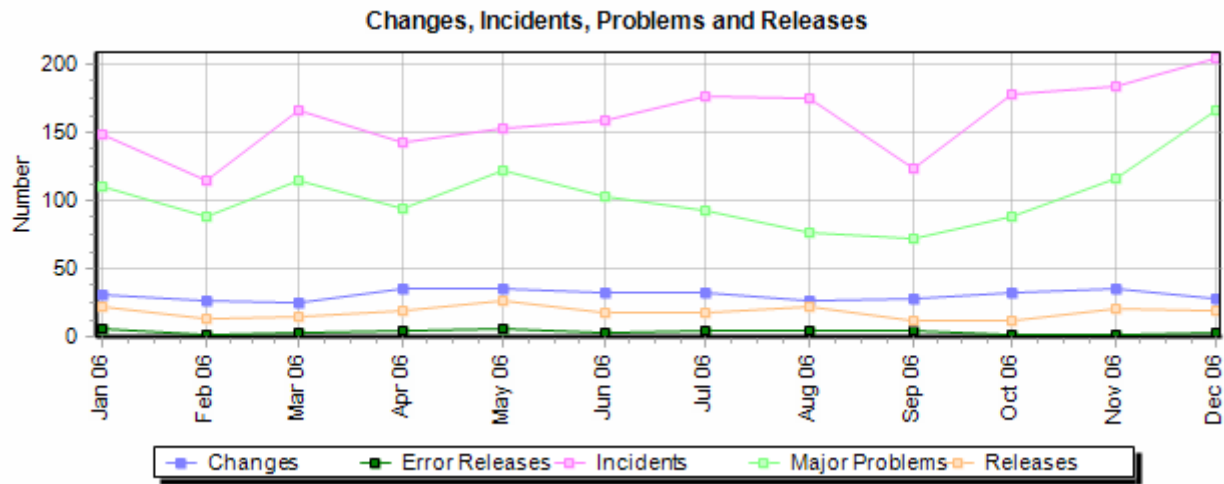
How much available labor capacity was spent handling incidents?

The percentage of labor used for Incident resolution is shown in the following graph. This is determined as the ratio of hours spent resolving incidents over the number of staff hours available for incident resolution. During the month of December 2006, 117.15 percent of available labor was utilised for incident resolution. This represents an increase of 28.99 percentage points over the previous month. The labor utilisation rate is currently above the warning level **AND NEEDS URGENT ATTENTION**.



Changes, Incidents, Problems and Releases

The following chart shows the relationship between Changes, Incidents, Problems and Releases.



This report template produced for and using



Automate reporting, innovate decisions

End of Incident Report - Dec 2006
