

XYZ Medica Inc.

**IT Management Summary**

December 2006

## Version and Release information

| <b>Component</b>  | <b>Version</b> | <b>Date</b> |
|---|----------------|-------------|
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# Table of Contents

|  |          |
|--|----------|
| <b>Version and Release information</b>           | <b>2</b> |
| <b>Executive Summary</b>                         | <b>4</b> |
| KPI Summary                                      | 4        |
| Change   | 4        |
| Incident   | 4        |
| Problem  | 4        |
| Release  | 5        |
| CSF Summary                                      | 6        |
| Change   | 6        |
| Incident   | 6        |
| Problem  | 6        |
| Release  | 6        |
| <b>Changes, Incidents, Problems and Releases</b> | <b>7</b> |









## 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 **IT Management Reporting** against the **ITIL framework**. The entire contents of the report can be tailored to suit your organisations specific needs.








### KPI Summary

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









#### Change

| KPI                             | Current Value | Service target | Warning Level | Status  |
|---------------------------------|---------------|----------------|---------------|---|
| Change Efficiency rate          | 53.85         | 90             | below 80      |  |
| Change Success Rate             | 96.43         | 90             | below 80      |  |
| Emergency Change Rate           | 1.92          | 5              | above 10      |  |
| Change Reschedule Rate          | 1.92          | 20             | above 30      |  |
| Average Process Time Per Change | 3.12          | 8              | above 12      |  |
| Unauthorised Change Rate        | 0             | 5              | above 10      |  |
| Change Incident Rate            | 0             | 5              | above 10      |  |
| Change Labor Utilisation        | 59.15         | 80             | above 90      |  |









#### Incident

| 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      |  |




#### Problem

| KPI                            | Current Value | Service target | Warning Level | Status  |
|--------------------------------|---------------|----------------|---------------|---|
| Incident reopen rate           | 6.34          | 10             | above 20      |  |
| Number of major problems       | 167.00        | 100            | above 120     |  |
| Problem resolution rate        | 46.84         | 90             | below 80      |  |
| Problem workaround rate        | 8.31          | 10             | above 20      |  |
| Problem reopen rate            | 9.97          | 5              | above 10      |  |
| Customer impact rate           | 7.31          | 5              | above 10      |  |
| Average resolution time (days) | 8.89          | 8              | above 12      |  |
| Problem labor utilisation rate | 111.89        | 80             | above 90      |  |

**Release  
KPI**

|  | <b>Current<br/>Value</b> | <b>Service<br/>target</b> | <b>Warning<br/>Level</b> | <b>Status</b>   |
|--|--------------------------|---------------------------|--------------------------|---|
| Release Efficiency Rate                | 31.15                    | 90                        | below 80                 |  |
| Release Success Rate                   | 84.21                    | 90                        | below 80                 |  |
| Release Reschedule Rate                | 3.28                     | 20                        | above 30                 |  |
| Release Defect Rate                    | 5.26                     | 5                         | above 10                 |  |
| Release Labor Utilisation              | 68.43                    | 80                        | above 90                 |  |
| Number of known Release errors in prod | 3.00                     | 5                         | above 10                 |  |
| Release Withdraw Rate                  | 4.92                     | 10                        | above 20                 |  |
| Release Labor Waste Rate               | 11.48                    | 10                        | above 20                 |  |

**Key:**

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

## CSF Summary





The following table sets out how well IT 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.

### Change

#### Critical Success Factor

Protect Services when Making Changes  
 Make Changes Quickly and Accurately in Line With Business Needs  
 Make Changes Efficiently and Effectively  
 Use a Repeatable Process for Handling Changes

#### Performance Level      Status





|        |   |
|--------|---|
| HIGH   |  |
| HIGH   |  |
| MEDIUM |  |
| HIGH   |  |

### Incident

#### Critical Success Factor

Quickly resolve Incidents  
 Maintain IT Service Quality  
 Improve IT and Business Productivity  
 Maintain User Satisfaction

#### Performance Level      Status




|        |   |
|--------|---|
| HIGH   |  |
| MEDIUM |  |
| LOW    |  |
| MEDIUM |  |

### Problem

#### Critical Success Factor

Minimise the impact of problems  
 Improve quality of service  
 Resolve problems and errors efficiently and effectively

#### Performance Level      Status



|        |   |
|--------|---|
| MEDIUM |  |
| MEDIUM |  |
| MEDIUM |  |

### Release




#### Critical Success Factor

Implement High Quality Releases  
 Implement Releases Efficiently and Effectively

#### Performance Level      Status

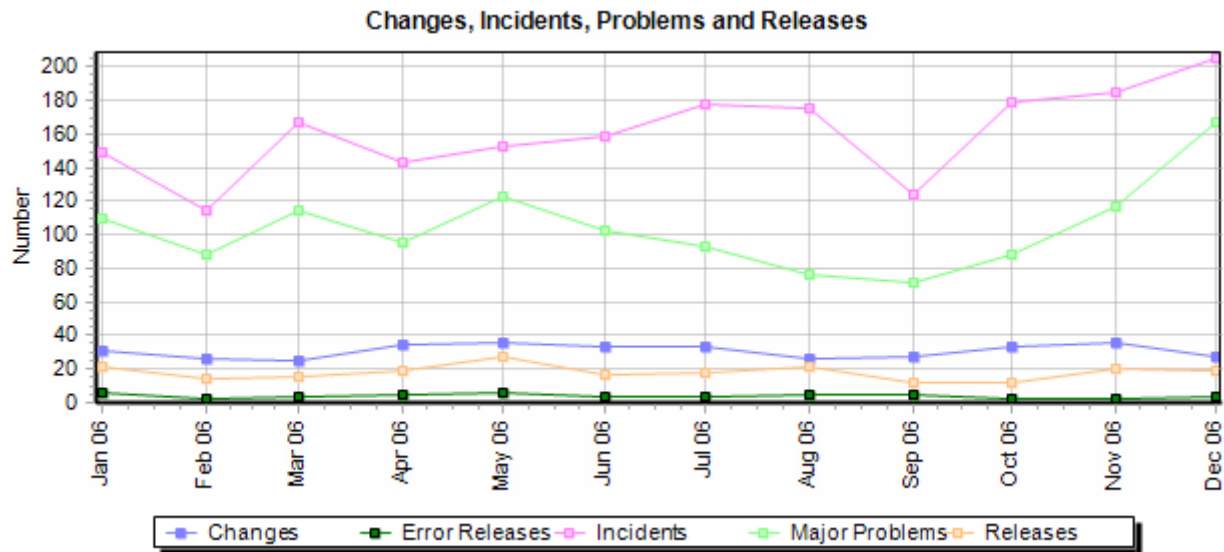
|        |   |
|--------|---|
| MEDIUM |  |
| MEDIUM |  |

#### Key:

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

# 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

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End of IT Management Summary Report - Dec 2006

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