Service Level Management example service report

	Enter monthly figures in the columns below				
	v	v	v	v	
Enter months >	March	April	May	June	**Totals**
Number of incidents logged **>**	20	36	30	45	**131**
Average time to incident resolution **>**	2	3	3	2	
Number of problems logged **>**	4	12	9	17	**42**
Average time to problem resolution **>**	4	7	6	3	
Number of incidents resolved by Service Desk **>**	4	8	11	15	**38**
Number of incidents referred by Service Desk **>**	16	28	19	30	**93**
Number of incidents fixed remotely **>**	2	4	5	8	**19**
Number of incidents fixed by visit **>**	16	30	25	24	**95**
Number of incidents closed in period **>**	18	34	30	32	**114**
Number of problems closed in period **>**	3	8	11	15	**37**
Number of incidents still open **>**	2	4	4	17	**27**
Number of problems still open **>**	1	5	3	5	**14**
Number of computers installed **>**	3	6	2	1	**12**
Number of software applications installed **>**	3	4	12	10	**29**
Number of printers installed **>**	0	1	4	0	**5**
Number of requests for change processed **>**	3	2	6	4	**15**
Number of successful changes **>**	2	1	5	4	**12**
Used server disk space (gigabytes) **>**	25	26	27	28	
Available server disk space (gigabytes) **>**	5	4	3	32	

Save and print

Service Level Management example service report

Report period: March to June 2003

Incidents and problems logged this period

- Number of incidents logged
- Number of problems logged

Average time to resolution of incidents and problems

- Average time to incident resolution
- Average time to problem resolution

Allocation of incidents

- Number of incidents referred by Service Desk
- Number of incidents resolved by Service Desk

Incidents fixed remotely and by visit

- Number of incidents fixed by visit
- Number of incidents fixed remotely

Outstanding incidents and problems

- Number of incidents still open
- Number of problems still open

New installations

- Number of computers installed
- Number of software applications installed
- Number of printers installed

Changes in period

- Number of requests for change processed
- Number of successful changes

Server disk-space utilisation

- Available server disk space (gigabytes)
- Used server disk space (gigabytes)