

**ITA Management**  
**Metrics Based Service Target Report**  
**Appendix A - Definition of Metrics**

<b>Metric #</b>	<b>Title and Definition</b>
1.0	<p><b>Response Time High Priority</b>  This metric measures the percentage of requests with a priority labeled "high" that have been responded to within 4 business hours or less. High Priority Requests are those requests or issues deemed to be business-critical by one or more of the channels.</p>
1.1	<p><b>Response Time Medium Priority</b>  This metric measures the percentage of requests with a priority labeled "medium" that have been responded to within 6 business hours or less. Medium Priority Requests are those requests or issues that are essential but not business-critical.</p>
1.2	<p><b>Response Time Low Priority</b>  This metric measures the percentage of requests with a priority labeled "low" that have been responded to within 8 business hours or less. Low Priority Requests are all other requests not deemed High or Medium.</p>
1.3	<p><b>Service Reporting Delivery</b>  This metric covers the timely delivery of monthly Metrics Based Service Target Reports. Measured by the number of days from the target of the 7th day of the month.</p>
1.4	<p><b>Resolution Quality</b>  This metric measures the number of requests (under 80 hours) implemented correctly the first time.</p>
1.5	<p><b>Help Desk Accuracy</b>  This metric measures the accuracy of the Help Desk in providing correct instructions to users. Measured as the number of all actions taken by the Help Desk that solves user problems the first time.</p>
1.6	<p><b>Help Desk Request Volume</b>  Reporting on the number of request made to the Help Desk. This is not a metric but used for informational purposes only.</p>
1.7	<p><b>Color Coded Response Levels</b>  The color green represents a response level higher than 90 percent. The color yellow represents a response level between 85 percent to 90 percent. The color red represents a response level below 85 percent.</p>

