1901 Group
A Leidos Company

INFOGRAPHIC SERIES

ITSM OPERATIONS STAFF ✓ CHECKLIST

IT Service Management (ITSM) implementations can increase ROI and improve IT efficiency. Make sure your organization's operational staff makes the best use of the ITSM methodology by remembering the following key factors of successful ITSM Ticketing.
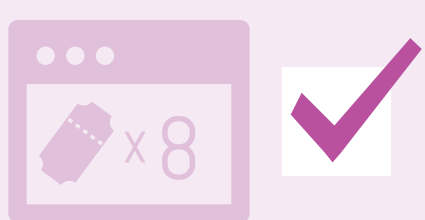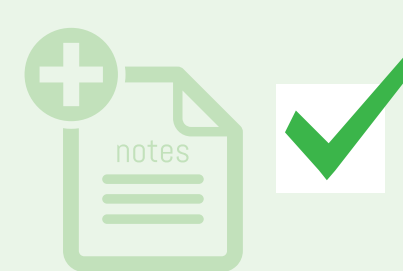
? Did You REMEMBER?

1 To check your tickets today? ✓

2 To add all appropriate work notes? ✓

3 To check the monitoring tool for unalerted outages? ✓
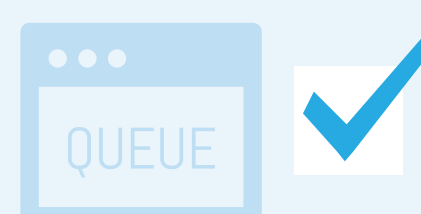
4 To check the customer ITSC inbox? ✓

5 To check the notification board for ongoing issues ✓

6 To check the Tech Action Queue for available tickets? ✓

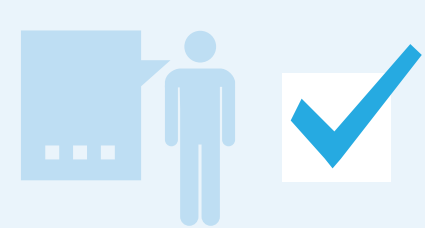**7** To check to make sure you're ready on phones? ✓

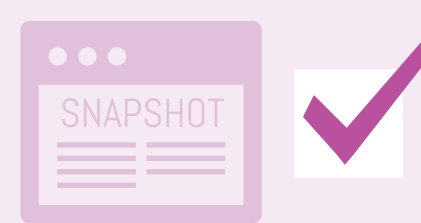**8** To check for aging tickets over 3 days old ✓

9 To check pending customer feedback tickets and contact the customer for further assistance? ✓

10 To put customer and site information in the status snapshot for the next technician ✓
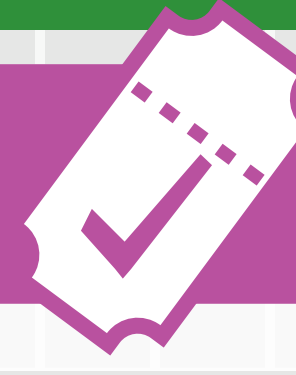
THE BENEFIT

By implementing improved ITSM workflow including the above key factors, 1901 Group was able to produce the following improvements for a large Federal Government agency.
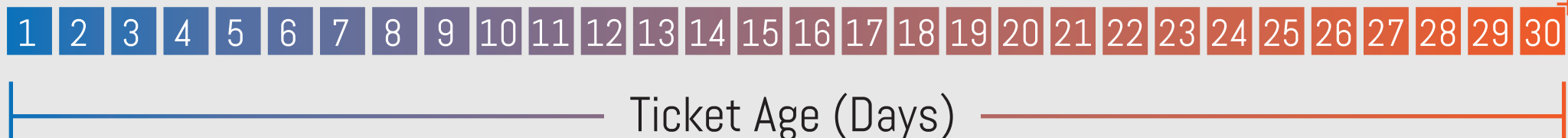
Significantly Reduced Aging Backlog

~100% Improvement in Ticket Management

350 Open Tickets

Backlog BEFORE 1901 Group:
Contained more than 350 open tickets over 30 days old

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30⁺

Ticket Age (Days)

150 Open Tickets

Backlog AFTER 1901 Group:
Contains only 150 tickets over 3 days old on average

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30⁺
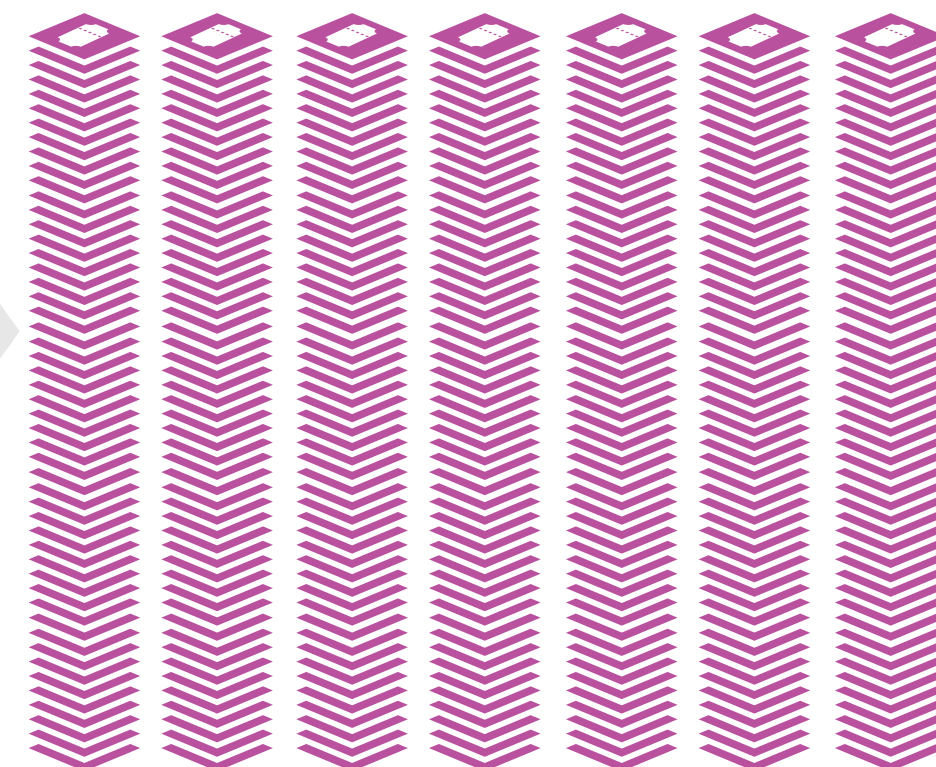
Ticket Age (Days)

Visualization of Tickets Managed within SLA
BEFORE 1901 Group:

Visualization of Tickets Managed within SLA
AFTER 1901 Group:

SLA Compliance

BEFORE 1901 Group:
(Status of SLAs)

SLA RESPONSE	SLA CUSTOMER SATISFACTION	SLA RESOLUTION
NON-COMPLIANT	NON-COMPLIANT	NON-COMPLIANT

AFTER 1901 Group:

SLA RESPONSE	SLA CUSTOMER SATISFACTION	SLA RESOLUTION
COMPLIANT	COMPLIANT	COMPLIANT