DESCRIPTION OF SCOMIS KEY PERFORMANCE INDICATORS AND MEASURES			
Service	**KPI**	**Description**	**KPI Target**
Service Desk	Telephone calls answered within 30 seconds	The ability and success rate of the Scomis Service Desk at answering all incoming calls received to the Scomis Service Desk	95.0% or more
Service Desk	Telephone calls abandoned	The percentage of callers that end the call before the Service Desk has answered.	6.0% or less
Service Desk	First contact resolution	This Indicator replaces the First Time Fix KPI and measures the Service Desks ability to close a high proportion of requests received at the first contact with the customer. First contact is defined as Scomis' first interaction with the customer, whether speaking via the telephone to a calling customer, or responding for the first time to requests sent to us via email or the Scomis website.	60.0% or more
Service Desk	Reactivated cases	The percentage of calls that have been resolved by Scomis but due to customer requests have been reactivated.	3.0% or less

Service	KPI	Description	KPI Target
Service Desk	Incidents Missed Reponses	This Key Performance Indicator measures Scomis' ability to respond to an Incident where it has not been closed at First Contact with the customer. Target response times vary based on the priority assigned to an incident. It is also an indication to the customer of the time it takes Scomis to start processing and progressing their Incident once logged.	4.0% or less
Service Desk	Incidents Missed resolutions	This Key Performance Indicator measures Scomis' ability to resolve Incidents in accordance with our Service Level Agreements.	8.0% or less
Service Desk	Service Requests Missed responses	This Key Performance Indicator measures Scomis' ability to respond to a Service Request where it has not been closed at First Contact with the customer. Target response times vary based on the priority assigned to a Service Request. It is also an indication to the customer of the time it takes Scomis to start processing and progressing their request once logged.	8.0% or less

Service	KPI	Description	KPI Target
Service Desk	Service Request Missed resolutions	This Key Performance Indicator measures Scomis' ability to resolve Service Requests in accordance with our Service Level Agreements.	8.0% or less
All	Compliment resolution	The amount of compliments that have had formal responses given within 3 working days of receipt	85.0% or more
All	Complaint resolution	The amount of complaints that have had formal resolution within 10 working days of receipt	85.0% or more
Hardware Installations	PC Installations to be completed within date agreed with customer	To ensure that installations are completed within the agreed date with the customer.	85% or more
Managed Services Performance	Scomis Remote Backup service to be operational during term time	Indicates the percentage availability of the Scomis Remote Backup Service to customers during term time only.	99% or more
Managed Services Performance	Scomis Hosted Applications to be available between 0800 hours and 1800 hours during term time	Indicates the percentage availability of the Scomis Terminal Server Service to customers during the hours of 0800 and 1800 during term time only	99% or more

Service	KPI	Description	KPI Target
Managed Services Installations /Upgrades	Scomis Remote Backup service installation to be completed on the date agreed with the customer	This measures the percentage of Remote Backup installations completed within the target date	85% or more
Managed Services Installations /Upgrades	Scomis Hosted Application installations to be completed on the date agreed with the customer	This measures the percentage of installations completed within the target date	85% or more
Managed Services Installations /Upgrades	SIMS Upgrades to be available within 10 working days of release from Capita	Within 10 working days of the release of Capita upgrades, either the release will be available or the revised plans and the reasons for delay will be published on the Scomis Website.	100% of the time