

SLA Reporting in GoodData

Summary

Our SLA reporting needs are basic, yet recreating and maintaining SLA metrics within GoodData is cumbersome and involves duplicating criteria entered into Zendesk. The more criteria used to evaluate SLAs, the more complex and cumbersome the task becomes in GoodData.

This restricts our ability to monitor SLAs, offer more advanced SLAs and is a barrier to changing SLAs.

Reflecting the ticket's SLA status in GoodData would simplify reporting and reduce the risk of error.

GoodData would have to preserve the SLA status of closed tickets should the Zendesk SLA criteria change.

SLA Parameters

Performance is monitored on the time to solve tickets within business hours based on:

- Priority (system field)
- Problem Type (custom drop down field)

The Problem Type

The custom problem type field is required when the agent solves a ticket. This classifies the nature of the ticket. There are two sets of problem types.

- Standing data requests. These are routine requests by end users to create or update standing data within the finance system. E.g. create or amend a supplier record, or create or amend a cost centre code.
- All other requests.

Standing data requests have a shorter SLA time providing a matrix as follows:

<i>Priority</i>	<i>Business Hours</i>	
	Sanding Data	Non Standing Data
Urgent	4	10
High	10	30
Normal	20	100
Low	50	200

Using GoodData

GoodData is used to review SLA performance and check the accuracy of tickets before they reach a closed status.

For example, the GoodData output is reviewed to ensure that:

- The problem type correctly classifies the nature of the ticket. Commonly, tickets fail the SLA target because they have been incorrectly classified as a standing data request.
- The ticket priority is appropriate. Commonly, the end user may classify the ticket as 'Urgent', but the priority should be lowered to be more in line with corporate agreements.

Zendesk SLAs do not allow for custom ticket fields, presenting the need to recreate the conditions in GoodData.

GoodData Reports

Dashboards for Standing Data and Non Standing Data requests show a headline report and a list of fails by Organisation.

Ticket Extract NSI Overview Service Level Agreement **SLA Standing Data** SLA Non Standing Data Resolution by Hour Agent Q

DATE (TICKET SOLVED)
Feb 2015

SLA Standing Data Tickets

99.8%
Standing Data OK

Tickets Solved By Health Board

Click on the Board name to drill to SLA success rate by month.
Click on the failed items to see a list of the relevant tickets

SLA eFin Standing Data Review Chart v02




Drilldown to see the failed tickets for each organisation:

SLA eFin Standing Data Review... > NHS Greater Glasgow & Clyde

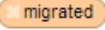

Organization Name	Ticket Pri	Ticket Id	Ticket St	Ticket Subject	Req Wait	On
NHS Greater Glasgow	Normal	164255	Solved	ABS 886594 - FPM Customer Amendments G13	63 hrs	
& Clyde		174528	Closed	IDA Name Change	26 hrs	
Sum					89 hrs	

Custom Metrics

To create the SLA in GoodData, create a custom metric to flag if an item relates to a standing data problem type:

Metric Name	NSI Standing Data Flag
Description	Will return 1 if the ticket problem type relates to standing data, else returns 0
Tags	 Add Tags
Edit	Duplicate Sharing & Permissions
MAQL:	
SELECT case when Problem Type IN (eFinancials::Standing Data::COA,eFinancials::Standing Data::Customer,eFinancials::Standing Data::FPM Failed to Load,eFinancials::Standing Data::Other,eFinancials::Standing Data::Supplier,eFinancials::Standing Data::User,FPM Standing Data Customer,FPM Standing Data Supplier) then 1 else 0 end	

Use this metric when evaluating each ticket priority:

Metric Name	SLA FAIL High Standing Data
Description	Ticket count for eFinancials standing data ticket where priority is HIGH
Tags	  Add Tags
Edit	Duplicate Sharing & Permissions
MAQL:	
select case when NSI Standing Data Flag =1 and Ticket Priority = High and Requester wait time in minutes within business hours > 600 then 1 else 0 end	

Unfortunately, you can end up with many custom metrics to handle each priority.

Metrics	Metrics
Select: All None Move... Delete... Perm	Select: All None Move... Delete... P
Title ▲	Title ▲
<input type="checkbox"/> SLA FAIL High Standing Data	<input type="checkbox"/> SLA FAIL High NSData
<input type="checkbox"/> SLA FAIL Low Standing Data	<input type="checkbox"/> SLA FAIL Low NSData
<input type="checkbox"/> SLA FAIL Normal Standing Data	<input type="checkbox"/> SLA FAIL Normal NSData
<input type="checkbox"/> SLA Fail TOTAL Standing Data	<input type="checkbox"/> SLA Fail TOTAL NSData
<input type="checkbox"/> SLA FAIL Urgent Standing Data	<input type="checkbox"/> SLA FAIL Urgent NSData
<input type="checkbox"/> SLA OK High Standing Data	<input type="checkbox"/> SLA NSData % FAIL
<input type="checkbox"/> SLA OK Low Standing Data	<input type="checkbox"/> SLA NSData % OK
<input type="checkbox"/> SLA OK Normal Standing Data	<input type="checkbox"/> SLA OK High NSData
<input type="checkbox"/> SLA OK TOTAL Standing Data	<input type="checkbox"/> SLA OK Low NSData
<input type="checkbox"/> SLA OK Urgent Standing Data	<input type="checkbox"/> SLA OK Normal NSData
<input type="checkbox"/> SLA Standing Data % FAIL	<input type="checkbox"/> SLA OK TOTAL NSData
<input type="checkbox"/> SLA Standing Data % OK	<input type="checkbox"/> SLA OK Urgent NSData
<input type="checkbox"/> SLA TOTAL Standing Data	<input type="checkbox"/> SLA TOTAL NSData

Maintenance

Even with limited SLA requirements, the number of metrics to create and maintain in GoodData is cumbersome. Additional criteria would make reporting more challenging, for example:

- Ticket organisation
- Ticket type
- Time to assign
- Non business hours

There is also the risk that GoodData and Zendesk can become out of sync if the SLA criteria changes as the SLA terms have to be entered in both systems separately.

In addition, changing SLA conditions would be retrospective in GoodData unless more complex metrics also include an SLA effective date.