Performance Indicators for the ICT Service

Code	Indicator	Target	Frequency	Corporate or Service monitoring
EHPI	Percentage availability of core systems during supported hours. (This measure assesses the ability of the ICT service to deliver resilient systems during supported hours).	99% availability	Quarterly	Corporate
EHPI	Percentage Resolution of Incidents Within 4 Hours (This measure assesses the responsiveness of the ICT Service to issues when they occur)	85%	Quarterly	Corporate
SPI	Percentage Reduction in the Number of Incidents (This measure assesses the ability of the ICT service to address the root cause of incidents)	TBD	Quarterly	Service
SPI	Percentage of Calls Abandoned on ICT Service Desk (This measure assesses the accessibility of the ICT Service)	10%	Quarterly	Service
SPI	Percentage of Calls Resolved at First Point of Contact (This measure assesses the responsiveness of the service)	To be identified once baseline has been established	Quarterly	Service

SPI	Satisfaction with ICT Services (This measure will assess the view of the ICT Service held by Managers and by staff)	70%	Quarterly	Service
EHPI	Delivery of Key ICT Projects (This measure will assess ICT's ability to support business change)	TBD	Quarterly	Corporate
EHPI	Delivery of Key Milestones in the ICT Strategy (This measure assesses ICT's ability to contribute to the overall objectives of East Herts Council and to deliver organisational change within the ICT Service)	TBD	Quarterly	Corporate