

Business Plan Measure Catalogue by Category Feedback Form

Information Technology Department, City of Vancouver

Supplier/Input	Process	Output	Customer	Outcome
Number of Help Desk Tickets Opened per Month	Percentage of Help Desk Tickets Closed in 5 Hours or Less		Average Number of Months IT Projects are Late (All Causes)	
Top Call Categories of Help Desk Tickets Open for 24 Hours or More	Percentage of Help Desk Tickets Open for 24 Hours or More			
Top 10 Call Categories in Quarter "X"	Percentage of Help Desk Tickets Resolved by Help Desk Staff			
Number of Reported Virus Calls to the Help Desk per Month	Hours Spent on Viruses per Month			