	Technology Services Performance Excellence and Customer Care Center	SOP #	TS -PE-0009
		Revision #	3
		Implementation Date	07/01/2015
Page #	1 of 4	Last Reviewed/Update Date	04/03/2018
SOP Owner	Jennifer Miller	Approval	Jennifer Miller
SOP Name	Measuring Performance		

Standard Operating Procedure

1. Purpose

The purpose of this procedure is to identify the performance results compiled weekly.

2. Scope

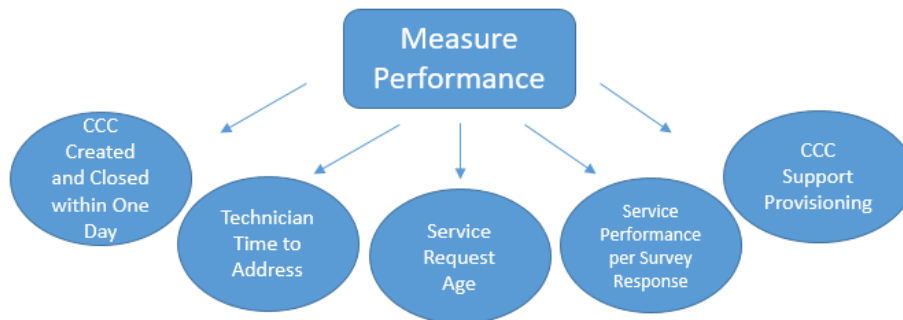
This procedure encompasses the Customer Care Center and Performance Excellence Key Performance Indicators.

3. Prerequisites

Daily, data is added to the report to ensure the weekly completion is efficiently completed. Weekly reports are generated and compiled on Friday afternoons. The Customer Care Center call percentage is compiled Monday morning.

4. Responsibilities

CCC Team members assist with the report compilation.



kpi Complete service requests within the designated target resolution times as agreed upon in our Service Level Agreement.



kpi Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.

Time	Item	Team	Primary	Backup
Continuously				
All Day	Review open service requests for customers with last names starting with C, H, O, N	CCC Team	Arlicia Netto	
All Day	Review open service requests for customers with last names starting with E, S, G, A, D	CCC Team	Crystal Gilbert	
All Day	Review open service requests for customers with last names starting with I, M, W, L, T	CCC Team	Amanda Medau	
All Day	Review open service requests for customers with last names starting with Q, U, Y, Z, X, P	CCC Team	Eric Pina	
All Day	Review open service requests for customers with last names starting with V, B, R, F, K, J	CCC Team	Aaron Widrick	
Daily				
6:30am	Morning System Review completed to create the weekly Network report.	NIC Team	Systematic	
	Service request count report distributed to all CCC analysts.	SR system	Systematic	
7:00am	Review of Tier 3 Service Requests	CCC Team	Scottie Stevens	
	Review of previous day's non-resolved service request survey responses.	CCC Team	Scottie Stevens	
	Review all non-prioritized service requests. Ensure that priority is placed on those still uncategorized from the previous work day.	CCC Team	Crystal Gilbert	
	Ensure post is updated for the closed service requests and open service requests for submission to website.	CCC Team	Scottie Stevens	Amanda Medau, Arlicia Netto
8:00am	Review call by half hour report from previous day.	CCC Team	Amanda Medau	
9:00am	Review non-prioritized service requests in order to prioritize appropriately.	CCC Team	Amanda Medau, Arlicia Netto, Crystal Gilbert	
9:30am	Compile previous day's network status information in weekly KPI Network Status Report.	CCC Team	Crystal Gilbert	
10:00am	Review previous day's total call support and document.	CCC Team	Crystal Gilbert	
11:00am	Review non-prioritized service requests in order to prioritize appropriately.	CCC Team	Amanda Medau, Arlicia Netto	
11:30am	Midday System Review completed to create the weekly Network report.	Performance Excellence team	Zuhura Gober	
1:00pm	Review non-prioritized service requests in order to prioritize appropriately.	CCC Team	Amanda Medau, Arlicia Netto	
3:00pm	Review non-prioritized service requests in order to prioritize appropriately.	CCC Team	Arlicia Netto, Crystal Gilbert	
	Afternoon System Review completed to create the weekly Network report.	CCC Team	Amanda Medau	

3:15pm	All information regarding network status entered into the daily log in preparation for the network status report	CCC Team	Amanda Medau	
4:30pm	Review service requests still open. Aged and placed requests in tier classifications for appropriate attention.	CCC Team	Arlicia Netto	Scottie Stevens
4:45pm	Review day's closed service request count to create the Closed Service Request report.	CCC Team	Amanda Medau	Scottie Stevens

5:30pm	Emails are distributed to all assignees with service requests classified in the Tier 4 category.	Performance Excellence team	Arlicia Netto	Scottie Stevens
6:00pm	Email is sent to the leadership team detailing all overdue service requests. Review of tier 3 and tier 2 service requests is completed the following morning.	Performance Excellence team	Arlicia Netto	Scottie Stevens
8:00pm	Individual call counts are sent to all CCC analysts. Daily analysis and review is completed the following morning.	Phone system	Systematic	
9:00pm	Total call count is sent to all CCC analysts. Daily analysis and review is completed the following morning.	Phone system	Systematic	
11:30pm	Secondary campus technicians receive an email identifying the calls closed at their campus during the day.	SR system generated and emailed to Technicians	Systematic	
Weekly Friday				
12:00pm	Information regarding the week's final requests to complete the root cause analysis report. Report compiled Friday afternoon.	SR system generated and emailed to CCC team	Arlicia Netto	Jennifer Miller
4:00pm	Total service request closed count information distributed to complete the percentage return rate in the Customer Satisfaction report. Report compiled Friday afternoon.	SR system generated and emailed to CCC team	Zuhura Gober	Arlicia Netto
	Service requests created and closed by the Customer Care Center information to create the CCC Independently Closed Report and CCC Closed in One Day Report. Report compiled Friday afternoon.	SR system generated and emailed to CCC team	Scottie Stevens	Arlicia Netto
	Customer survey report information to create the Customer Satisfaction report. Report compiled Friday afternoon.	SR system generated and emailed to CCC team	Zuhura Gober	Arlicia Netto
	Service requests created information distributed to create Created Report. Report compiled Friday afternoon.	SR system generated and emailed to CCC team	Zuhura Gober	
	Service requests closed this week information distributed to create the Service Request Age report. Report compiled Friday afternoon.	SR system generated and emailed to CCC team	Zuhura Gober	Arlicia Netto
	Weekly Campus Check information distributed to create the Network Status report. Report compiled Friday afternoon.	SR system generated and emailed to CCC team	Amanda Medau	Arlicia Netto
	Weekly System Check information distributed to create the Network Status report. Report compiled Friday afternoon.	SR system generated and emailed to CCC team	Amanda Medau	Arlicia Netto
	Technician Closed Service Request information distributed to create the Technician Closed Service report.	SR system generated and emailed to CCC team	Zuhura Gober	

4:00pm	Technician Survey information distributed to create the survey results for the Technician Survey Results report.	SR system generated and emailed to CCC team	Zuhura Gober	
	Assignee Survey Review Compilation	Service Request system generated and emailed to Jennifer Miller	Arlicia Netto	
	Building Survey Review Compilation	Service Request system generated and emailed to Jennifer Miller	Arlicia Netto	
8:00pm	Total report detailing call counts for the week is distributed to create the CCC Call Support Result report. Report completed Monday morning.	SR system generated and emailed to CCC team	Systematic	
Weekly Monday				
6:30am	Weekly Performance Excellence KPI Scorecard	Review of Compiled Data	Crystal Gilbert	
6:30am	Enter Friday's call counts to the CCC Call Count report.	CCC Team	Crystal Gilbert	
7:00am	Weekly CCC KPI Scorecard	Review of Compiled Data	Scottie Stevens	