ITSM Success Dashboard

Challenge
End-users are looking to understand performance metrics related to ITSM performance, manage on going improvements, and need to communicate to IT leaders the success of ITSM products. It is also relevant to have a prescriptive guidance when calculating these metrics. This provides for high quality data and consistency reporting.

Solution
Provide your IT leaders and process owners a 360° view into ITSM performance and measure improvement with interactive dashboards using prescribed KPIs. This new dashboard works across all ServiceNow technologies and processes and enables you to easily communicate and present business insights to executives and senior-level leaders. Use insights to make improvement plans that maximize value. As experts we can provide insight into how your product is performing against expected performance.

Overview
ITSM Success Dashboard indicators provides insights to the IT leadership team and process owners so that they can measure the performance of their ITSM implementation using the KPIs defined by ServiceNow.

Benefits
Clear and transparent insight into the performance of ServiceNow (ITSM) products implemented
Prescriptive guidance based on ServiceNow OOB formulas
Increase transparency for IT Leaders and Process Owners
Manage continuous improvement based on real time data

The ServiceNow Difference
Performance transparency via a single platform
Access to ServiceNow’s prescriptive guidance via OOB formulas
The most powerful born-in-the-cloud, ITSM platform in the world
Features

**Performance Overview** – view metrics related to self-solved percentage, call deflection, requests completed, and successful predications.

**Service Quality** – view metrics related to the customer satisfaction score, MTTR, percentage of breached SLAs, and percentage of first assignment resolution.

**Scorecards** – view the aggregated score for the current time period (monthly, quarterly, and yearly). Also see the comparison with a previous period (displayed as percentage change).

**Info Icons** – better understand how key performance indicators are calculated via the prescriptive guidance of ServiceNow experts. These formulas are locked down and cannot be changed.

**Trends** – view the trend of the aggregated scores of the metric scorecard that was selected.

**Performance Analytics** – built using the power of our performance analytics product to bring you and your leaders the most accurate and essential information.

**Benchmarks** – see ITSM Success Dashboard metrics in the Benchmarks application. This allows you to compare your performance with peers. This feature combines the power of our prescriptive guidance and peer-to-peer comparison.

**Drill down** – view transactional details that contributes to the overall value. Slice and dice the records/transaction using OOB component for detailed understanding of the KPI performance.

“Powerful tool. Great potential”
- Healthcare industry client

“Looking for a similar solution since past year.”
- Tech company