

Information Services and Technology 1

IST 1: Average number of days to resolve internal health department helpdesk tickets

Why measure this?

This indicator will inform health department leaders about how timely their IT helpdesk is responding, namely if requests are processed quickly and sufficiently. IT problems can hamper worker productivity, which can impact an organization’s budget and ability to carry out its mission of protecting and ensuring the public’s health.

Measurement specifications: Total number of business days to resolve all helpdesk tickets divided by the total number of internal health department helpdesk tickets submitted.

Reporting Period: Monthly

PHAB Alignment

11.1: Develop and maintain an operational infrastructure to support the performance of public health functions

This indicator contributes to the PHAB measures by providing health department leadership with information about how well their IT helpdesk is functioning, namely if requests are processed quickly and sufficiently. IT problems can hamper worker productivity, which can impact an organization’s budget and ability to carry out its mission of protecting and ensuring the public’s health.

Operational Definitions

Helpdesk tickets: Helpdesks are typically an IT resource and support system to provide employees access to IT professionals who can help resolve IT and other technological problems. Helpdesks use a “ticketing” system to assign a unique number to each problem that an employee encounters and submits through the helpdesk. Helpdesk tickets are “resolved” when the problem originally reported is addressed by fixing the problem, providing a temporary solution, or replacing any hardware or reinstalling any software therefore allowing the employee to resume their work. Tickets are those that align with the scope of work provided by the helpdesk. Tickets submitted to helpdesk which exceed the scope of work of helpdesk employees should not be included in the denominator.

Monthly: This indicator should be report during a 30-day cycle.

Possible data sources: Health department’s IT data.