

START A FLOW MANAGEMENT PROJECT

Baseline Audit

Your Current
Operational
Shortcomings in
IT Support &
corresponding
Excess Lost Work
Time
(due to basic ITIL
processes)

Know the imperative for Flow Management:

A random sample of 120 aged service tickets in each of 4 teams (30 in each team, in two ticket age groups):

- Customer updates with untimely or no response from IT (customer ignored).
- Missed "I'm available now" & appointment requests (customer ignored).
- Badly managed / unmanaged chased tickets (customer ignored).
- Tickets "with user" that receive no response and so should have been chased by the support team (customer ignored).
- Inappropriate delays (weak service - teamwork might have helped).
- Abandonment when progression was necessary (likely service failure).
- Tickets re-opened due to premature closure.
- Unnecessary ticket reassignments ("bouncing").
- Tickets assigned back to the Service Desk but not quickly progressed (inappropriate delay).