# AMI Performance Measures - FY09/10

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|---|---|
| **Core Business Activity:** | OAS |
| **Owner:** | Kurt Summer |

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|---|---|---|---|
| **Perspective:** | Customer | **Performance Goal Name:** | OAS ARC Response Time |
| **Linkage:** | ARC | | |
| **Performance Goal/Operational Measure Description:** | During FY-09, meet Service Level Agreement (SLA) response time on 90% of events for ARC Level 2. | | |
| **Lag/Lead:** | Lag | **Frequency:** Monthly | **Unit Type:** Percent **Polarity:** High |
| **Formula:** | =number of trouble tickets responded to within the times stated in the Service Level Agreement by assigned priority in each ticket / total number of tickets escalated to ARC Level 2 technicians. | | |
| **Data Source:** | Assyst service desk software from October 2008 through January 2009. Remedy service desk software from January 2009 through September 2009 | | |
| **Data Collector:** | AMI-900 | **Baseline:** | The first of each month |
| **Target:** | At least 90% of all tickets escalated to Level 2 technicians will be responded to within the time stated in the Service Level Agreement by assigned priority on each ticket. | | |
| **Target Rationale:** | As per the Service Level Agreement with our customers. | | |
| **G/Y/R Rules:** | Green: >=90% Green | | |
| | Yellow: 80%-89% | | |
| | Red: <80% | | |

Attachment 6

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|---|---|
| Core Business Activity: | The AMI Line of Business (LOB) that offers a specific product or service (IMS, NWP, SMF, MFR, TEL, ISS, OAS, ITA, MMS, PDS, CSC) |
| Owner: | The party responsible for managing and reporting the measure (i.e., Manager) |
| Perspective: | The Balanced Scorecard perspective which the measure supports, if applicable (e.g. Customer, Internal Systems & Processes, Organizational Capacity, Financial). |
| Performance Goal Name: | The name of the performance goal/operational measure. |
| Linkage: | The organizations/documents/initiatives that the performance goal links to (e.g. ESC, AMC, ARC, FAA, ISO, Tactical Plan). Enter all that apply. Be as specific as possible by listing the initiatives, activities, etc. |
| Performance Goal/ Operational Measure Description: | A brief description of the measure and its intent. How will it improve performance? |
| Lag/Lead: | If this is a measure of past performance, it is a lagging indicator. If you are measuring some action that you believe will bring future success, it is a leading indicator. |
| Frequency: | How frequently measurement will occur (monthly, quarterly, annually). Monthly preferred. |
| Unit Type: | The unit of measurement. For example: dollars, percentage of completion, production counts, etc. |
| Polarity: | If polarity is "low" a small number is desirable. If polarity is "high" a large number is desirable. For example, if you are trying to measure defects, polarity would be low because you want few defects. |
| Formula: | If the measure requires some mathematical calculation, input the calculation here. |
| Data Source: | Identify from which system the information for the measure is produced. |
| Data Collector: | Parties responsible for providing data information to the measure owner (if applicable). |
| Baseline: | The starting point from which the measurement process will occur. |
| Target: | Identifies the desired result in terms of some metric and the date by which the metric will be achieved. |
| Target Rationale: | Identify why the target is appropriate or the thought process that went into developing the target. |
| G/Y/R Rules: | Identify how you will score the progress of your measure/goal. Examples: Subjective: 3=Green, 2=Yellow, 3=Red; OR >=90% Green, 80%-89% Yellow, <80% Red, etc. |

**Notes from 11/10/08 Business Planning Meeting:**

Remember to measure only those items for which you have control over.
Identify/develop operational metrics, NOT initiatives, that support your tactical plan.
Operational Metrics are what we measure on a day-to-day basis.
Keep those things from last year that we measure day-to-day (e.g., surveys, CNAs, COOP, Disaster Recovery, etc.).
Not looking to capture one-time project initiatives. Take other things from the FY08 Business Plan and extract the projects/initiatives.
Devise operational metrics from your area's work instructions.
Tag ISO work instructions along with ARC/FAA activities/initiatives.
Preferred frequency of measuring is Monthly.
G/Y/R Rules: The purpose of setting rules is to generate corrective action at the time it is needed. Yellow is a flag. Red means the measure is in danger of not being accomplished as written. It brings appropriate attention.
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| **Owner:** | Kurt Summer |

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| **Owner:** | Kurt Summer |

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| **Perspective:** | Customer | **Performance Goal Name:** | OAS AMC Response Time |
| **Linkage:** | AMC | | |
| **Performance Goal/Operational Measure Description:** | During FY-09, meet Service Level Agreement (SLA) response time on 90% of events for Level 2 at the Aeronautical Center. | | |
| **Lag/Lead:** | Lag | **Frequency:** Monthly | **Unit Type:** Percent **Polarity:** High |
| **Formula:** | =number of trouble tickets responded to within the times stated in the Service Level Agreement by assigned priority in each ticket / total number of tickets escalated to Level 2 technicians at AMC. | | |
| **Data Source:** | Assyst service desk software from October 2008 through January 2009. Remedy service desk software from January 2009 through September 2009 | | |
| **Data Collector:** | AMI-900 | **Baseline:** | The first of each month |
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| **Core Business Activity:** | OAS |
| **Owner:** | Kurt Summer / Clarence Fanning |

| | | | |
|---|---|---|---|
| **Perspective:** | Customer | **Performance Goal Name:** | OAS ARC Customer Surveys |
| **Linkage:** | AMC | | |
| **Performance Goal/Operational Measure Description:** | During FY-09, achieve a 85% positive on Help Desk customer surveys for ARC. | | |
| **Lag/Lead:** | Lag | **Frequency:** Monthly | **Unit Type:** Percent **Polarity:** High |
| **Formula:** | =number of positive survey responses / total number of surveys responded to. | | |
| **Data Source:** | Customer responses to surveys which are sent to a random 10% of all customers that contacted the Customer Support Center (CSC) the prior day. Customers can only respond one time to each survey sent. | | |
| **Data Collector:** | AMI-900 | **Baseline:** | The first of each month |
| **Target:** | Positive responses on at least 85% of all surveys returned. | | |
| **Target Rationale:** | Monitoring customer satisfaction and improve customer service. | | |
| **G/Y/R Rules:** | Green: >=85% Green | | |
| | Yellow: 75%-84% | | |
| | Red: <75% | | |

| | |
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