# 5 Best Practices for Health IT Service Desk Performance

Our experience supporting hundreds of facilities across the country informs our best practices around high-performing service desks that are so critical to health system operations.

1 Go beyond contractual service levels and define what you truly need your metrics to indicate.

The metrics you focus on should be indicators of the following:
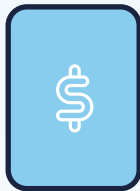
| Financial Value Added to the Organization | Satisfaction of the End-User Community | Identify Needs for Improvement | Minimize Adverse Impact on Operations |

2 Use First Contact Resolution (FCR) as a better indicator of user satisfaction and productivity.

First Contact Resolution is a better indicator of user satisfaction and understanding the percentage of incidents that have a lesser impact on downtime/unproductivity.

First Level Resolution helps give an overall understanding and indicator of financial savings based on incidents that would be handled by level 2 or 3 resources if the incident had not been resolved by a level 1 agent.

3 Compare the gaps between Actual and In-Scope FCR for finding areas of improvement.

Actual FCR =
Total Contacts Resolved/ Total Contacts Received.

In-scope FCR =
Resolution rate of incidents deemed resolvable through an agreement.

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4 *Evaluate the experience around ticket reassignments and whether misrouted incidents are delaying resolution.*

Escalated tickets with the incorrect details or assignments to the wrong group should occur no more than 1% of the time.

<1%

5 *Determine the balance between Average Speed to Answer (ASA) and acceptable hold times to achieve the proper cost structure.*

80% CALLS
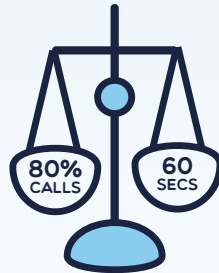
60 SECS

CereCore clients reported the best value and user satisfaction at 80% of calls answered within 60 seconds (coupled with a high resolution rate).

LEARN MORE ABOUT THESE BEST PRACTICES IN THE FULL EBOOK:

Diagnosing Your Health System's IT Support Desk

> **DOWNLOAD NOW**

Diagnosing Your Health System's IT Support Desk

A guide to using service level metrics to uncover hidden costs, increase user satisfaction and efficiency, and lessons learned from hospital IT leaders who have tackled those challenges.

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ABOUT US

CereCore® provides IT services that make it easier for you to focus on supporting hospital operations and transforming healthcare through technology. With a heritage rooted in our nation's top-performing hospitals, we serve as leaders and experts in technology, operations, data security, and clinical applications. We partner with clients to become an extension of the team through comprehensive IT and application support, technical professional and managed services, IT advisory services, and EHR consulting, because we know firsthand the power that integrated technology has on patient care and communities.