

What's in the Catalog? Metrics Catalog & Discovery

Catalog

The Quants come to IT Service Management

Incident Management

- KPIs – 28
- Incident Counts - 48
- Incident Durations - 18
- Performance Metrics - 33
- Performance Targets - 64
- Rolling Averages - 21

Problem Management

- KPIs – 22
- Counts – 16
- Durations – 10
- Performance Metrics – 22
- Performance Targets – 44

Change Management

- KPIs – 36
- Change Counts – 48
- Change Status – 12
- Change Durations – 4
- Outages – 4
- Performance Metrics – 30
- Performance Targets - 50

Service Level Management

- KPIs – 9
- Cost – 4
- Counts – 10
- Durations – 9
- Performance Metrics – 3
- Performance Targets – 8
- Rolling Averages - 1

Asset and Configuration Management

- KPIs – 20
- Contracts – 7
- Counts – 21
- Durations – 5
- Financial – 24
- Impact – 3
- Performance Metrics – 20
- Performance Targets - 44

Release Management

- KPIs – 19
- Financial – 5
- Performance Metrics – 15
- Performance Targets – 30
- Release Counts – 20
- Release Durations - 6

Knowledge Management

- KPIs - 12
- Counts – 25

Request Management

- KPIs - 14
- Counts – 28
- Costs - 5
- Durations - 5

Event & Availability Management

- KPIs – 16
- Availability –7
- Counts – 23
- Durations – 4
- Performance Metrics – 15
- Performance Targets - 30

Capacity Management

- KPIs – 13
- Availability – 7
- Counts – 30
- Load – 11
- Buffers – 15
- Traffic – 10
- Response Time - 12