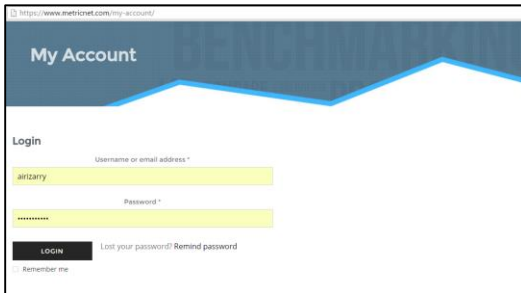


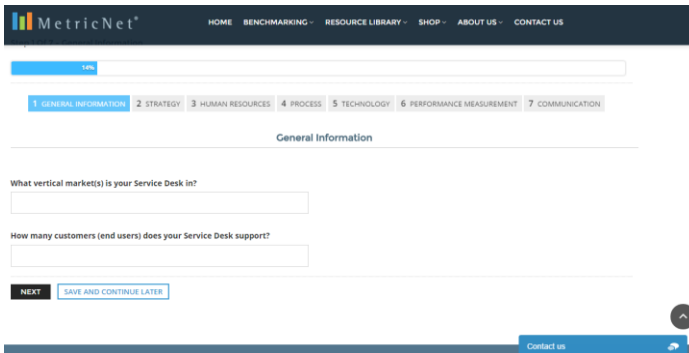
MetricNet's Online Benchmarking Process Maturity Assessment

User Guide

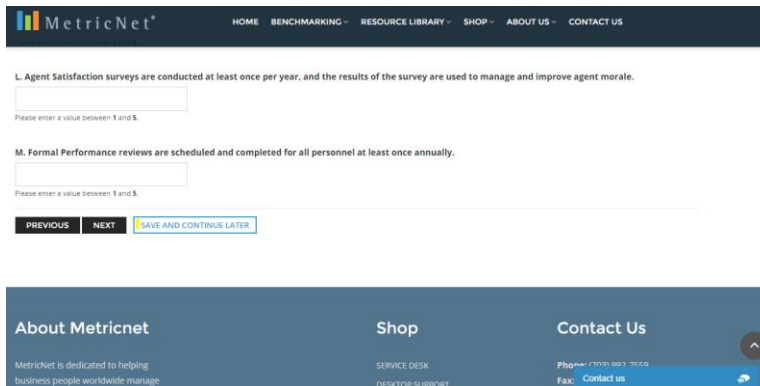
1. MetricNet will send an email to the primary contact with login credentials immediately after the project kickoff meeting.
 - a. Login credentials will be unique to the service desk, desktop support group or call center being benchmarked. If multiple locations are being separately benchmarked, each location will be provided a unique set of login credentials.
 - b. If you do not receive this email within 1 hour of your project kick-off meeting, please notify us at info@metricnet.com.
2. Login to your account at <https://www.metricnet.com/my-account>



3. Navigate to the Benchmarking Process Maturity Assessment at <https://www.metricnet.com/process-assessment>



4. The process assessment includes 7 unique sections. Each section should be completed on a best efforts basis before submitting your data. **For each question in sections 2-7, please indicate the level of maturity for the best practice defined by placing your score in the entry box (Score 1 - 5, or leave blank if the best practice does not apply to your service desk). Fractional scores, e.g. 3.5, are acceptable.**
 - a. **Section 1 – General Information:** We are requesting some general information about your Service Desk.
 - b. **Section 2 – Strategy:** We are requesting that you answer a number of questions regarding Service Desk Strategy, Vision, and Mission.
 - c. **Section 3 – Human Resources:** We are requesting that you answer a number of questions regarding Human Resource Management in your Service Desk.
 - d. **Section 4 – Process:** We are requesting that you answer a number of questions regarding your Service Desk processes and procedures.
 - e. **Section 5 – Technology:** We are requesting that you answer a number of questions regarding your Service Desk Technology.
 - f. **Section 6 – Performance Measurement:** We are requesting that you answer a number of questions regarding your Service Desk Performance Measurement.
 - g. **Section 7 – Communication:** We are requesting that you answer a number of questions about the way your Service Desk communicates with key stakeholders.
5. At any time, you may save and continue by clicking the save and continue later button at the bottom of the page:



The screenshot shows the MetricNet survey interface. At the top, there is a navigation bar with links for HOME, BENCHMARKING, RESOURCE LIBRARY, SHOP, ABOUT US, and CONTACT US. Below the navigation bar, there is a question labeled 'L. Agent Satisfaction surveys are conducted at least once per year, and the results of the survey are used to manage and improve agent morale.' The question text is followed by a text input field. Below the input field, there is a prompt: 'Please enter a value between 1 and 5.' Below the prompt, there is another question labeled 'M. Formal Performance reviews are scheduled and completed for all personnel at least once annually.' This question is also followed by a text input field and the same prompt: 'Please enter a value between 1 and 5.' Below the input fields, there are three buttons: 'PREVIOUS', 'NEXT', and 'SAVE AND CONTINUE LATER'. The 'SAVE AND CONTINUE LATER' button is highlighted in yellow. At the bottom of the page, there is a footer with three columns: 'About Metricnet', 'Shop', and 'Contact Us'. The 'About Metricnet' column contains the text 'Metricnet is dedicated to helping business people worldwide manage'. The 'Shop' column contains the text 'SERVICE DESK' and 'DESKTOP SUPPORT'. The 'Contact Us' column contains the text 'Phone: (703) 992-7559' and 'Fax: Contact us'.

- a. You will be provided a unique link to return to the form at a later date. Copy this link and request to have it emailed to you by adding your email to the entry box and clicking the SEND EMAIL button.


Please use the following link to return to your form from any computer.

https://www.metricnet.com/data-collection/?gf_token=2fc9948b88b445d1b25ff1ef4d89e42c

This link will expire after 30 days. Enter your email address to send the link by email.

SEND EMAIL

6. When each section is completed on a best-efforts basis, please click the SUBMIT button that appears at the bottom of section 7.

 HOME BENCHMARKING RESOURCE LIBRARY SHOP ABOUT US CONTACT US

Please enter a value between 1 and 5.

K. The Service Desk provides training aids to users that enable them use the service desk more effectively. These could include log-in screens with the service desk phone number, chat windows that can be clicked to initiate a real-time chat session, mouse pads imprinted with the service desk IVR menu, etc.

Please enter a value between 1 and 5.

L. The Service Desk transmits outbound messages to users announcing major system and network outages, thereby alerting users about potential problems in the IT environment. These proactive messages help to reduce contact volumes during incidents that impact a large number of users.

Please enter a value between 1 and 5.

PREVIOUS SUBMIT SAVE AND CONTINUE LATER

About Metricnet Shop Contact us ↑

7. Once you have completed and submitted both the process assessment and the online data submission, MetricNet will contact you to schedule a time to review the submissions.