Team 14

Support Ticket SLA Optimization

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Customer Background

Subaru of Indiana Automotive (SIA) is a prominent automobile manufacturer in Lafayette, Indiana, known for its commitment to quality and operational efficiency. To support its manufacturing and administrative processes, SIA relies on the ServiceNow platform for IT service management, enabling associates to create and track incident tickets, application requests, and hardware needs.

SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage
Priority 4 resolution (3 day)	SLA	Resolution	Completed	0 Seconds	1 Day 9 Hours 17 Minutes	123.28%

Problem Statement

SIA is facing challenges in meeting SLAs for resolving IT-related issues and fulfilling hardware requests, which impacts productivity and causes potential delays in critical projects.

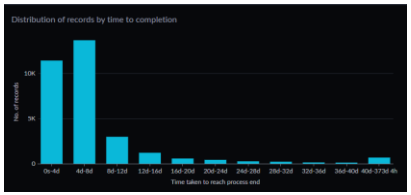
The primary objective is to optimize how the workflow of the IT associates and utilize the tools provided in the ServiceNow ticket system to focus on identifying factors that lead to SLA breaches.

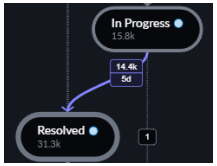
Requirements

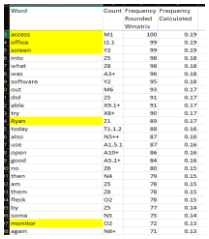
Req. #	DESIGN REQUIREMENTS	DESIGN TARGETS
1	**Analysis Report**	Identify root cause of bottlenecks and inefficiencies in process flow
2	**Recommendation Report**	Improvements to target below a **160%** average Incident Resolution per year.
3	**Training and Communication**	Create work instructions outlining effective changes
4	**Monitoring System**	Utilize tools to track SLA times, provide alerts on breaches

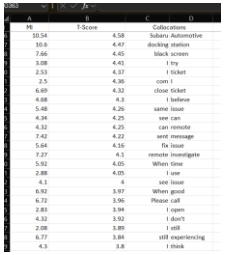
Average SLAs by Year		
2022	2023	2024 (Target)
160.48%	164.96%	↓120%

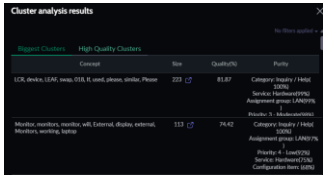
Experimentation and Concepts



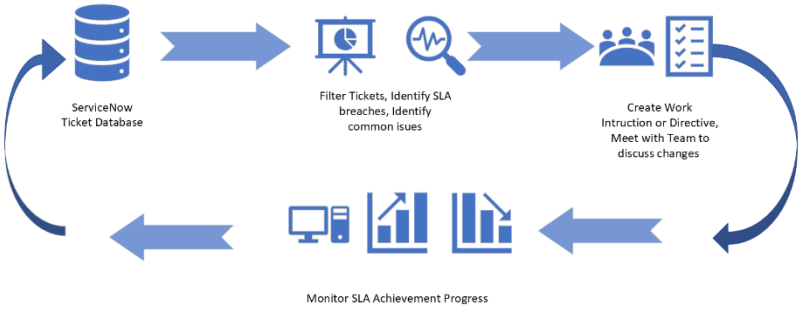








Final Design



SLA Kaizen Process

Testing

Work Instructions for Monitor Tickets

Monitor Flickering or Waking Issues

Flickering Monitors and black screens were a big issue last year. Due to the influx of tickets in the past, below is a list of steps to take to resolve the issue.

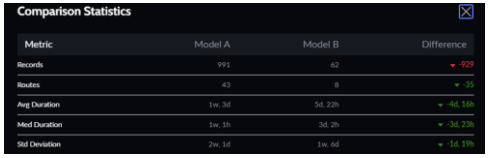
1. **Verify display and docking station cables are *securely connected.***
   - Sometimes cables get pulled part-way out which causes the connection to be unstable.
   - If connections are all in place move on to the next step.

If P3 Tiny or Ultra Desktop, make sure the keyboard is plugged into the Smart Power-On USB Port:

2. **Disable DSC where applicable, update computer graphic and Dock Drivers**

Redefine Ticket Types and SLA requirements

Results for Monitor Tickets



Results for SLAs on Incidents