Incident Management KPI Cheat Sheet

Your report should include metrics that spotlight different aspects of performance. Represent impact on users, effectiveness of monitoring, response time, resolution rate, and incident management efficiency. Following are some of the most important KPIs to capture trends in these areas (in alphabetical order):

KPI	DESCRIPTION
Compression Rate	A percentage reduction in the volume of incidents by combining incidents resulting from the same cause.
Impact Duration	The time between when an issue arises and ends.
Incident Duration	The time between the service team creating a ticket and the end of the incident, when the ticket is resolved.
Incident volume	How many incidents occur in a given time period such as a week, month, and year.
Incidents Resolved on First Contact	The percentage of incidents resolved on first contact.
Mean Time Between Failure	The average time between outages.
Mean Time to Acknowledge (MTTA)	Average time between an alert and when the service team acknowledging it.
Mean Time to Action (MTTA)	Average time from an alert to the first action to fix it.
Mean Time to Detect/Discover (MTTD)	Average time between onset of an issue and its detection.
Mean Time to Know or Diagnose (MTTK)	Average time between an alert and knowing the cause.
Mean Time to Recover/Repair/Resolve (MTTR)	Average time from alert to recovery, meaning the system is functioning again.
Number of Active Tickets	Number of service tickets that are awaiting resolution.
Uptime	The percentage of time that an application or system is available to users and fully functioning.

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