County Plan #	Objective Title	Objective	Target
#48	IT Performance	By June 2021 June 2020, Information Services will analyze, standardize and improve the problem resolution process across all service delivery teams, using performance metrics to measure success. ▯	Standardization of Workflow

Measurement
Train staff on established standareds

Collection Method
Monitor ticketing system queues for compliance

Data	
Establish protocols	Primary queue created with new IT Support tickets landing for level 1 analysis, definitions of priority completed, workflow for next step support created
Configure ticketing system	Configuration work required for queues and for priority defaults
Monitor ticketing system queues for compliance	Queue owners monitor for compliance