

MetricNet's Service Desk Benchmark for Medical Care

Facts, and Frequently Asked Questions (FAQ)

Who can participate in MetricNet's Service Desk Benchmark for Medical Care Facilities?

Any organization that operates a service desk in the medical care industry can participate in the benchmark. This includes service desks of all sizes, and from all geographies that are both insourced and outsourced.

How do I participate in MetricNet's Service Desk Benchmark for Medical Care Facilities?

1. Sign up for the online information briefing for the benchmark. You have two dates to choose from:
 - a. Register for the November 13th briefing [here](#).
 - b. Register for the November 21st briefing [here](#).
 - c. Register for the December 4th briefing [here](#).
 - d. Register for the December 16th briefing [here](#).
2. Review the sample deliverables attached to this PDF*. 
3. Purchase your benchmark [here](#):

What is the timeline for the Benchmark?

MetricNet's Service Desk Benchmark for Medical Care Facilities is now active. Key dates for the benchmark are summarized below:

October – December 2013	Benchmarking Sign-Up and Registration Period
October 29, 2013	First Informational Briefing.
November 13, 2013	Second Informational Briefing.
November 21, 2013	Third Informational Briefing.
December 4, 2013	Forth Informational Briefing.
December 16, 2013	Final Informational Briefing.
January – March 2014	Benchmarking Data Collection Period

April 2014

Benchmarking Report Development

April 30, 2014

Report Delivery and Benchmarking Presentation of Results

What will I receive by participating in MetricNet's Service Desk Benchmark for Medical Care Facilities?

Each service desk that participates in the benchmark will receive the following deliverables:

- Project Participation Kit:
 - Project Schedule
 - Data Collection Questionnaire
- Project Kickoff Meeting via GoTo Meeting
- Comprehensive Service Desk Benchmarking Report
 - Project Overview and Objectives
 - Industry Background
 - Benchmarking Performance Summary
 - Tabular performance summary of more than 20 service desk KPI's
 - Tabular summary of performance gaps for all KPI's
 - Quartiles performance charts for each KPI in the benchmark
 - Service desk ranking on a two-dimensional Efficiency vs. Effectiveness Matrix
 - Customized Balanced Scorecard
 - Conclusions and Recommendations
 - Detailed Benchmarking Comparison Bar Charts
- Live Presentation of Results and Q&A via GoTo Meeting

A sample service desk benchmarking report is attached to this PDF*.

The project report will be produced in Microsoft PowerPoint and converted to Adobe PDF for distribution. The report is suitable for internal presentations to key stakeholders in your company who are interested in the results of the benchmark.

How does the data collection process work?

Each participating service desk will be asked to provide their service desk data in an Excel spreadsheet. The data collection form is attached to this PDF* 

MetricNet will be available to provide guidance and advice to each service desk on the data collection effort, and to answer any questions that you might have during the data collection



process. More importantly, the completed data collection questionnaire will be reviewed with each service desk to ensure accuracy, and to discuss any data that appears to be inaccurate or inconsistent.

How long will it take to prepare and submit my benchmarking data?

The time required to gather, assemble, and submit your service desk data depends upon the accessibility of your data, and the experience level of the person responsible for gathering and submitting your service desk data. We strongly suggest that data collection be assigned to someone in your organization who is very familiar with your service desk, and who has access to all of the relevant service desk reports and data sources.

The time required for you to gather and submit your service desk data will vary depending upon the factors cited above. Those who have participated in MetricNet's benchmarks in the past have reported that it takes anywhere from six to ten hours to complete the data collection worksheet.

What is the due date for the data collection questionnaire?

To participate in MetricNet's Service Desk Benchmark for Medical Care Facilities you must submit your completed service desk data collection questionnaire to MetricNet by March 31, 2014.

What are the fees to participate in the benchmark?

MetricNet's Service Desk Benchmark for Medical Care Facilities is priced at US \$7,500 for one benchmark, and US \$12,500 for two benchmarks**, provided that you register and pay for the benchmark by December 19, 2013. After December 19th, the participation fees will double to \$15,000 for one benchmark, and \$25,000 for two benchmarks.

*Not available in preview mode. To retrieve attachments, PDF must be saved to your computer.

**This option is available for organizations that wish to benchmark multiple service desks.