% Incidents Caused by Changes

Function	Category	Definition	Usage
IT Support and Operations	Incidents	The % of incidents caused by the implementation of a change. Refer [Changes - Created]	One of the fundamental objectives of Change Management is to minimize disruption to the business. This metric assists in analyzing the extent to which this objective is achieved. The number of incidents resulting from change should be minimized and decrease over time.

Performance Pattern	Target Determination	Target	Tolerance	Analysis Granularity	Analysis Timestamp	Calculation
Below target	Performance	10%	10%	Daily	Incident creation	[Incidents Caused by Changes]/[Incidents Created]

IT Service Frameworks

ITIL V2 Category	COBIT Domain	COBIT Process
Incident Management	Acquire and Implement	AI6 - Manage Changes

Impact Statements

Financial	Customer	Internal	Knowledge
Low	**NA**	**Medium**	**Medium**
by reducing costs associated with IT service outages	by increased customer satisfaction as a result of fewer incident related outages	due to quantitative evidence that the incident management process is operating effectively	by improving knowledge of what types of changes are causing incidents to occur

Support Measures

Measure	Definition	Data Collection Tips	Extraction	Cost
Incidents Created	Incidents are issues within the IT infrastructure that relate to a disruption of an IT service. Ideally they are automatically detected and generated by monitoring systems, but can also be created by the Service Desk.	1. Incident data should be available in the incident management module of the workflow tool for managing IT service delivery. Typically there are database tables dedicated to incidents and the data is relatively straightforward to retrieve 2. Exclude incidents where status = 'Void' 3. Incidents Created is a supporting measure in the calculation of metrics related to other incident measures e.g. % Incidents Escalated. Therefore it is a fundamental incident management measure that should be derived	Automated	Low
Incidents Caused by Changes	The number of incidents that were a result of the implementation of a change request.	1. Refer to primary measure [Incidents Created] 2. Incidents caused by changes are identified by analyzing the root cause of an incident and determining if it was related to the implementation of a change. Within an Incident Management system this is typically stored in the 'Root Cause' field	Semi-Automated	Medium