Quality Excellence for Suppliers of Telecommunications Forum (QuEST Forum)

TL 9000 Quality Management System

Measurements Handbook

Incident Restore Rate (IRR) Examples

9.3 IRT Examples

9.3.1 – IRR Example 1 – Product Categories 9.x

Incident Restore Rate measures the organization's overall responsiveness to reported Incidents. The Incident Restore Rate applies to the restoration to normal service operation and its normal functionality as quickly as possible to customer impacting Incidents. As part of normal network operations management, incidents can be classified as; critical, major or minor, this is because the focus is on measuring the response performance to different SLA's or internal target thresholds. The Normalization Unit (NU) for each product category is defined in Appendix A, Table A-2.

Consider one month's data for an organization of a particular service. During this period 6000 Incidents were raised which worked through the Incident Management process. Of those 6000 5800 were restored on time.

The SLA and Target segmentation is defined according Table 9.3-1: **Table 9.3-1 Restore Target Times**

Identifier	Definition
Irc	Number of l Incidents restored on time
Ird	Number of Incidents due to be restored

The data reported is shown in Table 9.3-2.

Table 9.3-2 Data Table Report for Incident Restore Rate (IRR)

Identifier	Value
Measurement ID	IRR
Irc	5800
Ird	6000

The measurement calculation result is shown in Table 9.3-3

Table 9.3-3 IRR Source Data and Measurement calculations

Incidents closed on time	Normalization Units	Incident Restore Rate (IRR)
Irc = 5880	Ird = 6000	IRR = 98.00%

The calculation for IRR is:

IRR = 100* (5880 / 6000) = 98.00% incidents restored on time