



A 3.4-fold gap, and why

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The ranking measures the queue, not the person.**

Technician	Average time	Queue composition
Fastest	Baseline	71% resets and access rights
Slowest	3.4 ×	64% hardware and network incidents

A technician measured on time picks the short tickets, and the long ones remain. It is mechanical, and it shows: the 34 oldest tickets have been opened 11 times on average — opened, read, put down.

What the agent measures instead

Measure	What it indicates
Time by ticket category	Where the process sticks

Measure	What it indicates
Number of reopenings	Solutions that do not hold
Tickets opened and put down with no action	A queue people avoid
Time waiting for a third party	What is not helpdesk time

Breakdown of total time	Share
Waiting for a third party — supplier, purchase, approval	41%
Handling by the helpdesk	59%

Forty-one per cent of the time the dashboard attributes to the helpdesk is spent waiting for somebody else.

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