



TL 9000 Informational Alert

1. Originating Working Group:	2. Alert Number:
Contact: Contact@questforum.org	24-003A
3. Documentation Affected:	4. Issue Date:
MHB OFR Measurement Clarification with provided example when the root cause is NOT Organization Attributable.	18 March 2024
5. Reason for Alert:	
<p>Using the example below, the purpose of this alert is to provide clarification for OFR counting rules in cases where the root cause is determined to NOT be organization attributable at a significantly later date.</p> <p>EXAMPLE</p> <p>In July, a customer calls in a Major for investigation. At this point there is no root cause and the clock starts ticking for FRT (SLA term is <24 hours in this example). The organization misses the <24 hour SLA due time. Hence NPR is counted and FRT is pegged as a MISS for July. Resolution is not determined until December (it took that long to determine root cause). OFR was counted in July, August, September, October, November as a MISS because the resolution was yet to be determined. In December it is determined that the cause was NOT attributable to the Organization, but since it was still unresolved in December, OFR is pegged in that month as well. Even though the root cause was determined to NOT be organization attributable, OFR is still counted for the months the problem reports resolution was overdue.</p>	
6. Description:	
<p>In this example:</p> <p>NPR is counted in July and only July. It is not a miss – it is just counted as a problem report (counting rule 5.1.4.b.6).</p> <p>Since the SLA is 24 hours, FRT is counted as a MISS in July (counting rules 5.2.4.b.2 & 3), and FRT is only counted once.</p> <p>And since it was not resolved until sometime in December, OFR is counted as a MISS in July, Aug, Sep, Oct, Nov, and December (counting rules 5.3.4.b.1 & 2). It is counted in December because it was still overdue in Dec until it was determined that it was not attributable to the organization. Even the problem report root cause was not organization attributable, OFR is still counted from July through December.</p>	
7. Comments:	
Please ensure your organization is accurately reporting OFR.	