

## RUN A FLOW MANAGEMENT PROJECT: THE STARTING POINT

### Baseline Audit

Your Current  
Operational  
Shortcomings in IT  
Support  
(due to basic ITIL  
processes)

**Recognise the imperative for Activity Prioritisation & Flow Management (FM):** A random sample of 30 aged service tickets in each of 4 teams (120 total, in two ticket age groups) to determine operational failings and associated excess lost work time:

- Customer updates with untimely or no response from IT (customer ignored).
- Missed “I’m available now” & appointment requests (customer ignored).
- Badly managed / unmanaged chased tickets (customer ignored).
- Tickets “with user” that receive no response and so should have been chased by the support team (customer ignored).
- Inappropriate delays (weak service - teamwork might have helped).
- Abandonment when progression was necessary (likely service failure).
- Tickets re-opened due to premature closure.
- Unnecessary ticket reassignments (“bouncing”).
- Tickets assigned back to the Service Desk but not quickly progressed (inappropriate delay).