

NILEAR - REAL TIME TICKETING

Scoring Activity	Description	Service	Project	Monitoring
IN_PROGRESS	The ticket was in the "We have created a Resolution Plan" SLA Escalation Status ("In Progress") and a time entry exists that matches the duration of the "In Progress" state within 8 minutes of start of work and within 15 minutes of end of work. Only awarded once per day per ticket per tech.	+16	+48	+8
IN_PROGRESS_MISSING	Points lost if "We have created a Resolution Plan" SLA Escalation Status ("In Progress") is not used when work is being performed	-8	-8	-4
IN_PROGRESS_TOO_LONG	Ticket left in "In Progress" 15 minutes longer than actual work performed	-16	-16	-8
IN_PROGRESS_TOO_EARLY_OR_LATE	Points lost if ticket is moved to "In Progress" and work is not started until later time or if work is started and status is not changed to "In Progress" more than 8 minutes of start of work or 15 minutes of end of work	-16	-16	-8
IN_PROGRESS_LONGER_THAN_ACTUAL_WORK	Applied if more than 0.25 hours of actual work performed but more than 1/3 of the time was deducted. It is preferred the ticket come out of "In Progress" if that much time was needed to be deducted	-16	-16	-8
CONFIGURATION_ATTACHED_DURING_BILLABLE	Attaching configurations to a ticket during a billable time entry	+8	+24	+4
CONFIGURATION_ATTACHED_DURING_NONBILLABLE	Attaching configurations to a ticket during a non-billable time entry	+4	+12	+2
CONFIGURATION_ATTACHED_NO_TIME	Attaching configurations to a ticket when no time entry exists for the time of attachment	+4	+12	+2
SOURCE_PHONE	Points granted when the ticket source is set to Phone when generating a new ticket	+8	+24	+4
SOURCE_NOT_SET	Ticket source not set (where ticket is being generated from i.e. e-mail, phone, on-site etc.). Only applied if default Source value is "Change Me".	-8	-8	-4
SERVICE_TYPE_NOT_SET	Ticket service type not set (working on printer, workstation, network etc.). Only applied if default Service Type value is "Change Me".	-8	-8	-4
TIMELY_TIME_ENTRY	Entered billable time within 5 minutes of completing work	+4	+12	+2
UNTIMELY_TIME_ENTRY	Time entry was entered for a ticket over 15 minutes after actual work performed	-8	-8	-4
UNTIMELY_NOTES	Notes are added to the time entry over 15 minutes after actual work performed	-8	-8	-4
BLANK_TIME_ENTRY	Billable, non-travel time entry without notes	-8	-8	-4
QUICK_TICKET_START	Ticket creation and placed "In Progress" within 5 minutes of each other	+8	+8	+4
COMPLETED	Ticket moved to "We have resolved the issue" SLA Escalation	+8	+24	+4
REOPENED	Points deducted if new work is performed on a ticket re-opened after being closed	-16	-16	-8

NILEAR - TIMESHEETS

Scoring Activity/Description	Point Adjustment
Every minute recorded against a ticket	+1 point
Timesheet not submitted before 10AM local of the deadline submission date (Typically Monday morning)	-25% of all points for that timesheet
Time entry changed from Billable to Non-Billable	-10 points
Time entry changed from Non-Billable to Billable	-1 point for each minute of time entry
Work Type Changed	-25% of that time entry
Changes to Internal Notes	-25% of that time entry
Billable and Blank Time Entry	-50% of that time entry
Notes updated/changed	-10 Points

NILEAR – PEER REVIEW

Scoring Activity/Description	Point Adjustment
4 Star Review by Tech	+4
3 Star Review by Tech	+2
2 Star Review by Tech	-2
1 Star Review by Tech	-4
4 Star Review by Manager	+8
3 Star Review by Manager	+4
2 Star Review by Manager	-4
1 Star Review by Manager	-8
First Review of the Work Day (Public or Private)	+2
First 1, 2, 3, or 4 Star Public Rating of the Work Day	+1

NILEAR – CONFIGURATION REVIEW

Scoring Activity/Description	Point Adjustment
First Review of the Work Day	+10
Second Review of the Work Day	+8
Third Review of the Work Day	+6
Fourth Review of the Work Day	+4
Fifth Review of the Work Day	+2
Additional Reviews	+1 per review
Non Work Day Review	+1 per review
Rejecting a configuration	0
Original Author of the rejected Configuration	-2
Last Reviewer of the rejected Configuration	-2
Correcting a rejected Configuration	+2