University of East Anglia

ISC15D037

Title:	***IT Support in teaching spaces***
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Issue

A report on the provision of IT Support to teaching spaces.

Recommendation

Recipients are invited to note the review of IT Support provided to teaching spaces and consider the issues stated around the provision of spaces, technology and support.

Resource Implications

None.

Risk Implications

Not applicable.

Equality and Diversity

Not applicable.

Timing of decisions

Not applicable.

Further Information

Not applicable.

Background

IT issues in teaching spaces are likely to impact the student experience and are equally disruptive for staff delivering events. ISD is responsible for providing and maintaining technology in centrally bookable teaching spaces, departments have been responsible for providing and maintaining technology in faculty managed spaces. If there is a technical problem in any teaching space ISD aims to respond in an effective and timely way to minimise disruption to students and staff.

Discussion

Incidents in teaching spaces
Any technical problem is defined as an incident. All IT incidents reported to the IT Service Desk or discovered through pro-active checks are recorded and investigated. Between 1st January 2016 and the 10th May 2016 the IT Service Desk recorded 311 incidents. During this same period there were 41,257 teaching events in centrally bookable teaching spaces during 88 working days. A total of 63,210 sessions were booked across all rooms.
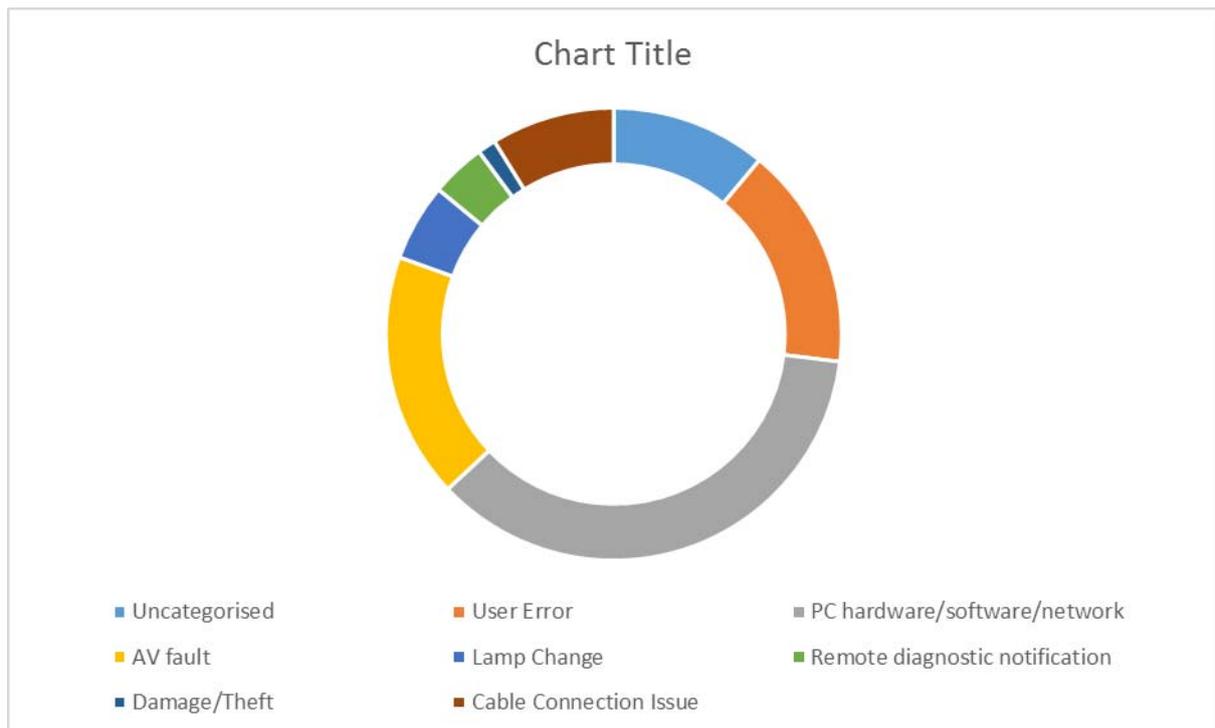
This incident rate for this period equates to:

- 3.5 incidents in teaching spaces per working day.
- Less than 1% (0.75%) of all teaching events in centrally bookable rooms were impacted by IT incidents.
- Across all room bookings in this period 0.5% were impacted by reported faults.

These figures assumes the following:

- That every session booked required IT to work.
- That every IT fault was reported to the IT Service Desk.

Of the recorded faults 35% were related to problems with PC hardware, missing internet connectivity or software, 23 % were due to AV faults or broken bulbs, 16% were customers unable to use the system that was functional, and 9% were due to cables being taken from teaching spaces.

Chart Title

Legend: Uncategorised, User Error, PC hardware/software/network, AV fault, Lamp Change, Remote diagnostic notification, Damage/Theft, Cable Connection Issue

In 2015/16 there are currently 154 teaching spaces, excluding IT labs and meeting rooms across campus. Of these 30 are currently faculty managed spaces.

Incident by room management

■ Faculty managed ■ Centrally bookable

Current service provision

The IT Service Desk respond to any report of a technical problem in a teaching space. They will troubleshoot over the telephone or they will visit a space in person if this is needed. They aim to provide a first-fix to get the teaching event underway. If they are not able to resolve the technical problem they contact Room Bookings to reschedule future events and also contact a third-party who will provide a technical resolution.

To help improve response times ISD has invested in the IT Service Desk increasing the size of the team by 30% from 10 to 13 advisors. The IT Service Desk carry out the following tasks:

- Preventative maintenance: The IT Service Desk visit all teaching spaces twice a year, at Christmas and Easter, and run a full IT health check. Any issues that are likely to result in an incident are fixed. For key events further health checks throughout the year can be requested.

  A remote diagnostic and support tool is used in 45% of all teaching spaces. This monitors the life span of consumables such as bulb life and allows the IT Service Desk to replace parts before an incident occurs.

- Telephone support: If there is a technical problem in a teaching space customers can telephone the IT Service Desk on #2345. Incidents in teaching spaces receive priority. Between the 1st January 2016 and the 10th May 2016, 382 callers chose the priority option. The average time taken to answer these calls was 14 seconds.

- Incident response: If the customer can't he helped over the telephone an IT Service Desk advisor will visit the teaching space. It can take between 5 – 10 minutes to reach some teaching spaces on the main campus. The west campus has a dedicated IT Support presence to provide a quicker response time in those building than would otherwise be possible. If the technical problem can't be resolved ISD escalate to a third-party specialist AV support company.

- Room Bookings: If an incident can't be resolved the IT Service Desk notify Room Bookings so that future teaching events can be rescheduled until the problem is fixed.

- Repeat problems in teaching spaces: Using incident information ISD targets fixes or refurbishment plans to help reduce the likelihood of incidents re-occurring.

Unfortunately, with the current tools available it is not possible to provide quantitative data on how long it takes to physically attend to each incident in teaching spaces.

Service provision for 2016/17
In order to provide a more effective support service ISD has produced a tender for 'AV Products and Services'. The contract will be established in June 2016 and aims to deliver the following:

- A robust and competitive supply and installation service.
- An audit of all teaching spaces that will inform a technology refresh programme.
- Preventative and maintenance visits.
- Guaranteed support levels when technology breaks to ensure rooms can come back into circulation as quickly as possible.

ISD are also installing a new tool to record IT incidents and requests in August 2016. This will tell ISD if there are multiple or repeating problems in any space so that we can investigate and fix the underlying technical problem.

During the summer of 2016 ISD will:
- Replace all end of life projectors.
- Replace bulbs where needed.
- Install hardware into new spaces in Blackdale School and the Library.
- Carry out AV upgrades in TPSC LT.
- Re-programme spaces in The Enterprise Centre and the Julien Study Centre.
- Add more spaces to the remote diagnostic tool.
- Audit all teaching spaces and create a full technology refresh programme.

Issues that impact the provision of technology in teaching spaces

- There remains a diverse range and age of technologies installed in teaching spaces. ISD prioritises investment in teaching spaces where it is most needed whilst taking into account plans for short to medium term building projects.

- There has been a transfer of teaching spaces from faculty managed status to centrally bookable. This year 19% of teaching spaces changed management status. There has been under investment by faculties in some areas.

- Due to heavy levels of bookings the windows available to carry out refurbishments are typically Christmas, Easter and the summer. Attempts to carry out installations outside of core teaching hours have resulted in disruption to teaching events.

  The use of swing space within the room booking system would allow spaces to be refreshed at a faster and more controlled rate.

- The University has invested in the full refurbishment or building of new spaces in recent years. Late decisions over space usage increased the risk that teaching spaces were not completed on time. Leaving insufficient time for AV installations had a significant impact in October 2016 in Blackdale School and Arts floor 01.

- ISD previously employed students to visit each teaching space between 17:00 and 19:00 during weekdays to check the technology was working, replace missing cables and install new parts. This service transferred to EST in 2014 to utilise the management structures in place that can supervise staff before teaching begins. EST do report obvious IT faults to the IT Service Desk but do not power up the AV installations or run thorough AV checks. Regular room checks would reduce the number of incidents related to PC hardware, software, network connection issues and missing cables.

Attachments

None.