ISC16D021

Title:	**IT Support report**
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Date:	20th January 2017
Circulation:	ISSC – 31 January 2017
Agenda:	ISC16A002
Version:	Final
Status:	Open

Issue

This paper provides a report on the project to improve IT Support services and to review key performance indicators.

Recommendation

The recipients are invited to review the progress of the project, the latest service data available and consider the next steps of the project.

Resource Implications

None.

Equality and Diversity

All changes to service provision or policy are subject to Equality Impact Assessments when they are implemented.

Background

In 2016 ITCS started a project to further improve the way services are planned, designed, delivered, operate and managed across the whole of IT Services. Following a recognised framework adopted by many Higher Education Institutions and other organisations in other industries, the first phase of the project focused on the creation of a customer focused Service Catalogue. This document clearly describes over 100 services that ITCS delivers to students and staff, and how they can be accessed.

The next phase of the project focused on accurately recording all contacts made with ITCS. This enables ITCS to measure the demand for services and manage service performance. On the 8th August 2016, ITCS launched a new IT Service Management (ITSM) tool to track and manage IT incidents and requests.

ITCS will be making further changes to the way it manages services and will be creating a Service Improvement Plan. We are also consulting with the IT Forum on an agreed set of Key performance Indicators that will be regularly published.

Discussion

The data presented from the ITSM below spans 30th August to 31st December 2016. All tickets are classified as either **incidents** or **requests**. An incident is when something is broken (eg. you can no longer connect to the network), a request is when someone wants something new (a new IT account or you would like to connect a different device to the network). All tickets are given a priority level so that resource can be allocated appropriately. The priority is set dependent on whether it is an incident, request, and by understanding the impact on an individual and organisational level.
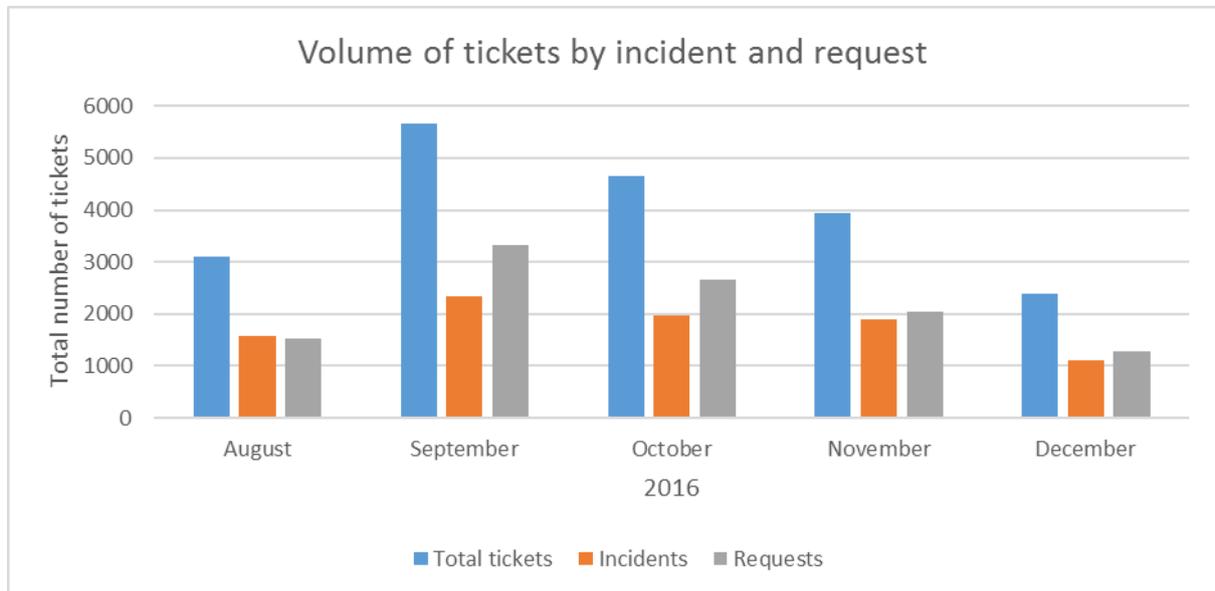

Peak demand for IT support coincides with the traditional start to the academic year where a twofold increase is seen. During this period, all new students, including an additional 1000+ starting in 2016/17, are provided IT accounts, campus cards and need to connect to UEA networks.

ITCS increased the staffing levels at the IT Service Desk by 30% to provide an effective, central point of contact for all IT enquiries.
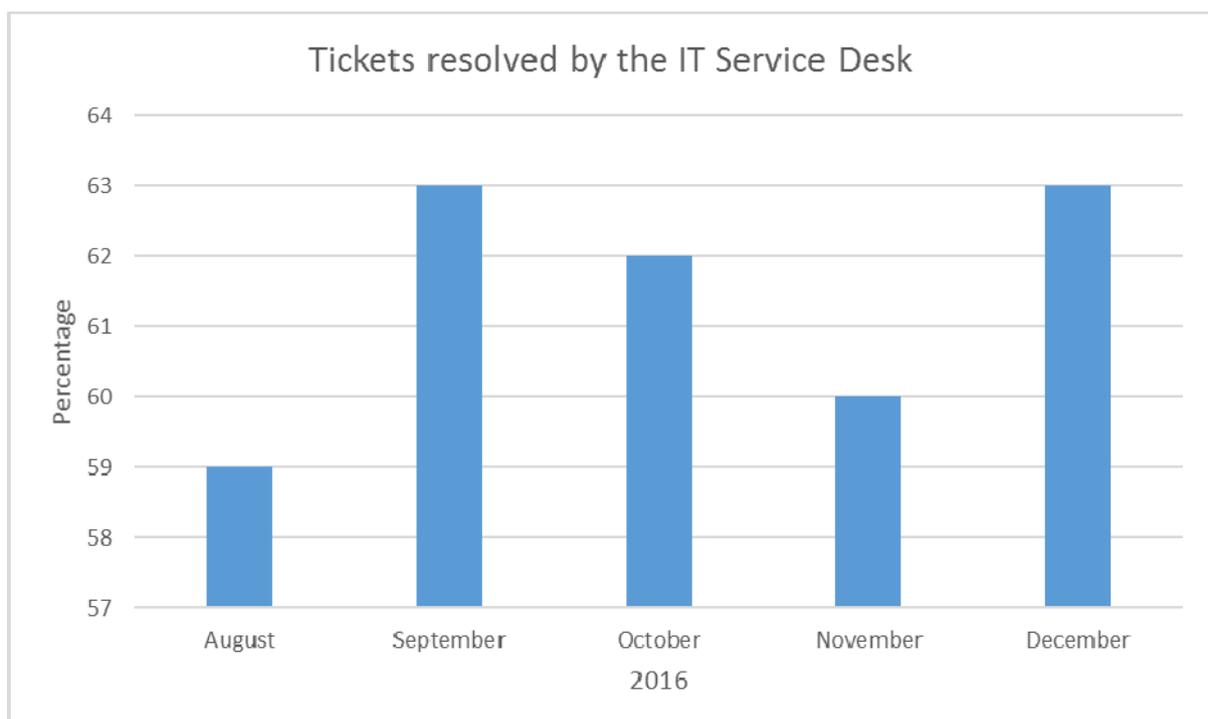
Approximately 60% of all tickets are resolved by the IT Service Desk. Resolving issues at the first-point of contact helps to improve resolution times and customer satisfaction. ITCS is expecting to increase this rate to 80% by designing and improving services.

If the IT Service Desk is unable to resolve a ticket due they escalate the issue to teams providing the next layers of support. High levels of demand during September and October, alongside high-levels of sickness and absence, resulted in delays triaging tickets. During November and December improvements were seen in this area with most tickets being triaged the same working day. The current target is that all new tickets will be triaged within two hours.
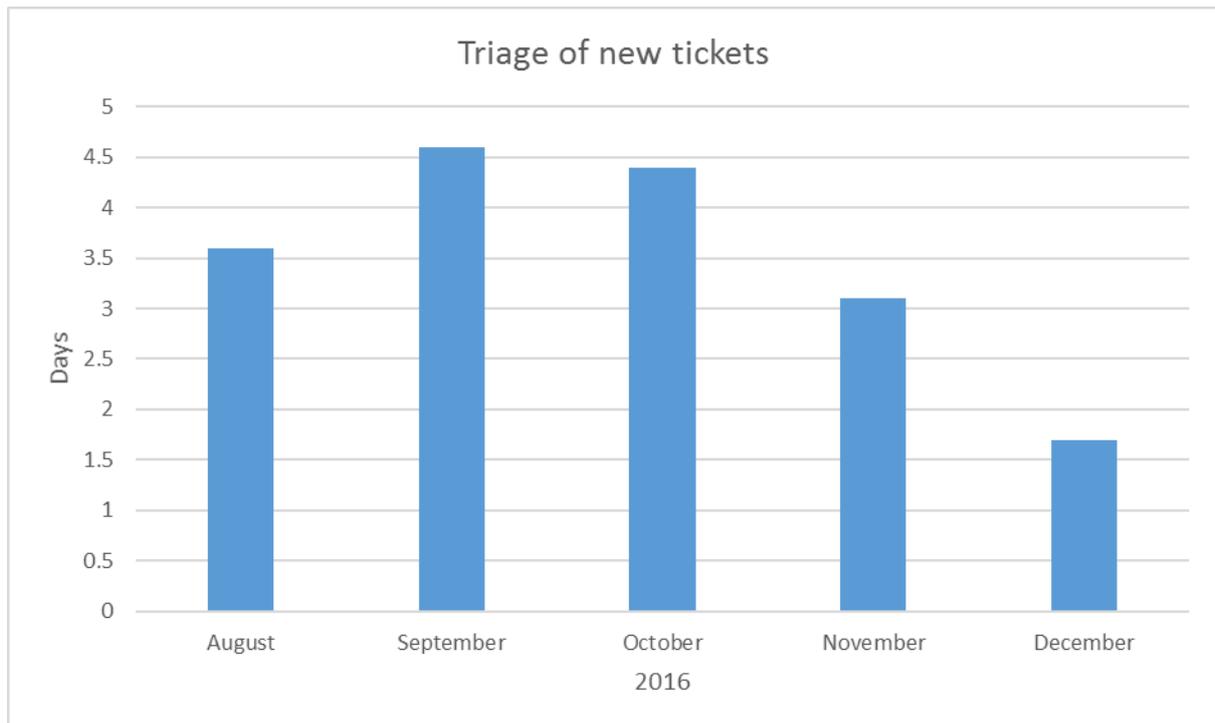

The IT support service can be accessed in-person within the Library, via a self-service portal, by email and by telephone. Students tend to visit the IT Service Desk more than staff where it is possible to identify incidents or requests more clearly and provide a resolution. Contacts by email tend to require further a request for more information to be able to establish the exact issue before a resolution can be found.

On average, all tickets for students were resolved within 4 working days. However, a significant percentage were resolved quickly in-person. 52% of all student tickets were resolved within 2 minutes. 62% were resolved with 40 minutes, 71% were resolved within 1 working day, and 86% were resolved within 5 working days. Of the 14% of the remaining tickets that took longer than 5 working days to resolve a number were impacted by triage rates described above, a lack of developed processes, and house-keeping issues that left tickets in an open state.

Students: average response and resolution times
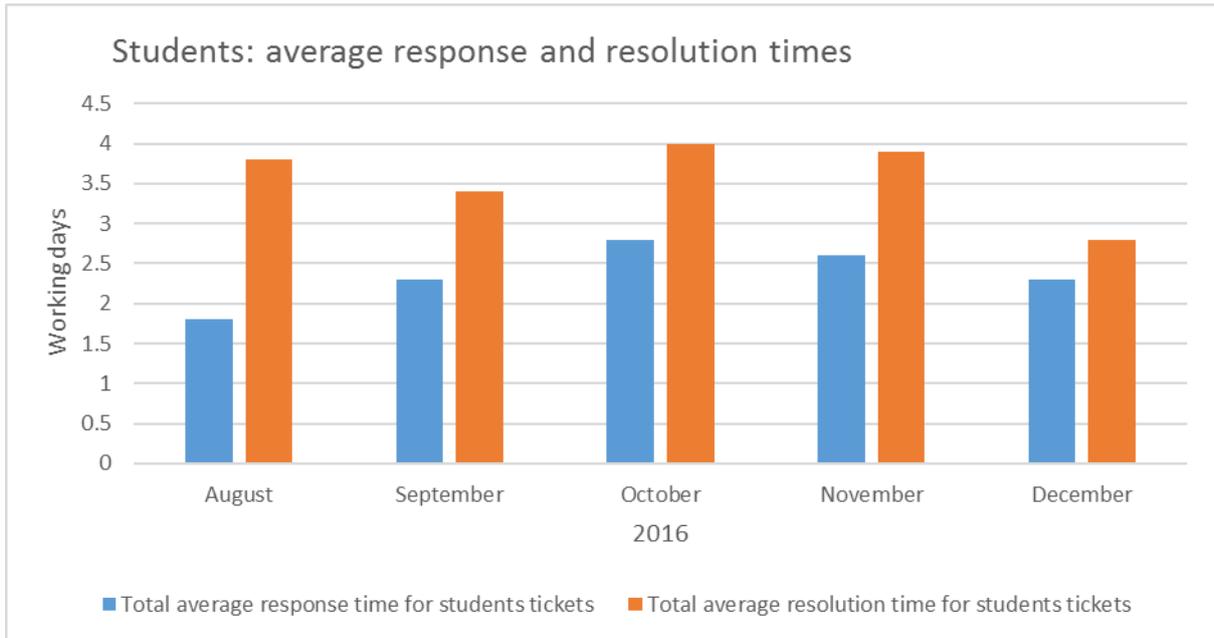
Due to the complexity of staff issues compared to student enquiries the response and resolution times for staff were lower. A higher perecntage of these tickets are passed to specialist teams within ITCS. 47% of all staff tickets were resolved within 1 working day, 64% were resolved within 3 working days, and 74% were resolved within 5 working days. Again, due to issues with triage and other process issues the remainder of the tickets were open for more than 5 working days.

Staff: average response and resolution times
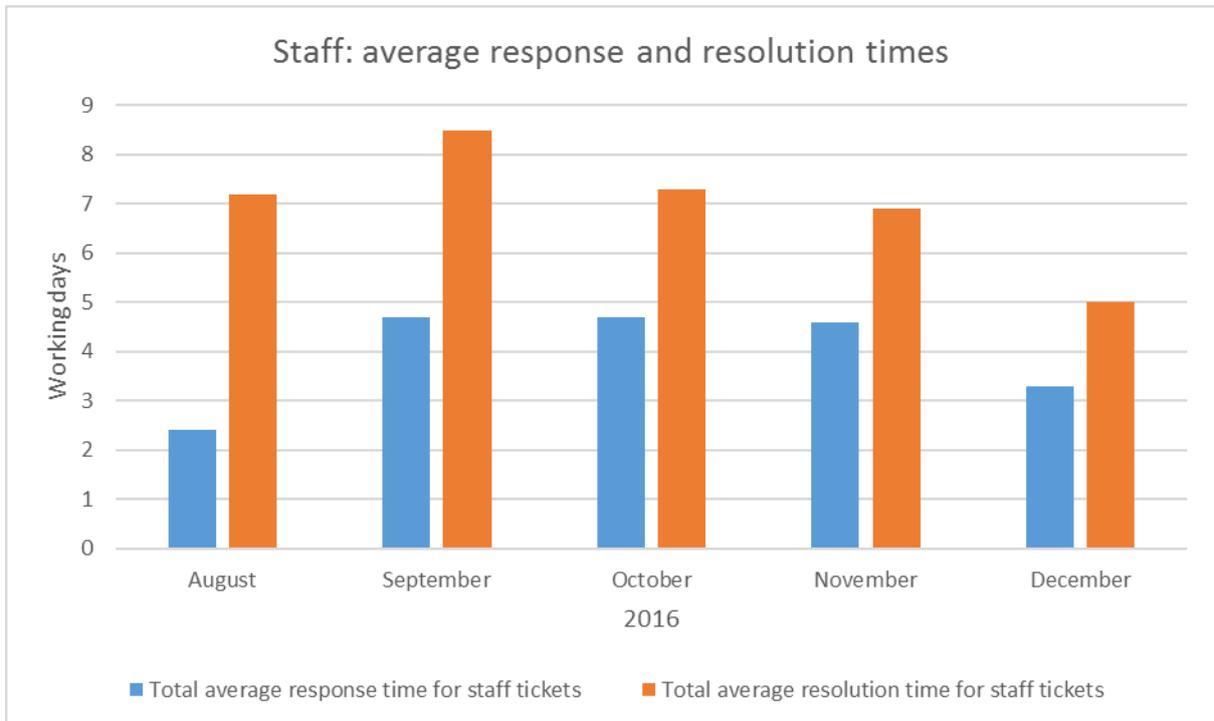
Between August and December feedback was provided on 510 tickets. This represents a feedback rate of 2%. Of the feedback provided the majority were either happy, or very happy, with their experience.

Customer satisfaction

5%
6%
13%
76%

■ Very unhappy   ■ Unhappy   ■ Happy   ■ Very happy
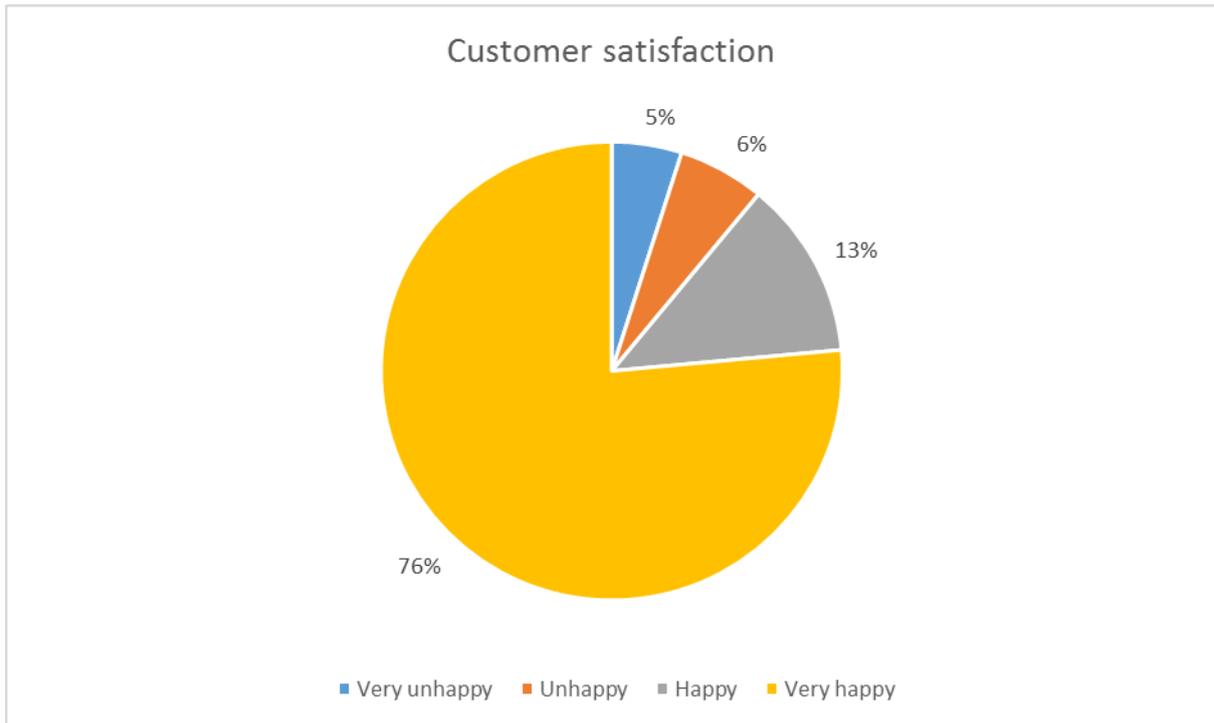
To improve services further ISD is creating a new role, Head of IT Service Management, to help embed a service culture throughout ITCS, design and implement key processes to drive forward change, and develop of a programme of service improvements.