

**ISC16D031**

**Title:** IT service improvement plan  
**Author:** Mark Jones  
**Date:** 26<sup>th</sup> May 2017  
**Circulation:** ISSC  
**Agenda:** ISC16A003  
**Version:** V1.3  
**Status:** Open

---

**Issue**

This paper provides a report on ISD plans to improve IT service delivery for the 2017/18 academic year.

**Recommendation**

Recipients are invited to note the planned service improvements and note the contents of the report.

**Resource Implications**

Some ITCS staff will be redeployed for short periods to deliver additional operational support. Existing ISD funds will be used to pay for students to carry out specific tasks such as campus card production.

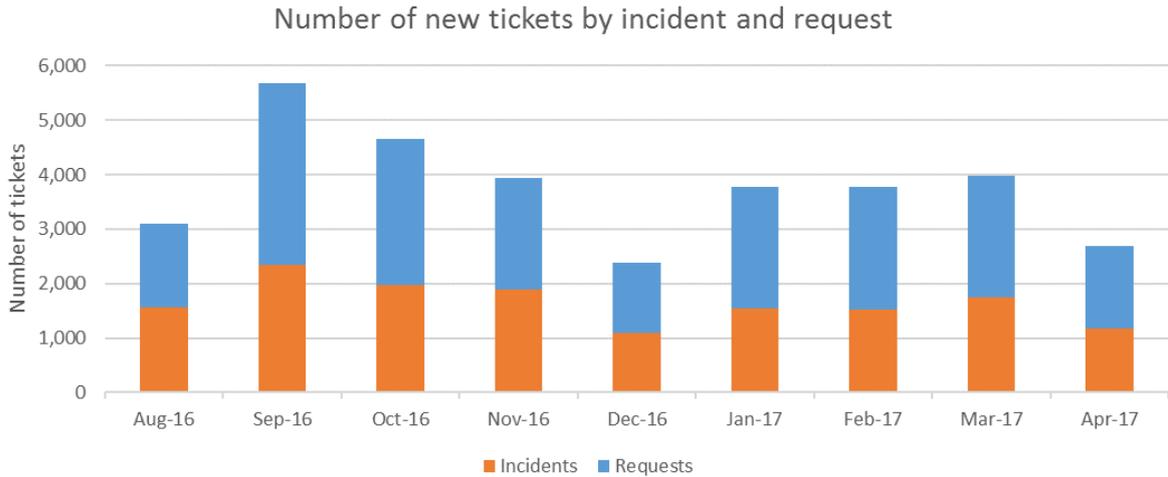
**Equality and Diversity**

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

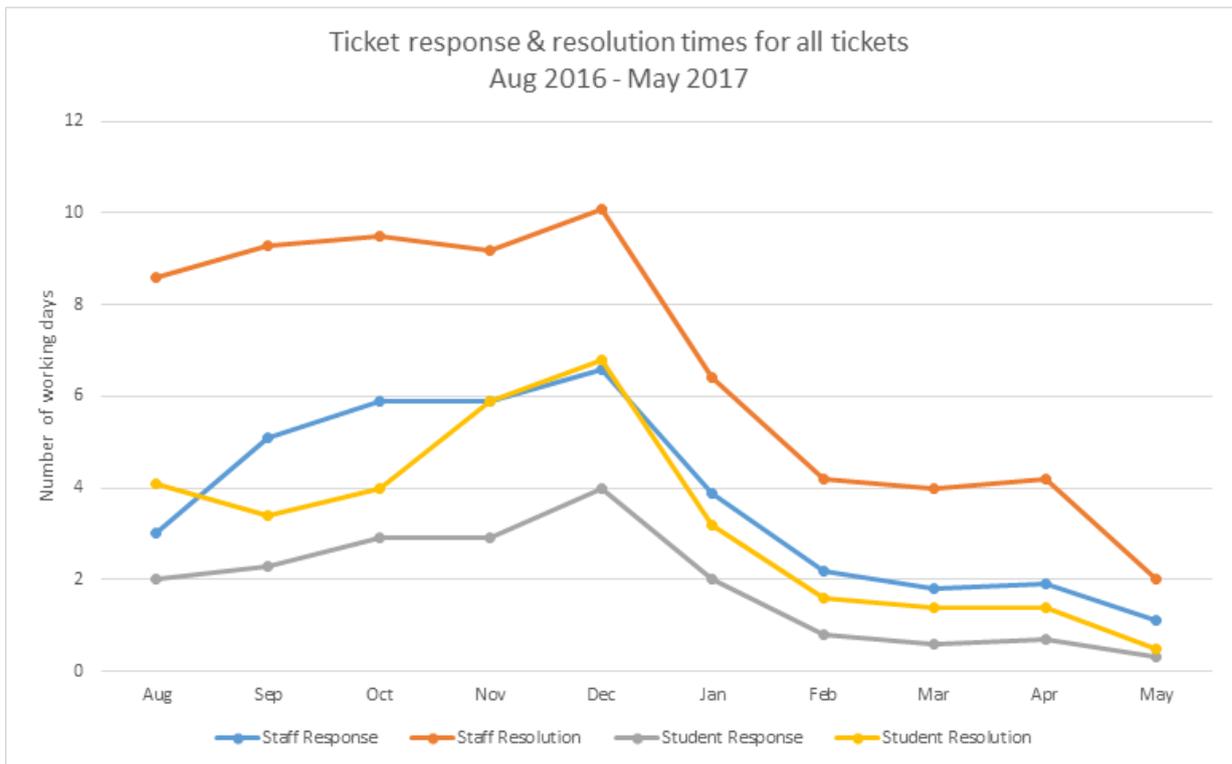
**IT service Improvements**

In August 2016 ISD launched a new IT Service Management (ITSM) tool to track and manage IT incidents and requests. The management information from this system, alongside feedback provided by the IT Forum, is being used to drive targeted improvements to the service. Ahead of the 2017/18 academic year ISD will look to improve IT services by delivering a more timely and consistent service.

Demand for IT services increases each September and October as the University welcomes new cohorts of students.



During the period of peak demand, response and resolution times increased during Q4 2016 and then recovered steadily in 2017.



A detailed analysis of the service has taken place and a service improvement plan is currently being developed and implemented to deliver a more timely and consistent service, especially in the first few months of the academic year. Many of these changes will be in place for September 2017. Improvements will be continual and incremental focusing on the following key areas:

**Resourcing**

- The IT Service Desk are the single contact point for all IT enquiries and actively resolve 70% of these. ISD will aim to maintain a core FTE level at the IT Service Desk at all times during core hours of service with cover provided from other ITCS teams.
- Suitably-qualified UEA students will be recruited to temporary roles to provide additional resource and support around the arrivals period, funded from existing budgets for

temporary staff. Their experience using IT at UEA will help new students connect and orientate themselves.

- Regular operations meeting will take place between front-of-house and back-of-house ITCS teams, to ensure all tickets are progressed and an appropriate response or resolution is delivered.

### **Process improvement**

- The IT Service Desk receive an average of 150 requests for Visitor accounts per month and allocate 1.5 FTE to process these. A small percentage of these requests are to provide visiting academics IT access that they may need. The majority of the requests should be fulfilled by the creation of an HR record for the individual if there is a genuine contractual relationship with UEA. ISD will work with colleagues to identify the most appropriate solutions for these requests so that we can direct resource to improving service levels.
- In 2016 the IT Service Desk recorded 388 tickets linked to the Advanced Registration process. Work is underway to improve this process and the information presented to students, to enable more students complete this step without issue.
- All tickets are given a priority rating. A flag has been added to highlight when a customer is unable to work or the issue is likely to cause a significant or immediate impact to the individual. These tickets will be given a higher prioritisation allowing resource to be allocated more effectively.
- Some tickets are not an incident or a request. The issue may a project or a request that requires a change to a service or system. These will be categorised separately to allow ISD to more accurately report on how quickly we respond and resolve incidents and requests.
- ISD is piloting the use of remote support tools that works with Windows, Apple and Linux devices. It is expected that better tools will create opportunities to resolve tickets more quickly and to minimise the requirement for appointments.
- IT Support teams will carry out regular and advertised, pro-active visits across campus, particularly open plan spaces.

### **Automation and self-service**

40% of new tickets raised in August and September 2016 came via email. This is the least effective channel available for the IT Service Desk to provide a timely resolution, as typically most or part of the information needed is not supplied at the first contact.

- Development and promotion of self-logging tools will encourage a higher number of tickets to flow through service channels. The use of self-logging allows the introduction of automation so we can direct certain types of calls to teams or individuals who will actually provide the solution.
- The Knowledge Base will be developed to allow individuals to support themselves for certain requests. New articles will be created regularly to ensure a consistent solutions are followed.

- Interactive touch screens will be re-deployed, initially within the Library, to allow customers to find self-help material. No additional funding is required.

### **Reporting**

- ISD will publish Key Performance Indicator information via the UEA portal each month.

### **Service improvement timescales**

- Changes to tools and processes will take place between July and August 2017.
- From August 2017 onwards, ISD staff will be deployed more flexibly to accommodate key start of year events such as Clearing and Arrivals.
- Students will be employed to carry out specific start of year related tasks to help meet additional demand during September and October.
- Further service improvements will be continually made.