

ICT SERVICE DESK ANNUAL REPORT FOR 2010-2011



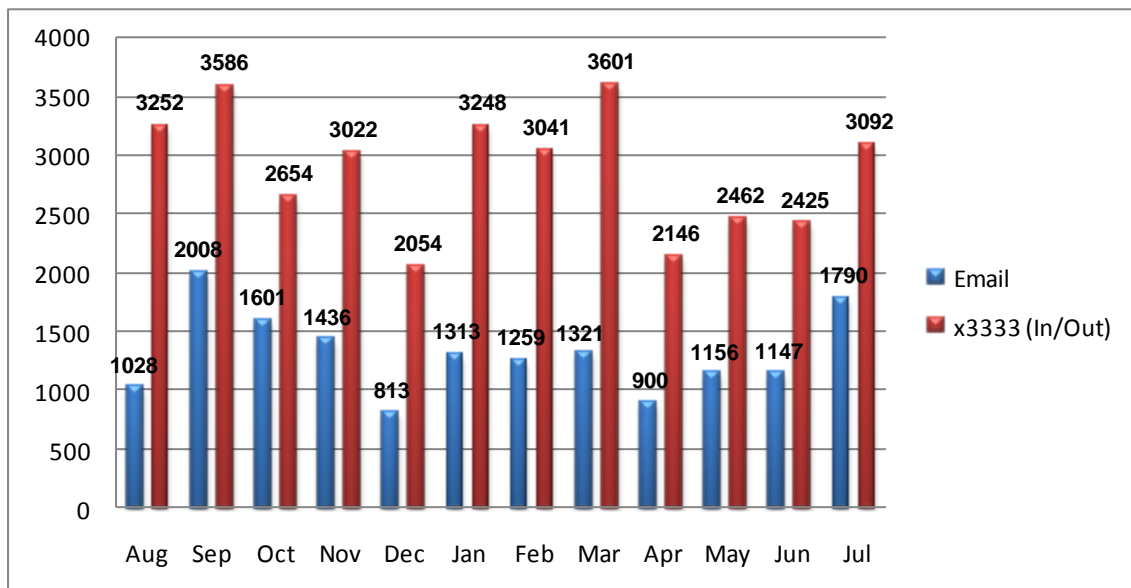
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IT Services
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ICT SERVICEDESK ANNUAL REPORT – 2010-2011

TELEPHONE AND EMAILS

The total number of telephone calls dealt with by IT Servicedesk (x3333) during 2010-2011 was 34,583; a significant decrease of over 20% on the 2009-10 figure, and the first ever decrease in telephone calls dealt with by ICT Servicedesk, since these reports were first produced. Receipt of emails to ictservicedesk@bradford.ac.uk, however, continues to move in the opposite direction, with 15,772 emails received during the same period; an increase of over 7% on the 14,700 emails received during 2009-10. Although contact via email continues to become more popular amongst our users, the percentage increase is significantly smaller than the 20% plus increases recorded in the last three annual reports. A monthly breakdown of telephone calls and emails dealt with by ICT Servicedesk can be seen in chart 1 below.

CHART 1: Telephone & Email Contact with ICT Servicedesk - per month,



Month	Email	X3333
August	1028	3252
September	2008	3586
October	1601	2654
November	1436	3022
December	813	2054
January	1313	3248
February	1259	3041
March	1321	3601
April	900	2146

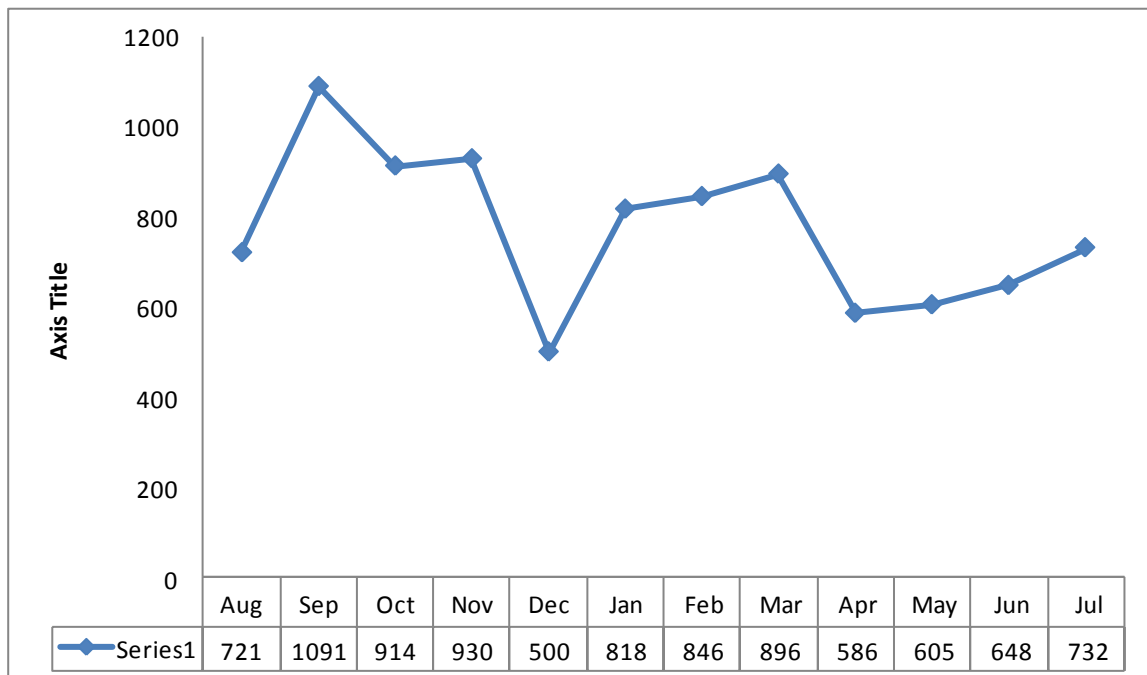
May	1156	2462
June	1147	2425
July	1790	3092

Peak months for telephone interaction with ICT Servicedesk were March (3601) and unsurprisingly September (3586). August, November, January, February and July also broke the 3000 call barrier. Most surprising of the telephone statistics, was the October figure of 2654; the first time October has not featured in the top three months for telephone calls. Five months (only three in 09/10) fell below the 3000 call level, with December once again being our quietest month (2054), closely, and predictably, followed by April (2146) which had a clutch of closely grouped Bank holidays in 2011. Top month for email contact was once again September (2008), followed somewhat more surprisingly by July (1790), and October (1601). Mirroring telephone statistics, our quietest months were December (813) and April (900); these were the only two months to fall below the 1000 email mark. Please see also, chart 10, which gives details of incoming calls to the University Switchboard during 2010/1011 – this is the first time we have included these figures in our annual report.

RMS

The calls and emails to ICT Servicedesk, highlighted above in chart 1, resulted in the following number of jobs being entered into the IT Services RMS job tracking database. Please see chart 2 below.

CHART 2: Total number of RMS Jobs submitted per Month

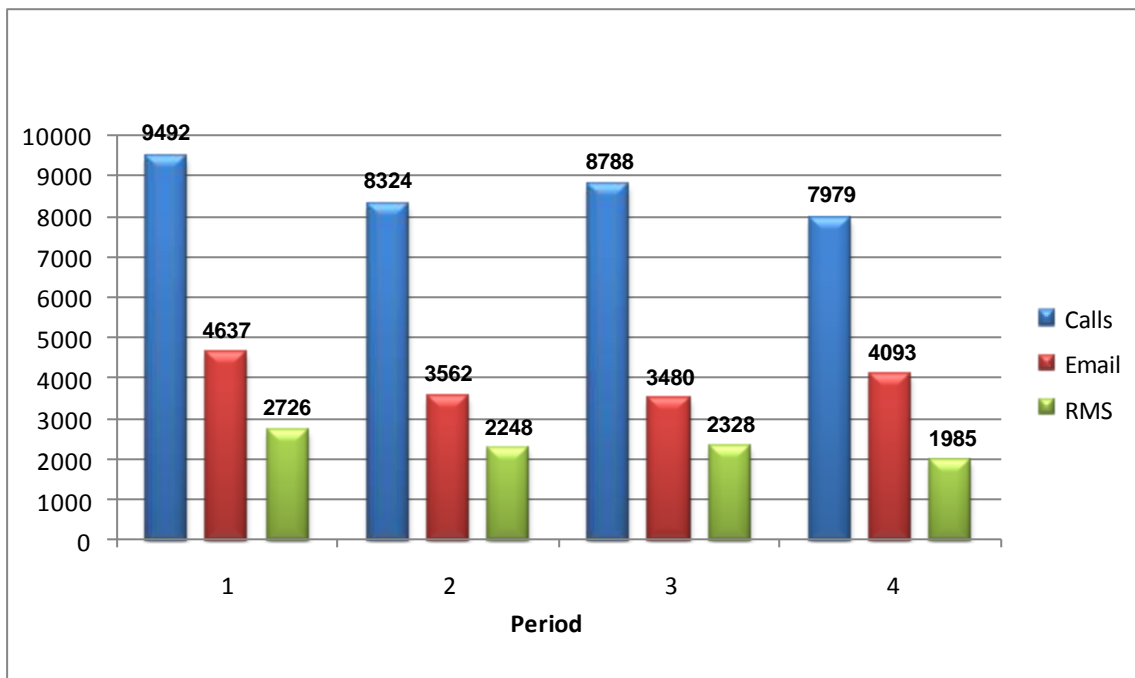


August	721
September	1091
October	914
November	930
December	500
January	818
February	846
March	896
April	586
May	605
June	1054
July	648
August	732

The total number of jobs entered for IT Services in 2010-2011 was 9287; Once again a significant decrease of over 30% on the 13,368 jobs entered in 2009/10. There were also 425 jobs carried forward from 2009/10. The peak month for job entry mirrored telephone calls and email, with 1091 jobs going on to the system in September 2010. September was followed closely by November (930) and October (914); almost a third of the annual total were entered in this three month period. Our quietest months for job entry reflected the call and email patterns referred to earlier, with December (500), April (586) and May (605) having the lowest totals.

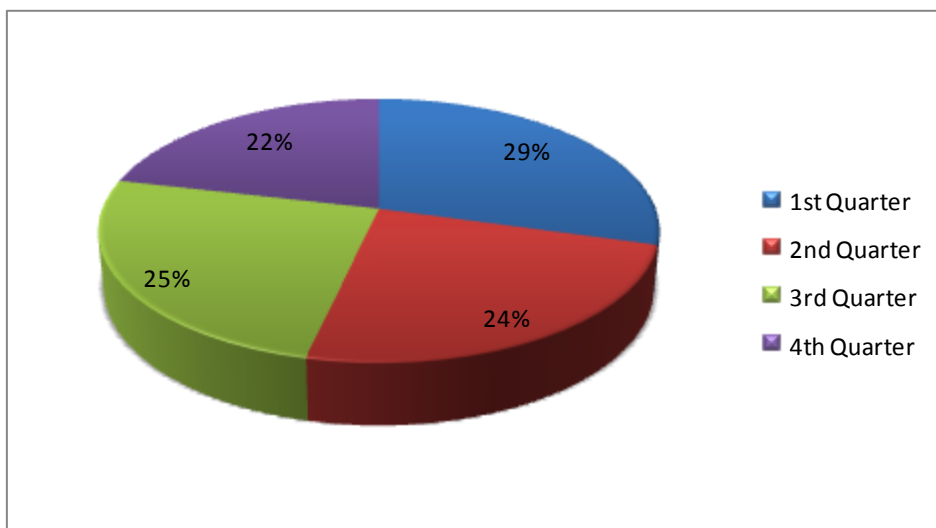
Please see charts 3 and 4 overleaf for quarterly statistics on telephone calls, emails and number of jobs entered.

CHART 3: Quarterly Totals for Emails, Calls and RMS jobs entered



	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
X3333	9492	8324	8788	7979
Email	4637	3562	3480	4093
RMS	2726	2248	2328	1985

CHART 4: Percentage of jobs submitted per Quarter



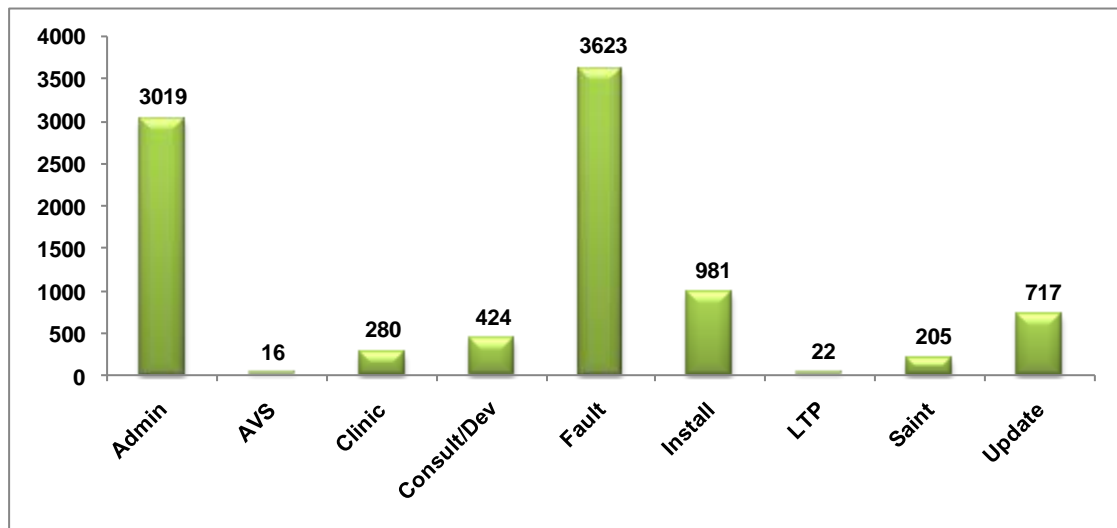
1 st Quarter	29%
2 nd Quarter	24%
3 rd Quarter	25%

4 th Quarter	22%
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Q1 (August to October - 2726) continues to be our busiest quarter for job entry at 29%. As in 09/10 the remaining jobs entered during 2010/2011 were spread relatively evenly across the other three quarters. Q2: November 2010 to January 2011 (2248, 24%); Q3: February 2011 to April 2011 (2328, 25%) and Q4: May 2011 to July 2011 (1985, 22%).

A breakdown of jobs entered by job category can be seen in Chart 5 below.

CHART 5: Total number of Jobs by Category

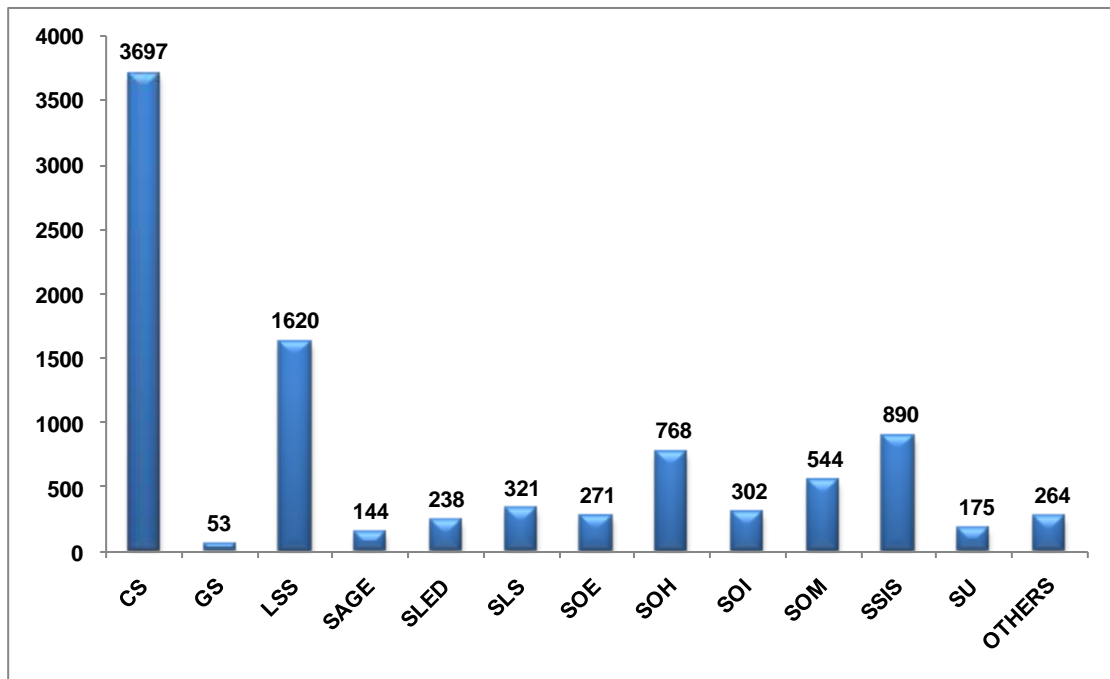


Administration	3019
AVS	16
Clinic	280
Consultancy/Development	424
Faults	3623
Installations	981
Long Term Project	22
Saint	205
Updates	717

Faults (3,623) and administration jobs (3,019) dominate the job category statistics as they have done in all previous years, making up nearly 72% of all jobs entered. Installation and update work accounted for another 18% of jobs. There was a massive drop of 85% in the number of SAINT jobs entered when compared to 09/10 – down from 1403 to just 205.

A breakdown of job requests submitted per school/directorate highlights the heaviest users of our Services – please see Chart 6 below.

CHART 6: Total number of Job Requests per School/Directorate

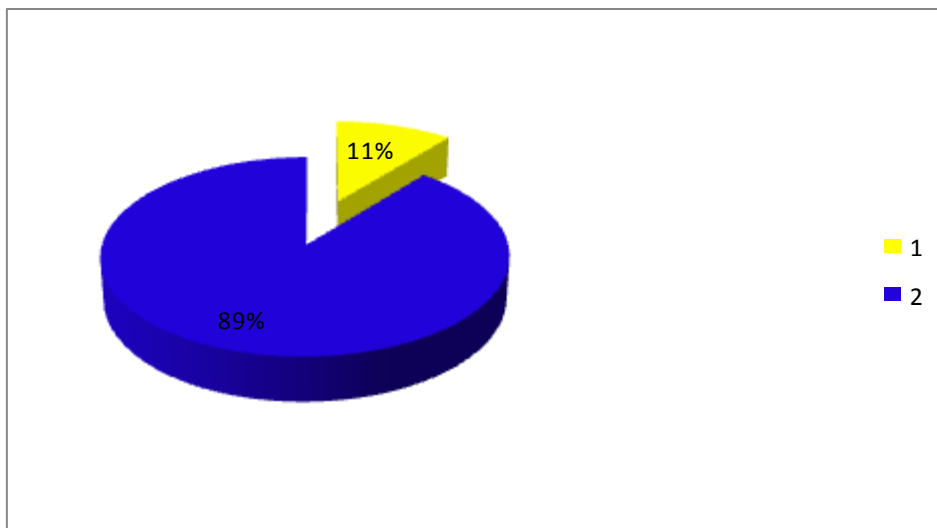


Corporate Services	3697
Graduate School	53
Learner Support Services	1620
School of Archaeological Geographical & Environmental Studies	144
School of Lifelong Education & Development	238
School of Life Sciences	321
School of Engineering	271
School of Health	768
School of Computing, Informatics & media	302
School of Management	544
School of Social & International Studies	890
Student Union	175
Others	264

Once again, as in all previous reports, Corporate Services (3697) and Learner Support Services (1620) combined, accounted for a significant total (57% - up from 46%) of the number of jobs entered in 2010-2011. SSIS likewise, entered the highest number of jobs amongst the academic Schools, followed closely by SOHS. There was a significant drop in the number of jobs entered by SLS – down from 1156 to just 321.

Moving on to job clearance rates (please see chart 7 below), 89% of all jobs completed, were cleared either on or before their target date – a 2% improvement compared to 2009-2010. A total of 14034 (including jobs carried forward from 09/10) were completed; 12,519 of which were cleared in target. 583 outstanding jobs have been carried forward into 2011-2012.

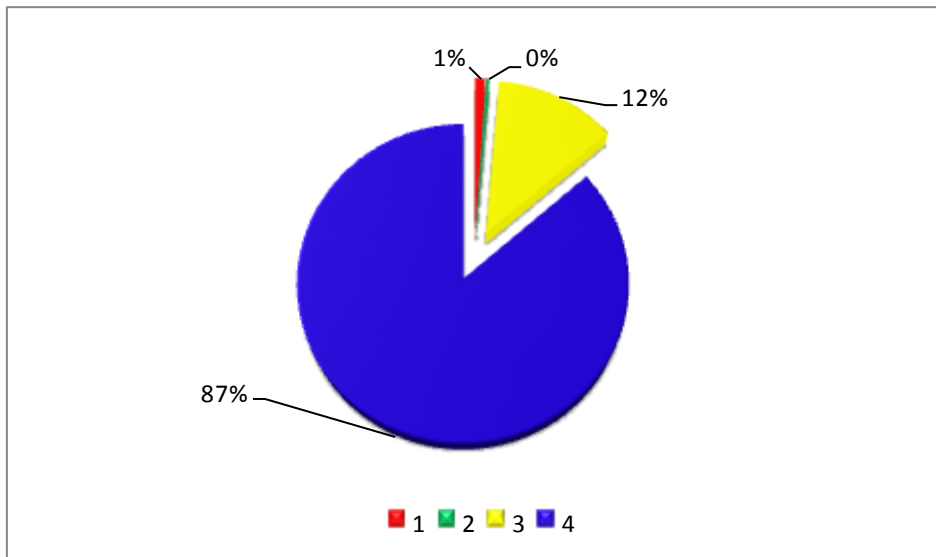
CHART 7: Job Clearance Rates – 2010-2011



Jobs over target	11%
Jobs cleared in target	89%

CUSTOMER SATISFACTION SURVEY:

CHART 8: Results of the Customer Satisfaction Survey



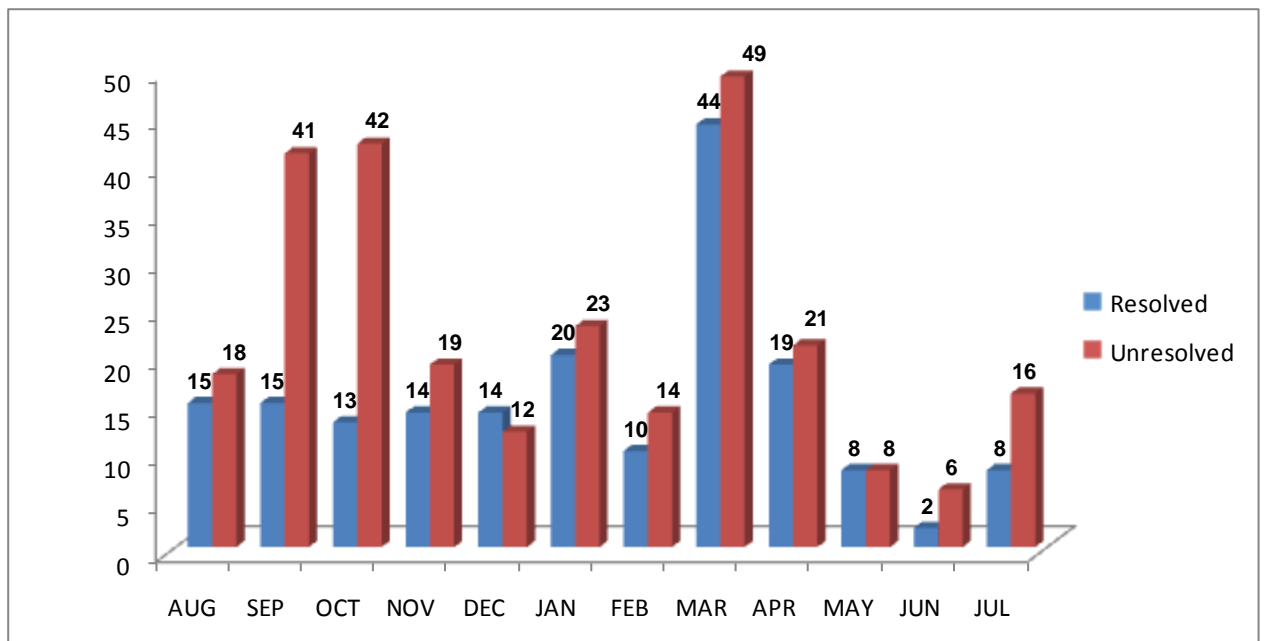
Very Dissatisfied	1%
Dissatisfied	0%
Satisfied	12%
Excellent	87%

We received 969 responses to the IT Services customer satisfaction survey during 2010/2011. 87% of respondents (up by 1% from 09/10) gave us a rating of "Very Satisfied" and a further 12% were "Satisfied". Only 1% (down 1% from 09/10) of our customers were either "Dissatisfied" or "Very Dissatisfied" with the service received. Please see chart 8 above.

NorMAN OUT OF HOURS SERVICE:

The NorMAN out of hours support service (shared IT support service provided by Northumbria University) dealt with 451 calls during 2010/2011. 182 of these calls were resolved by NorMAN IT support staff with the remaining 269 being referred back to ICT Servicedesk, for further investigation, next working day. Please see chart 9 below for a monthly breakdown.

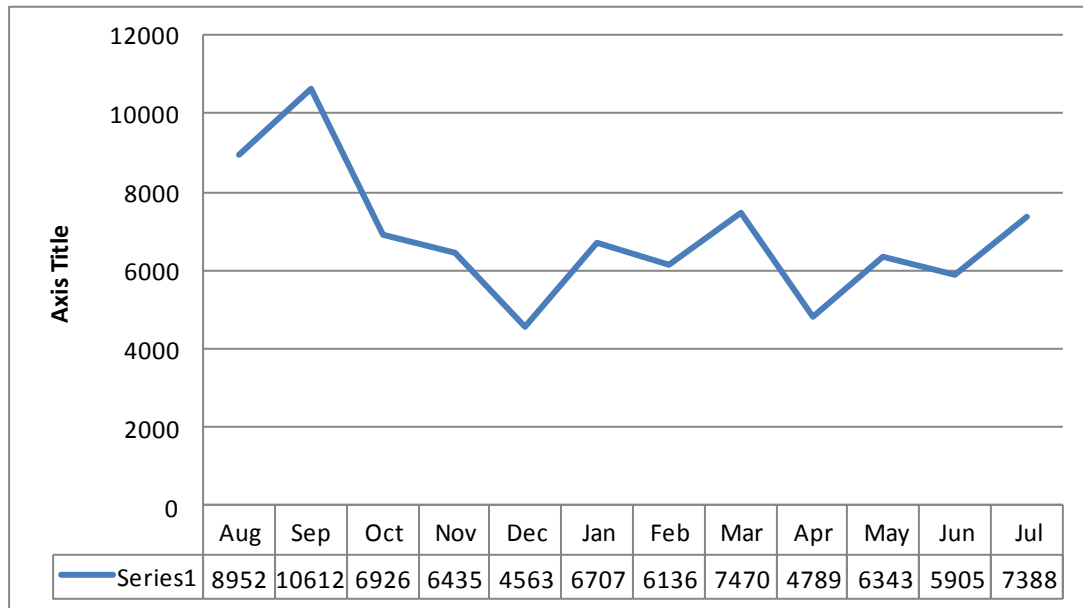
CHART 9: Resolved/Unresolved NorMAN out of hours calls



	Resolved	Unresolved
August	15	18
September	15	41
October	13	42
November	14	19
December	14	12
January	20	23
February	10	14
March	44	49
April	19	21
May	8	8
June	2	6
July	8	16

SWITCHBOARD

Chart 10: Incoming calls to the University Switchboard - 2010 - 2011



August	8952
September	10612
October	6926
November	6435
December	4563
January	6707
February	6136
March	7470
April	4789
May	6343
June	5905
July	7388

September (Intake and Enrolment) with 10,612 calls and August (Clearing) with 8,952 calls are our busiest months on Switchboard by some distance.