

# **LEARNING SUPPORT SERVICES**

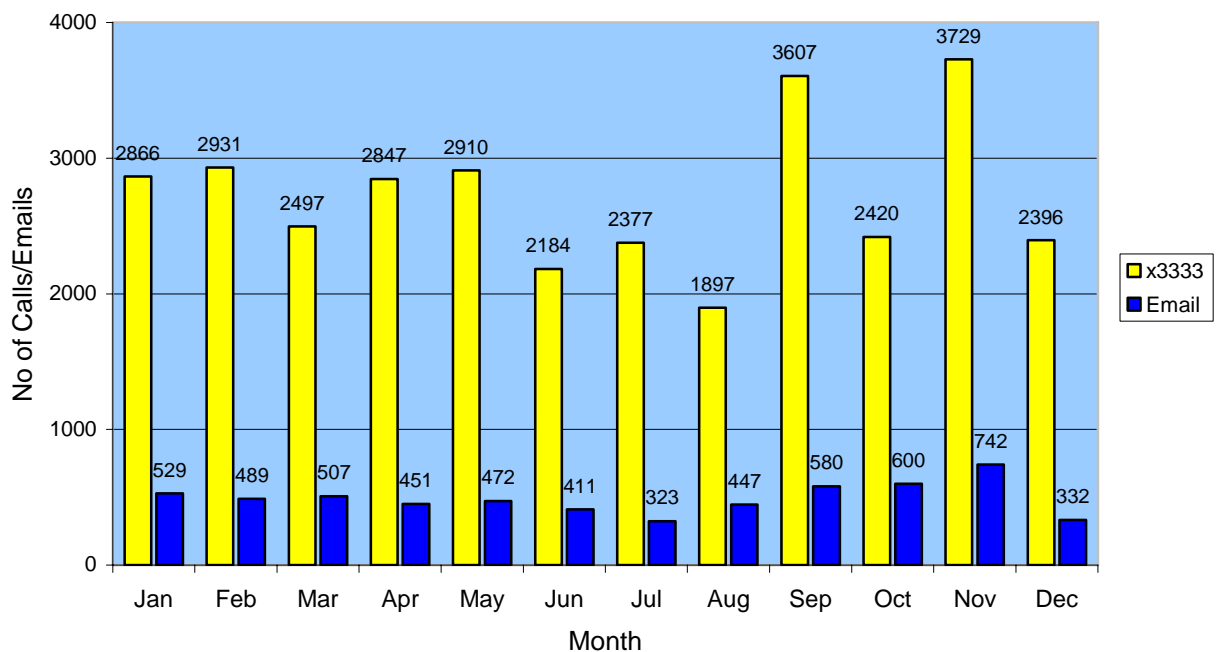
## **ICT SERVICEDESK**

***ANNUAL REPORT FOR 2005***

## **ICT SERVICEDESK ANNUAL REPORT - 2005**

The total number of telephone calls received by ICT Servicedesk (x3333) during 2005, was 32,661. In addition, [ictservicedesk@bradford.ac.uk](mailto:ictservicedesk@bradford.ac.uk) received 5,883 emails over the same period. Clearly, although the use of email is on the increase, the end users preferred method of contact is still via the telephone. A monthly breakdown of telephone calls and emails to ICT Servicedesk can be seen below.

CHART 1: Telephone and Email Contact with ICT Servicedesk - per month, 2005

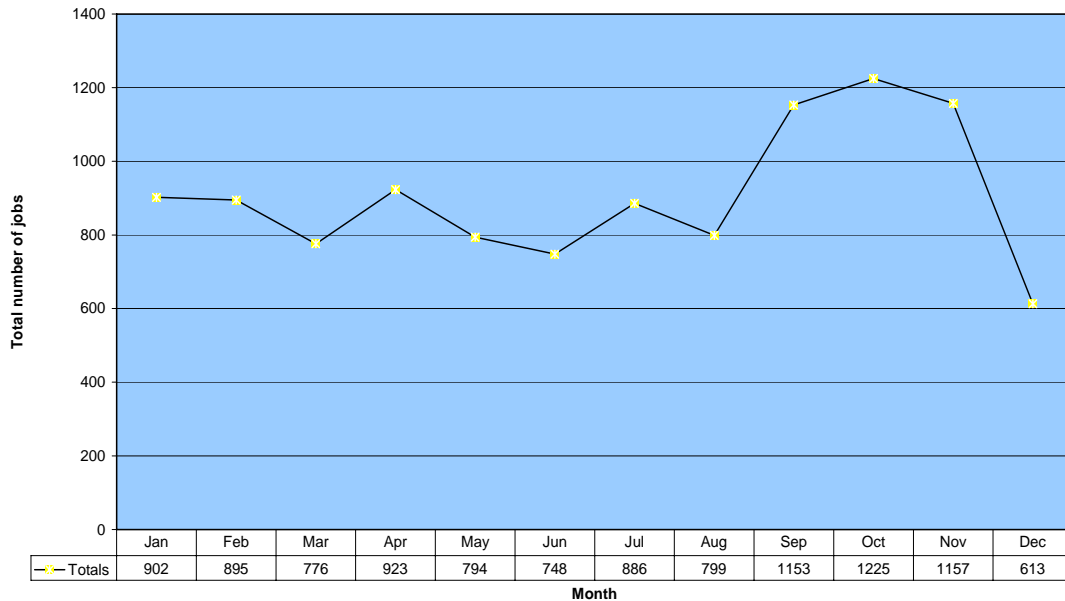


We can see that the peak month for interaction with ICT Servicedesk (both telephone and email) was November, although this did not generate the highest figure in terms of jobs entered into the database – please see Chart 2 below. It is worth noting also, that only in August were there less than 2000 calls taken.

The telephone calls and emails highlighted above, resulted in the following number of jobs being entered into the LSS RMS job tracking database; please see Chart 2 below.

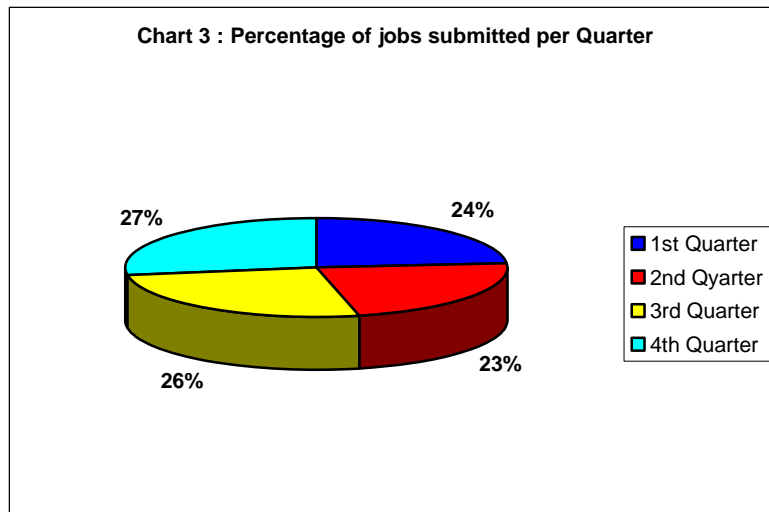
CHART 2: Total number of RMS Jobs submitted per Month – 2005

CHART 1: Total no of jobs submitted per month - 2005



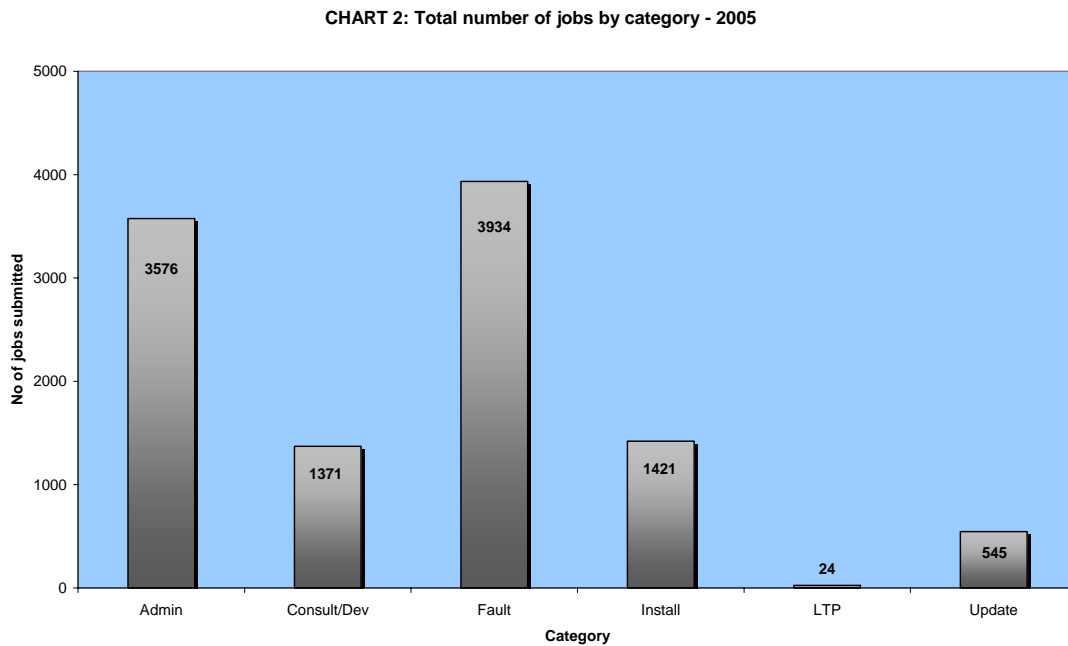
The Total number of jobs entered in 2005 was 10,871. Understandably the peak month was October (1225) although strangely, this is only the 8<sup>th</sup> highest month for calls taken. ICT Servicedesk reflects the busyness of the campus in general during September, October and November, with nearly a third of all calls/jobs being taken during that three month period. Following this three month hive of activity, the Christmas vacation arrives at an opportune moment and results in December being by far the month when the least number of jobs are entered into RMS Servicedesk. Further, but less pronounced 'troughs' can be seen during the Easter and Summer vacations.

Despite these seasonal peaks and troughs, the percentage number of jobs entered per quarter (please see Chart 3 below) is fairly evenly split, although quarters 3 and 4 combined, were 6% above the first 6 months of the year.



A breakdown of jobs entered by job category can be seen in Chart 4 below.

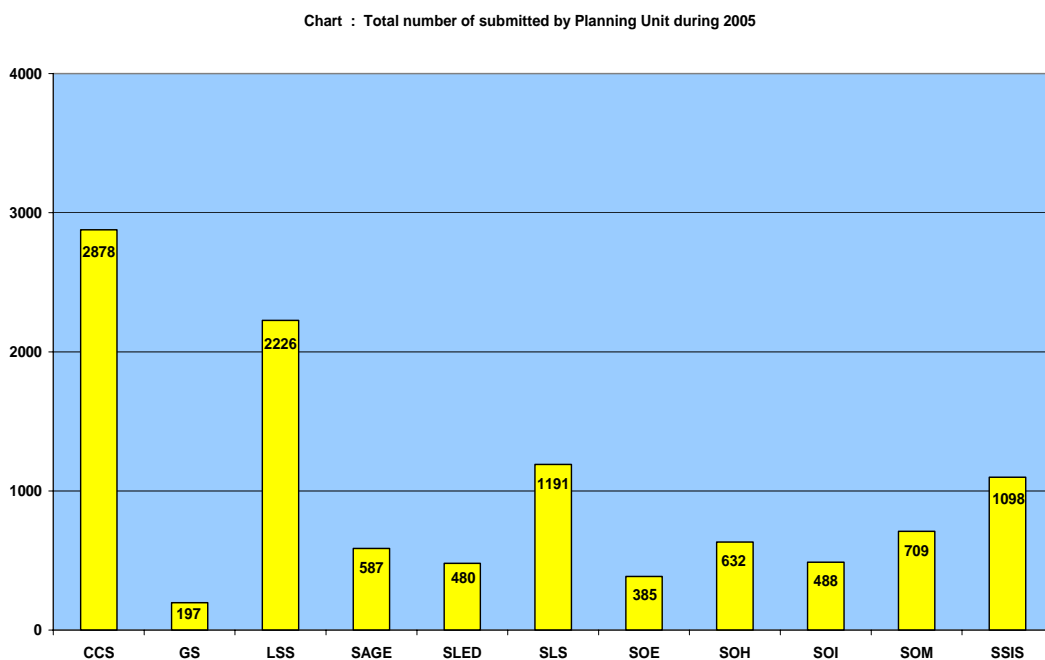
CHART 4: Total number of Jobs by Category - 2005



Two job categories dominate the figures, with faults (3934) and Administration jobs such as account username and password creation (3576) making up nearly 70% of all jobs entered.

As with job categories above, a breakdown into job requests submitted per Planning Unit, highlights the leading players – see Chart 5 & Chart 6 below.

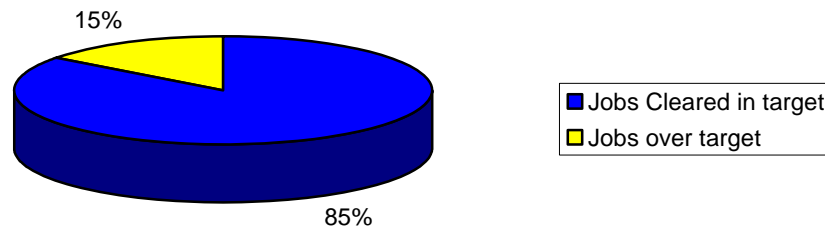
CHART 5: Total number of Job Requests per Planning Unit - 2005



The administrative units of Corporate & Central Services (2878 jobs) and Learning Support Services (2226 jobs) accounted for 47% of all jobs entered during 2005, with the three Facilities Managed schools (SLED, SLS & SSIS) making up a further 25% of total jobs submitted.

Moving on lastly to job clearance rates, 85.22% of all job requests were cleared either on or before their target date; 9,264 jobs in total, from the 10,871 that were entered – 296 outstanding jobs have been carried forward into 2006.

CHART 6: Job Clearance Rates - 2005



Roger Goodair  
Christine Thacker  
January 2006