

# **ICT SERVICEDESK ANNUAL REPORT FOR 2008**

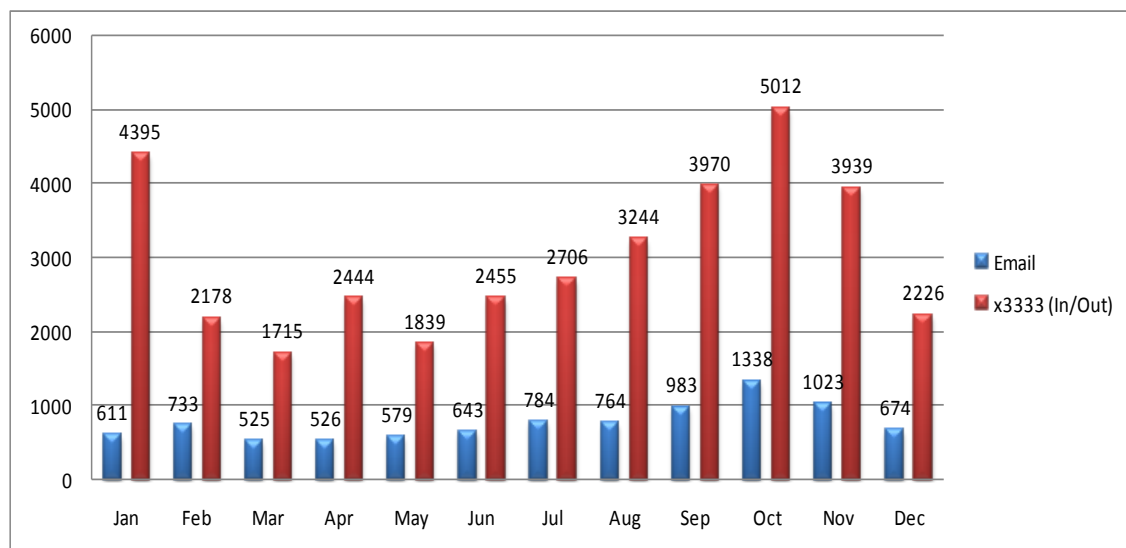


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## TELEPHONE AND EMAILS

The total number of telephone calls dealt with by ICT Servicedesk (x3333) during 2008 was 36123; (an increase of 3.47% on 2007). In addition, [ictservicedesk@bradford.ac.uk](mailto:ictservicedesk@bradford.ac.uk) received 9,183 emails over the same period; an increase of almost 20% on the 2007 figure 7,659. As stated in previous reports we continue to see an increase in contact via email but with no resulting decrease in the number of telephone calls being dealt with. Demand for our services continues to rise via both contact methods, although some of this increase is probably a reflection of the additional queries now being handled by ICT Servicedesk, e.g. Unix and Novell password changes and Meeting Maker administration. A monthly breakdown of telephone calls and emails dealt with by ICT Servicedesk can be seen below.

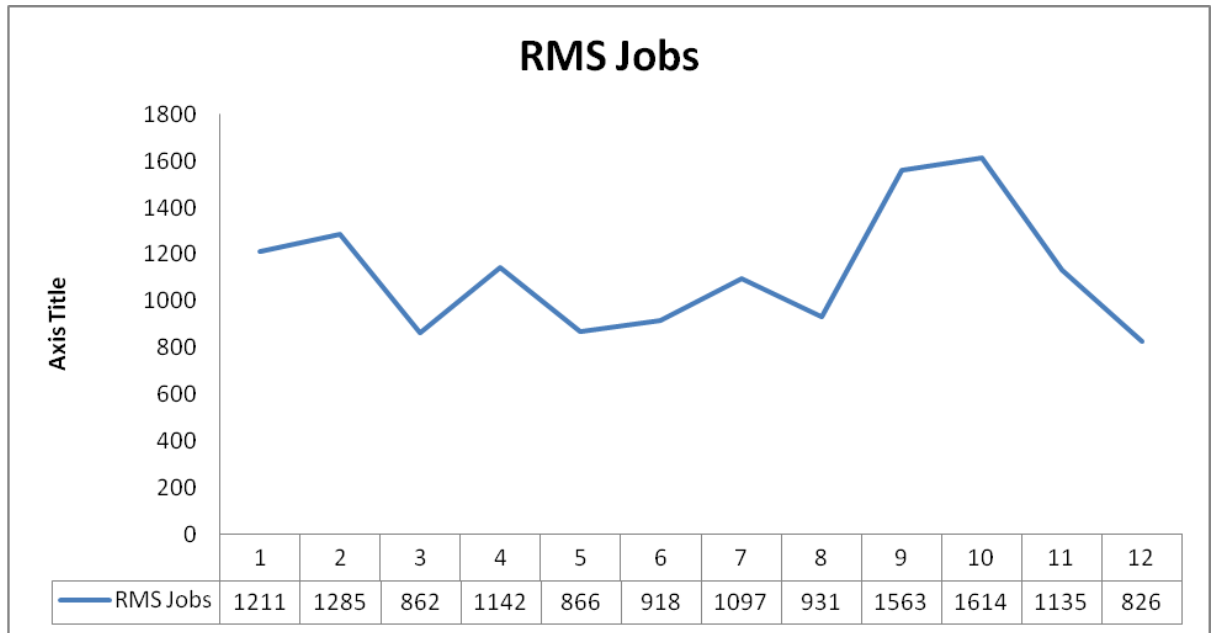
**CHART 1: Telephone & Email Contact with ICT Servicedesk - per month, 2008**



Three of the four peak months for telephone interaction with ICT Servicedesk were understandably, September (3970), October (5012) and November (3939). Somewhat more surprising however, was January (4395) being the second highest month for the number of telephone calls being dealt with. Peak levels of email contact followed a similar pattern with the highest number of incoming emails being recorded in October (1338), November (1023) and September (983) in that order. (see chart 1). Our quietest months, in contrast to previous years, were March (Easter Break in 2008), and May (new end of academic year from 2008); there were less than 2000 calls dealt with in both these months and less than 600 emails. The calls and emails highlighted above in chart 1 resulted in the following number of jobs being entered into the ICT Services RMS job tracking database. Please see chart 2 below:

# RMS

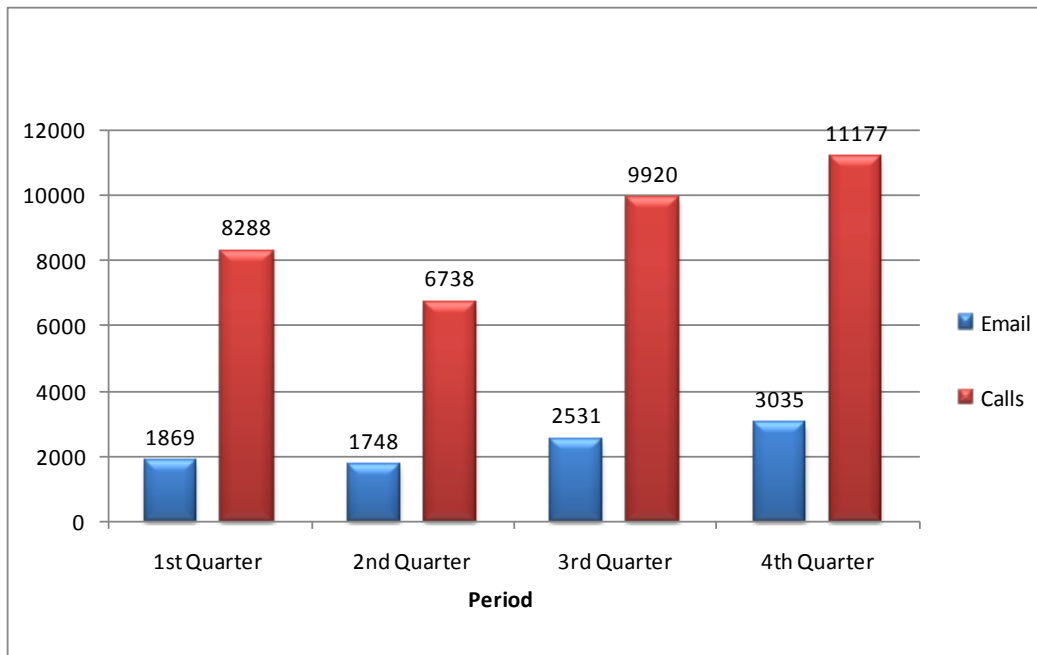
**CHART 2: Total number of RMS Jobs submitted per Month – 2008**



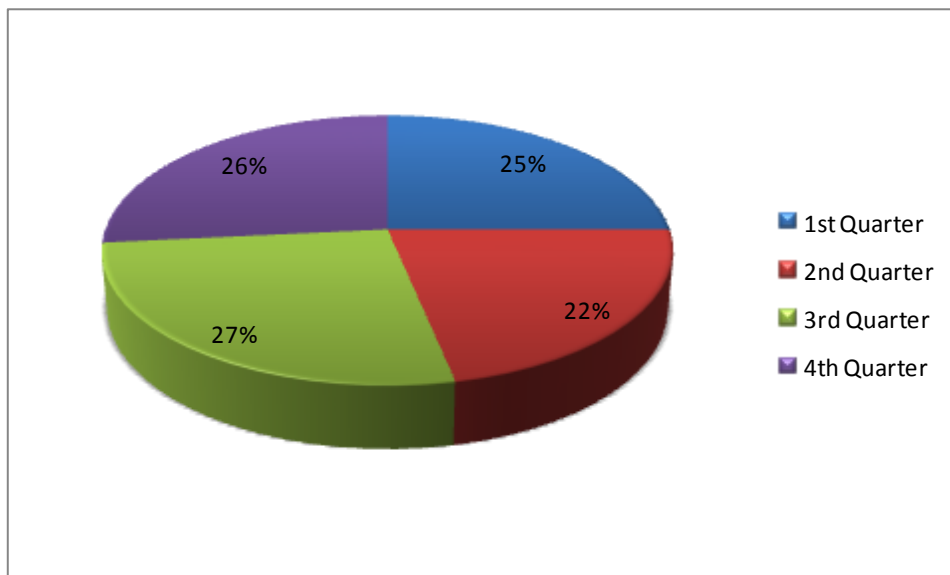
The total number of jobs entered in 2008 was 13,450; an increase of 12.68% on 2007. As has been the case for the previous 3 years the peak month for job entry was October at 1,614; reflecting the pattern of telephone calls and emails highlighted above. 23.62% of all jobs entered during 2008 were logged on RMS Servicedesk during October and November; this was followed by our quietest month of the year when only 826 jobs were entered in December. Other seasonal troughs followed a similar pattern to that of previous years with March and May also seeing less than 900 jobs entered.

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 dealt with by ICT Servicedesk**

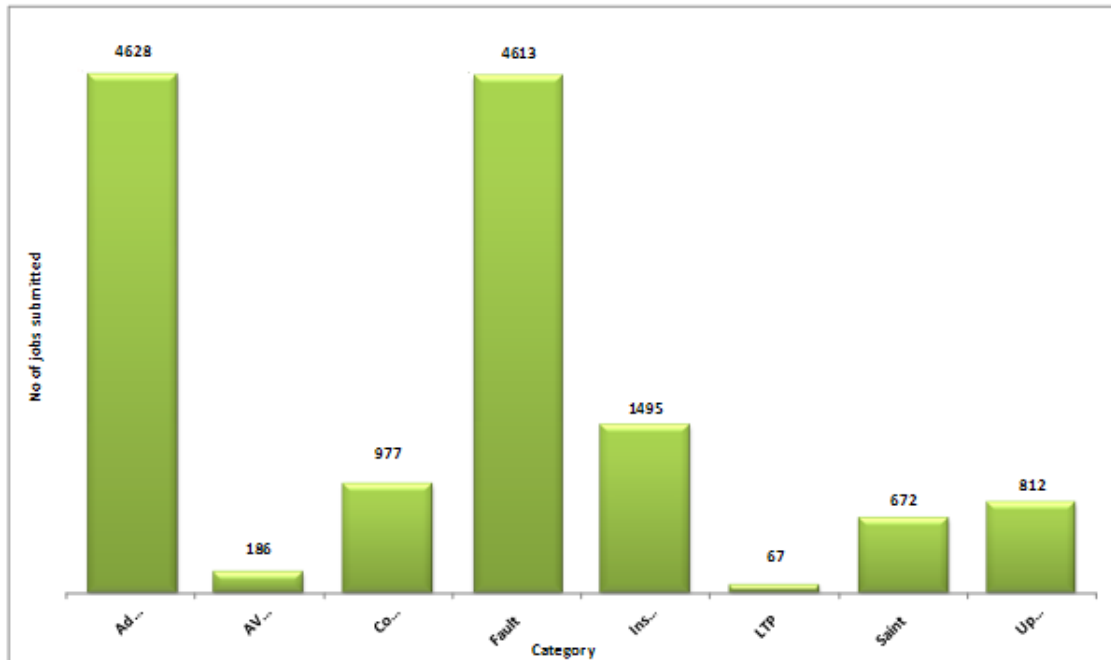


**CHART 4: Percentage of jobs submitted per Quarter**



In somewhat of a contrast to previous years the highest number of jobs entered was in Q3 (27% - 3591) with Q4 almost on a par, despite the low job total in December, (26% - 3575). Q2 was again the quietest three month period for jobs entered at 22% - 2926.

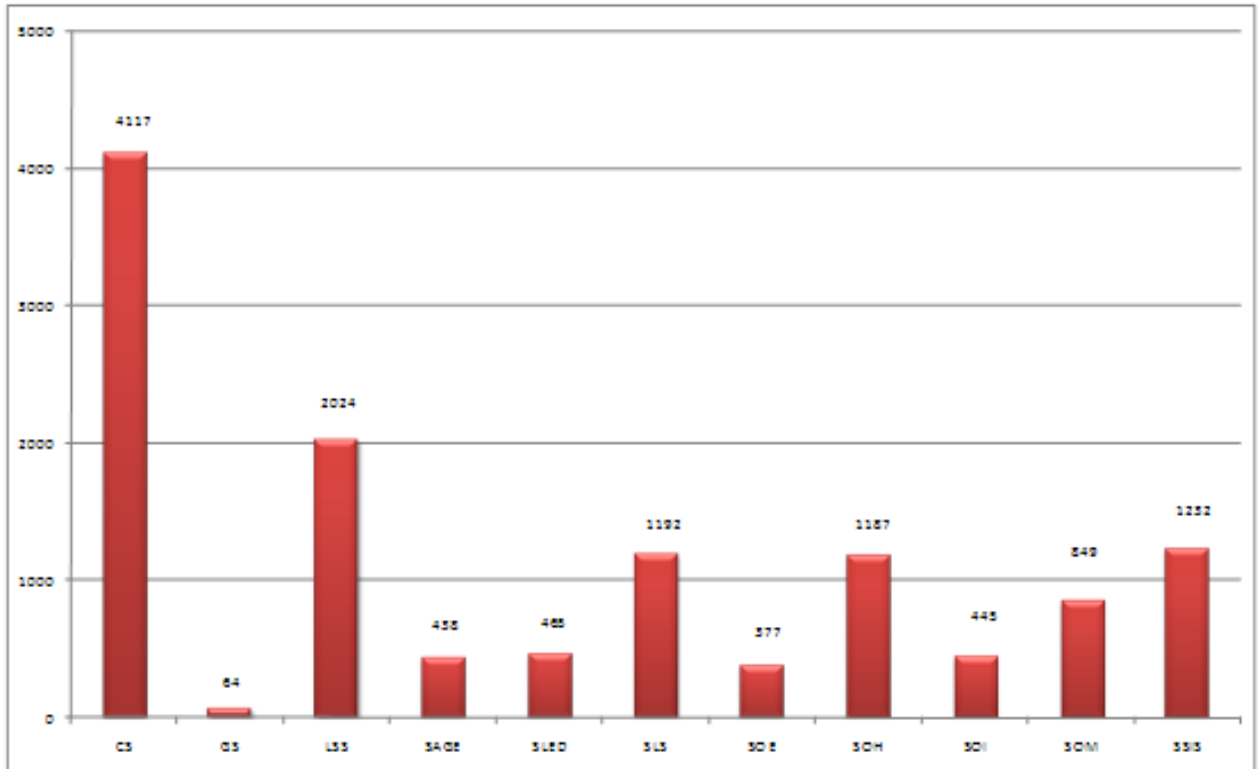
A breakdown of jobs entered by job category can be seen in Chart 5 below.

**CHART 5: Total number of Jobs by Category – 2008**

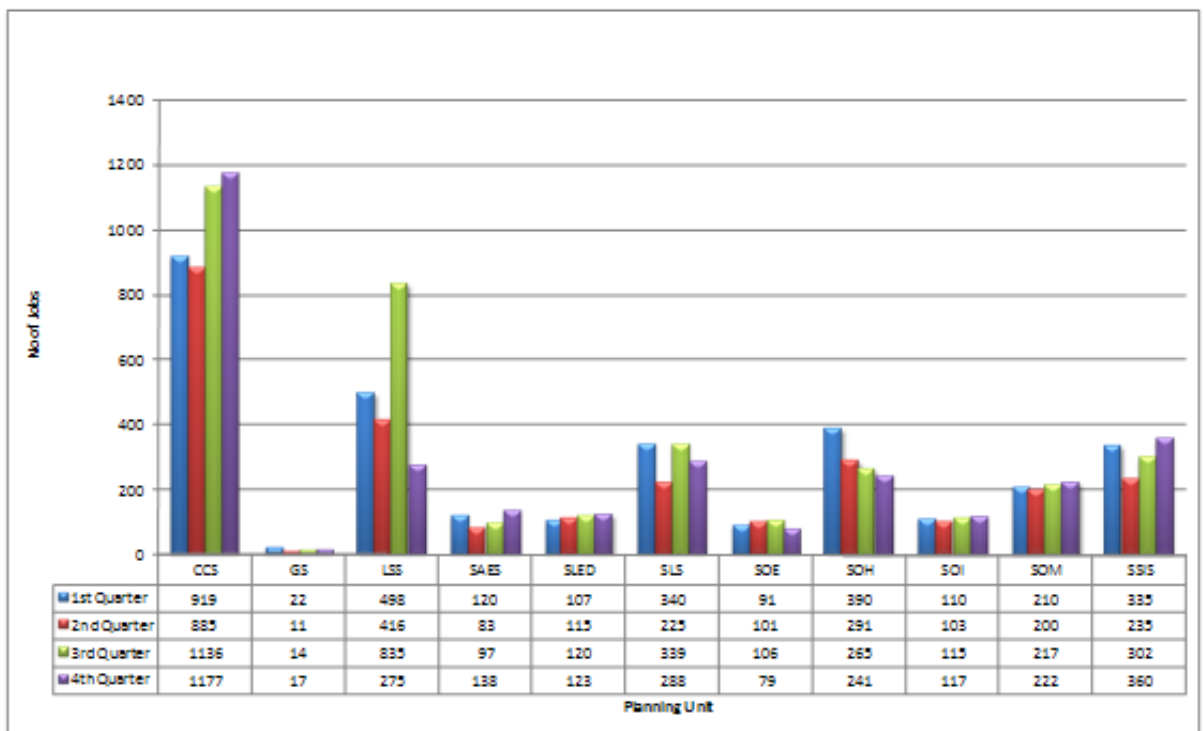
Faults (4,613) and administration jobs (4,628) dominate the job category statistics as they did in 2007, making up almost 69% of all jobs entered, although the number of administrative jobs fell by 5.76% whilst faults increased by 18.83% on 2007: the number of installation related requests also increased by 28.44%. Two new job categories were introduced during 2008 (Audio Visual Services and Saint); these accounted for 6.38% of the total number of jobs entered.

A breakdown of job requests submitted per school highlights the heaviest users of our Services – please see Charts 6 & 7 overleaf.

**CHART 6: Total number of Job Requests per School/Unit – 2008**



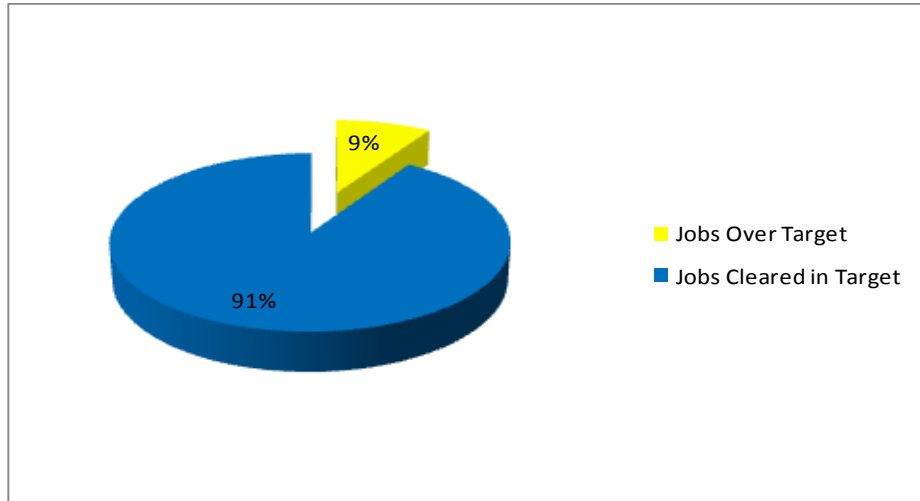
**CHART 7: Total number of Job Requests per School/Unit per Quarter – 2008**



Once again Corporate Services (4117) and Learner Support Services (2024) accounted for a significant total (45.66%) of the number of jobs entered in 2008.

Moving on lastly to job clearance rates, 90.17% of all jobs completed, were cleared either on or before their target date; a 2.5% increase on 2007. A total of 13,216 jobs were completed; 11,917 were cleared in target and 440 outstanding jobs have been carried forward into 2009.

**CHART 8: Job Clearance Rates – 2008**



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**February 2009**