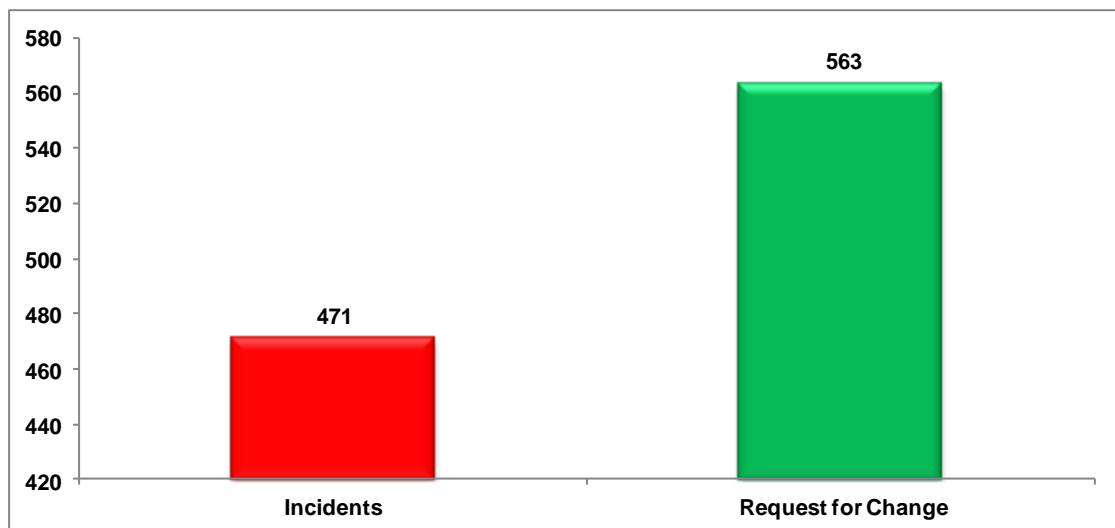


## IT Services Monthly Report - September 2011

Please note that chart 1 and table 1 below, reflect the re-coding of our RMS Servicedesk job tracking application, which came into effect on Monday 5<sup>th</sup> September 2011.

ICT Servicedesk was involved in 4836 calls and received 2892 emails during September 2011. The total number of jobs entered in RMS Servicedesk for completion by IT Services during September 2011 was 1,034. A breakdown of the jobs by category can be seen in chart 1 below.

**CHART 1: Total number of Jobs by Category – September 2011**



<b>Incidents</b>	<b>471</b>
<b>Request for Change</b>	<b>563</b>

**Table 1: Top Ten Applications for Incidents**

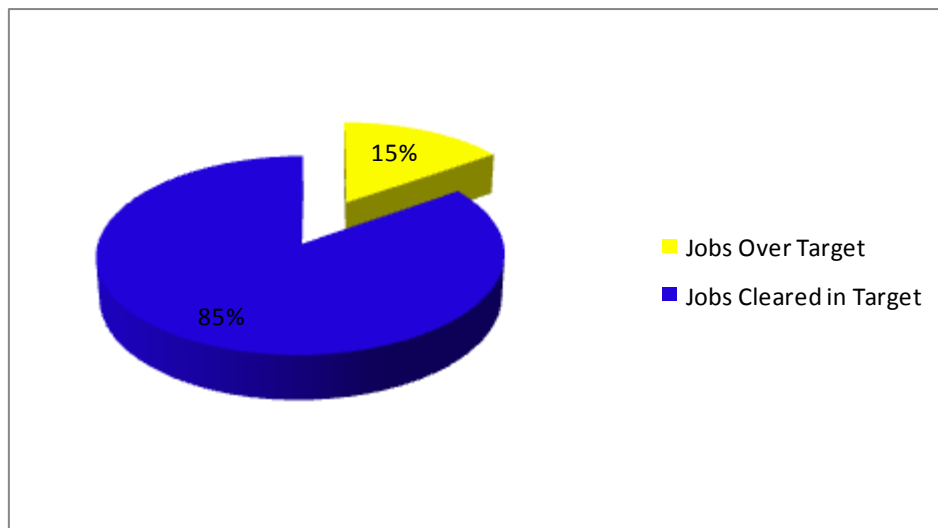
<b>Application</b>	<b>No of Jobs</b>
Desktop hardware	61
Printer related	46
To be classified	39
Email accounts	31
E5 Finance Application	23
Socket (Voice)	19
NDS accounts	16
E-Mail client issue	13
staff/student personal PC	13
Other misc. app issues	13

**Table 2: Top Ten Applications Request for Change**

Application	No of Jobs
NDS accounts	66
Desktop hardware	37
LDAP accounts	37
Email accounts	36
Telephone related	26
Printer related	24
Public Clusters	23
Socket (Voice)	23
Meeting Maker accounts	20
***BOOTP/DHCP	16

Total number of jobs completed by IT Services in September 2011 was 781, with a completion rate before or on target of 85%. Please see chart 2 below.

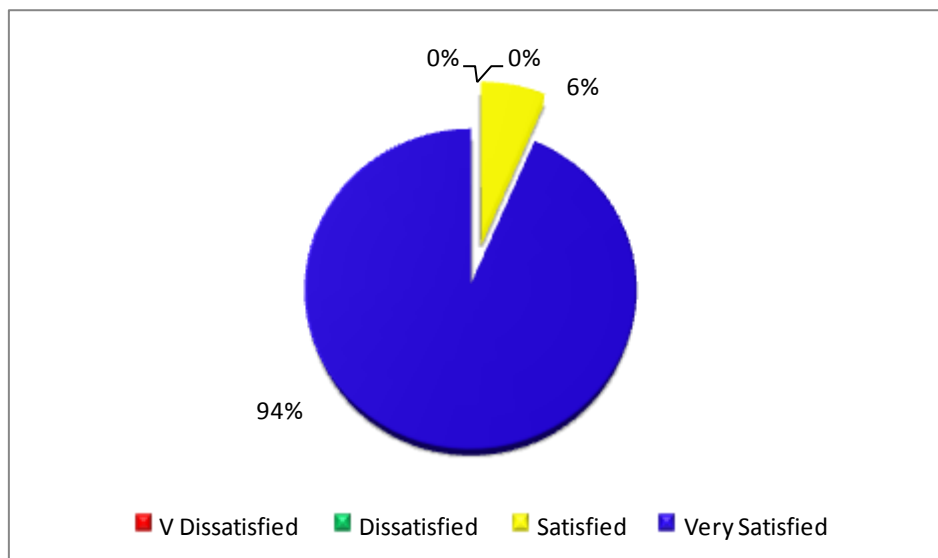
**CHART 2: Percentage of jobs cleared within target – September 2011**



<b>Number of calls cleared in target</b>	85%
<b>Number of calls not cleared in target</b>	15%

Of the 781 jobs completed in September 2011 we received 62 responses to our web based Customer Satisfaction Survey. 100% of respondents gave a rating of satisfied or very satisfied. Please see further detail in chart 3 below.

**CHART 3: Customer satisfaction survey results – September 2011**



<b>V.Dissatisfied</b>	0
<b>Dissatisfied</b>	0
<b>Satisfied</b>	4
<b>Very Satisfied</b>	58

**A sample of comments from this month's survey results**

*"As always as helpful and thorough as ever. Top rate service."*

*"Didn't even know if it was possible to do what I'd requested. Thanks it will make a real difference to our work continuity."*

*"Chris was very helpful and patience with me. Has instructed me to do some downloads and then get back to him if there is a problem. Thanks"*

*"Refreshingly speedy, friendly and efficient service"*

*"An excellent and extremely helpful response Thank you"*

*"Job done really quickly, thanks a lot"*

*"Paula has been brilliant, and very patient throughout a lot of to-ing and fro-ing. Thanks Paula"*

*"Very helpful team and job completed quickly."*

*"Dealt with very quickly and the problem was fixed."*

*"It is reassuring to know there is prompt and effective assistance (especially if your PC skills are very limited). Many thanks!"*

*"Brilliant service: quick, pleasant, effective. Thanks"*

*"This was an urgent job in the enrolment hall and the response was quick and helpful. Thanks very much"*

*"John was excellent - a real star! Thanks"*

*"Fantastic service - staff member (Ray) very accommodating re time and how job was completed - did best to minimise disruption to my working day"*

*“Alastair shines like moonlight off a mountain lake.”*

*“Mr Tariq Mahmood was very efficient in re-imaging our PCs as requested. Much appreciated and many thanks!”*

*“Quick, Efficient, Helpful and Polite”*

*“The job was done well on time as the IT staff came to my Dept to solve the problem and always helps when someone is here in person – Mr Tariq from IT Services”*

*“I find John to be extremely helpful”*

*“Tariq went the extra mile to ensure that we had all the equipment that we needed and that everything worked as it should”*

*“He could not have done more - we were really really pleased with the service that he gave us - thank you Tariq!”*

***“Not about the job per se but I find finding the relevant information in the emails from the ICT service desk hard work - can't you delete or hide some of the unnecessary information?”***

### **NorMAN Out of Hours Service**

During September, 40 calls were logged with the NorMAN Out of Hours Service. Of these 40 calls, 20 were resolved by NorMAN staff and 20 were referred back to ICT Servicedesk.