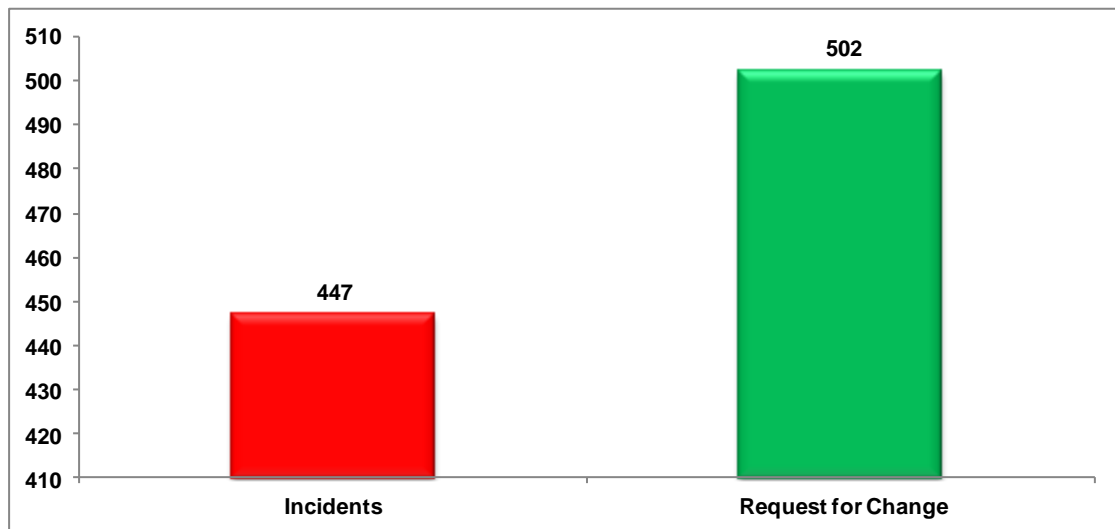


IT Services Monthly Report - October 2011

ICT Servicedesk was involved in 3227 calls and received 2391 emails during October 2011. The total number of jobs entered in RMS Servicedesk for completion by IT Services during October 2011 was 949. A breakdown of the jobs by category can be seen in chart 1 below.

CHART 1: Total number of Jobs by Category – October 2011



Incidents	447
Request for Change	502

The top ten applications for Incidents and Request for Change are listed in the table below:

Table 1: Top Ten Applications for Incidents

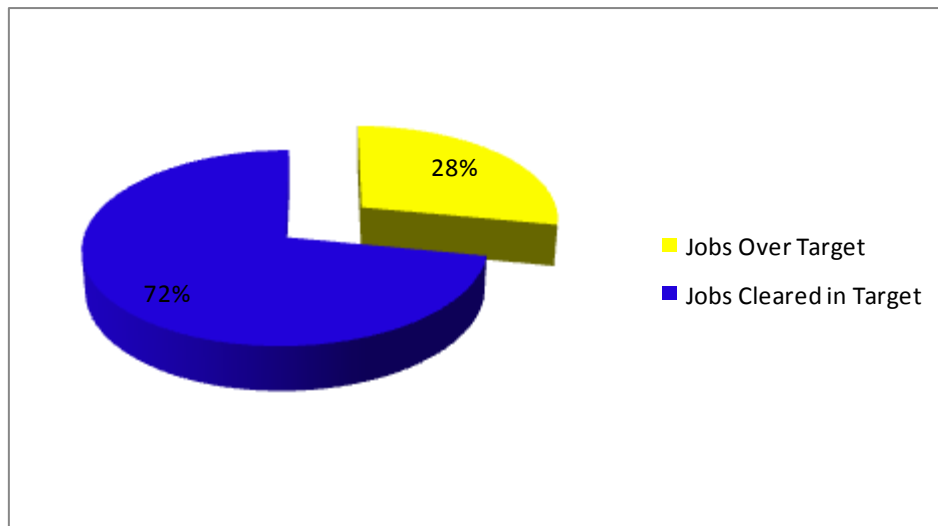
Application	No of Jobs
Desktop hardware	58
Email accounts	58
E5 Finance Application	30
staff/student personal PC	29
SAINT client related	27
Printer related	26
To be classified	19
Sunray related	17
Socket (Voice)	15
Public Clusters	13

Table 2: Top Ten Applications for Request for Change

Application	No of Jobs
NDS accounts	54
Email accounts	51
Socket (Voice)	28
Windows 7 upgrade	28
Telephone related	24
Printer related	23
E5 Finance Application	22
Desktop hardware	19
***MajorDomo	19
***SAINT	16

Total number of jobs completed by IT Services in October 2011 was 913, with a completion rate before or on target of 72%. Please see chart 2 below.

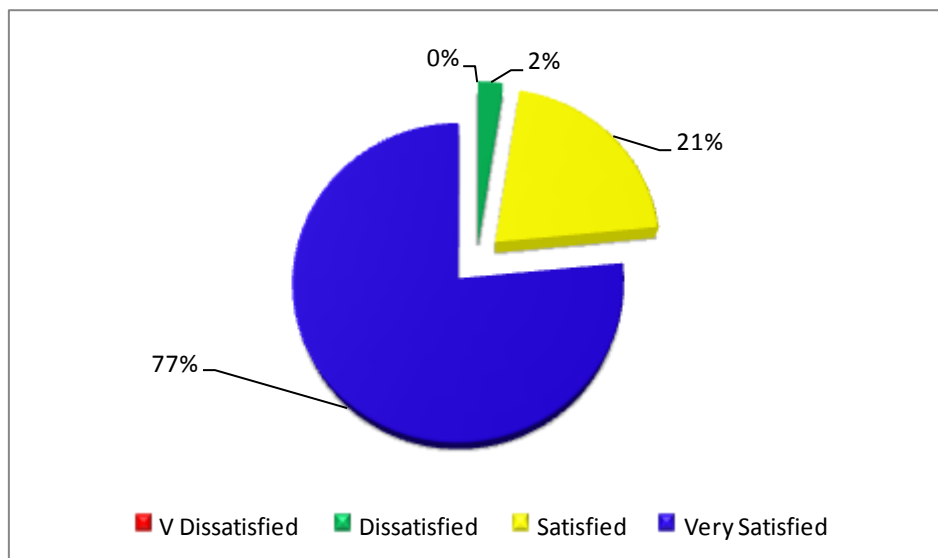
CHART 2: Percentage of jobs cleared within target – October 2011



Number of calls cleared in target	72%
Number of calls not cleared in target	28%

Of the 913 jobs completed in October 2011 we received 81 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 – October 2011



V.Dissatisfied	0
Dissatisfied	2
Satisfied	17
Very Satisfied	62

A sample of comments from this month's survey results

"The job was completed extremely quickly".

"Sue Gregson was fantastic".

"Tariq always goes the extra mile to make sure everything is sorted to the customer's satisfaction".

"Thank you very much for your kindly helping.".

"Kindly entertain the people from Pakistan by Email as it costs much by call".

"Rachael was really good. I'm satisfied with the timeliness of the completion of the job but a little quicker would have been much better.".

"As always - Excellent! Thanks Alastair!".

"It does seem that the print driver change has slowed down lots of peoples pcs.".

"Thanks Jamie, Really helpful and efficient.".

"Service with a smile from Jeanette as always!".

"Thanks for quick response to problems with accessing MeetingMaker via Explorer".

"Quick and easily dealt with my request. Thank you John".

"Thanks to Janette and the team for such excellent service John".

"The service I received once the job was started was excellent, however the service I received prior the job being started was appalling.".

"You would get a lot more of these forms filled in if they were accessible off campus!".

“The original timeline was somewhat long and this was a worry. However it was completed before the timeline given”.

“Many thanks for an emergency job solved v. Quickly much appreciated”.

“John Fairhall continues to be extremely efficient and supportive”.

“Absolutely Great, clearly explained the situation and dealt with resolving the matter efficiently, very impressed”.

“Job itself done very efficiently, several follow-up queries also dealt with within hours. Ta muchly Sarah”.

“They team were very friendly but they did not know how to resolve the issue and rather than saying this they took over 2 hours of trial and error whilst I waited before deciding to work out the problem using their own computer. I cannot afford to lose more time in this way. Whilst I am grateful for their time I do not think it was fair to have to spend this long watching them losing and retrieving my data only to decide they did not know how to resolve it. I think it would have been better to try it out on the office mac and when they knew how it worked asked me to come in. I also had to wait a couple of weeks to get this appointment”.

“Only Sue Gregson came to the rescue here, for which I am jolly grateful. THANKS. But the email changes were imposed without warning, there are disparate pages of unstructured advice on the intranet site and outlook live, and (as usual) no help for mac users. When I called the helpdesk, I was passed between 4 people who could only point me to the website and didn't really listen to my specific query before rushing to get me to change my password. I got comments like “ the management has decided to outsource the email and we can't help”;. And when I emailed my query, at first I got an unfriendly automated email threatening a 2 week wait, before Sue came to the rescue. You have imposed a new email system with no warning, and it seems, no training or ownership at your end. But thanks to Sue.”.

“I am very grateful for this problem being solved. However, I sent emails and phoned (leaving messages) and didn't receive a reply until my tutor contacted ICT. So although I am very satisfied with how the problem was dealt it took a long time to be dealt with.”.

I called twice and both times my calls were not answered causing me to run out of mobile phone credit. On one occasion I asked for a callback, which I never received. And when I emailed asking for an appointment with the PC Clinic the initial reply I received was patronising and unhelpful. Thankfully I later received a more helpful reply from another member of staff but I would hesitate to suggest the PC Clinic to my friends due to the difficulties I had arranging to see them”.

“The job may look complete at your end but if staff still can't use the system surely it's better if you came down to the office to check rather than having to re-open jobs to find that it has not made a difference”.

NorMAN Out of Hours Service

During October, 28 calls were logged with the NorMAN Out of Hours Service. Of these 28 calls, 12 were resolved by NorMAN staff and 16 were referred back to ICT Servicedesk.