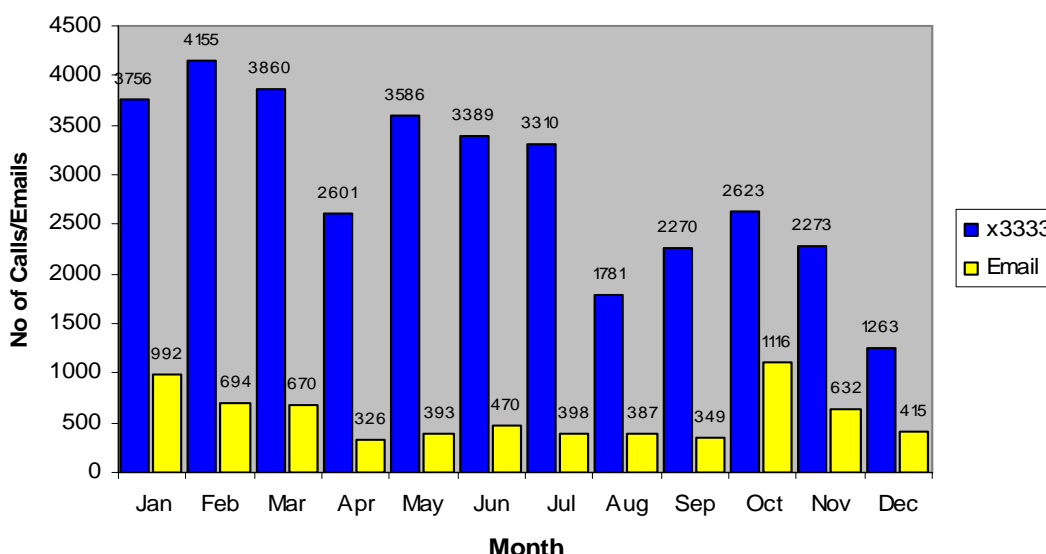


## ICT SERVICEDESK ANNUAL REPORT - 2006

The total number of telephone calls received by ICT Servicedesk (x3333) during 2006 was 34,867; an increase of 6.75% on 2005. In addition, [ictservicedesk@bradford.ac.uk](mailto:ictservicedesk@bradford.ac.uk) received 6,482 emails over the same period; an increase of over 10% on 2005. Increased use of email communication continues year on year, but is not resulting in any reduction in the number of telephone calls being taken. Demand for our services is clearly rising via both contact methods. Details of the numbers of telephone calls and emails to ICT Servicedesk can be found below.

### TELEPHONE & EMAIL CONTACT WITH ICT SERVICEDESK

**CHART 1: Telephone & Email Contact with ICT Servicedesk - per month, 2006**

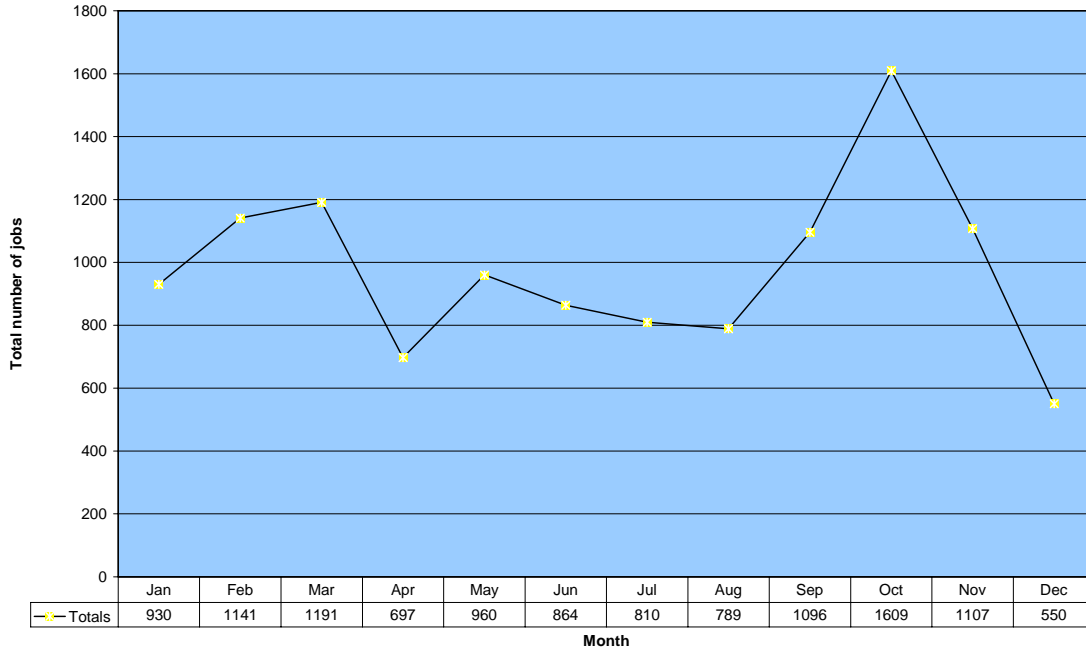


The peak months for interaction with ICT Servicedesk have not followed the same pattern as in 2005. The peak month for contact via the telephone was 4,155 calls being taken in February (November in 2005), while contact via email peaked at 1,116 in October; the first month ever in excess of 1,000 emails received. Again, the peak month in 2005 had been November. There were only two months during 2006 where ICT Servicedesk registered less than 2,000 incoming calls – August and December. The calls and emails highlighted above

resulted in the following number of jobs being entered into the LSS RMS job-tracking database; please visit the next section.

## TOTAL NUMBER OF RMS JOBS SUBMITTED PER MONTH

CHART 2: Total number of RMS Jobs submitted per Month – 2006

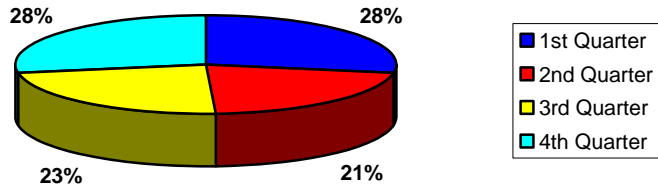


The Total number of jobs entered in 2006 was 11744; an increase of just over 8% on 2005. As in 2005 the peak month for job entry was October at 1,609. As stated above this was also the peak month for email interaction with ICT Servicedesk, although strangely, it was only the 7<sup>th</sup> highest month for telephone calls taken. By and large, seasonal variations followed the same pattern as 2005, with just less than a third of all jobs being entered in the three month period from September to November. Once again, the month for the lowest number of jobs being entered was December while we also saw further “troughs” during the Easter and Summer vacations.

Percentage number of jobs entered in Q1 rose to 28 (an increase of 4%), although this was still matched by Q4 despite the significant drop in number of jobs entered during December- please visit the next section. Q2 was again the quietest three month period for jobs entered.

## PERCENTAGE OF JOBS SUBMITTED PER QUARTER

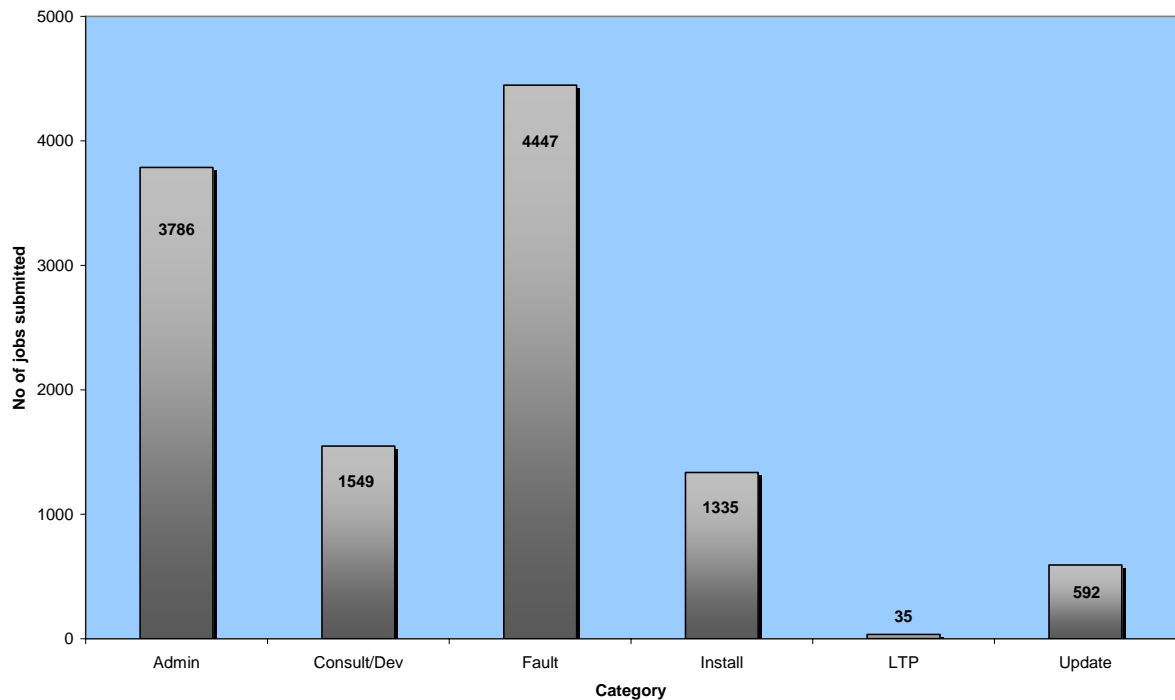
CHART 3: Percentage of jobs submitted per Quarter



A breakdown of jobs entered by job category can be found in the next section.

## TOTAL NUMBER OF JOBS BY CATEGORY

CHART 4: Total number of Jobs by Category - 2006

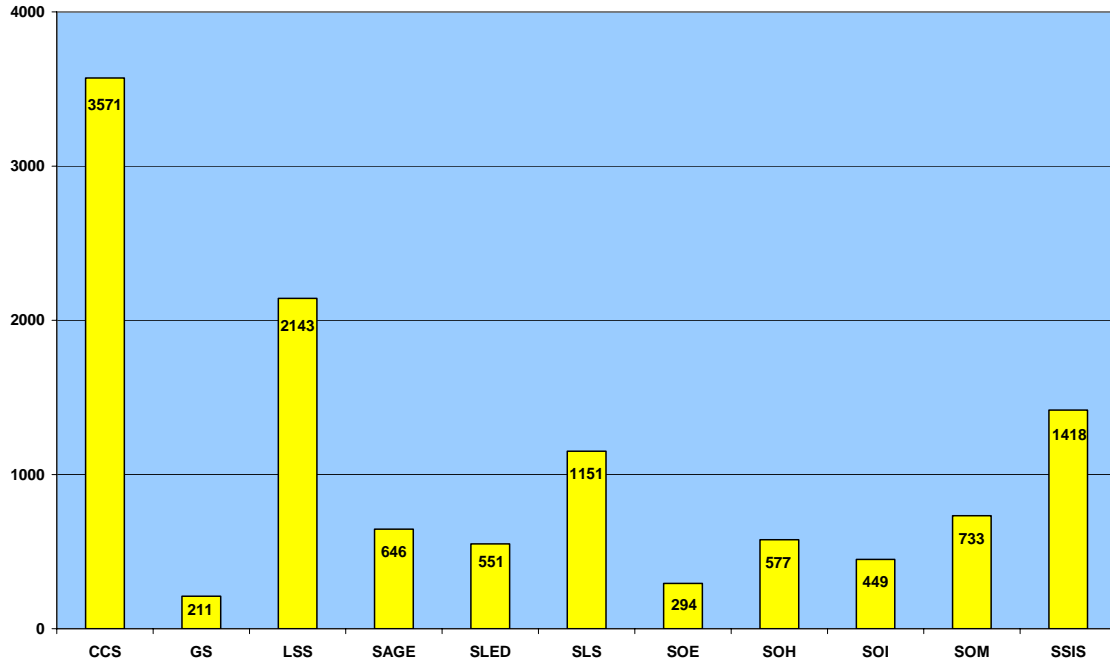


Faults (4,447) and administration jobs (3,786) dominate the job category statistics as they did in 2005, making up just over 70% of all jobs entered. As individual job categories, faults and admin saw respective increases in the number of jobs entered, of 13% and 6%. The number of consultancy and development requests also rose by 13%, although installation work fell by 6%.

A breakdown of job requests submitted per School/Planning Unit highlights the heaviest users of our services – see the following section.

## TOTAL NUMBER OF JOB REQUESTS PER PLANNING UNIT

**CHART 5: Total number of Job Requests per Planning Unit - 2006**



The administrative units of Corporate & Central Services (3571 jobs) and Learner Support Services (2143 jobs) accounted for 48.6% of all jobs entered during 2006 (a slight increase on 2005), with the three Facilities Managed schools (SLED, SLS & SSIS) making up a further 26.5% of total jobs submitted; again, a slight increase on 2005.

Moving on lastly to job clearance rates, 89% of all job requests were cleared either on or before their target date; a 4% increase on 2005 and 10,452 jobs in total, from the 11,744 that were entered – 427 outstanding jobs have been carried forward into 2007.

## JOB CLEARANCE RATES

**CHART 6: Job Clearance Rates - 2006**

