

ICT SERVICE DESK ANNUAL REPORT FOR 2008-2009



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IT Services
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ICT SERVICEDESK ANNUAL REPORT – 2008-2009

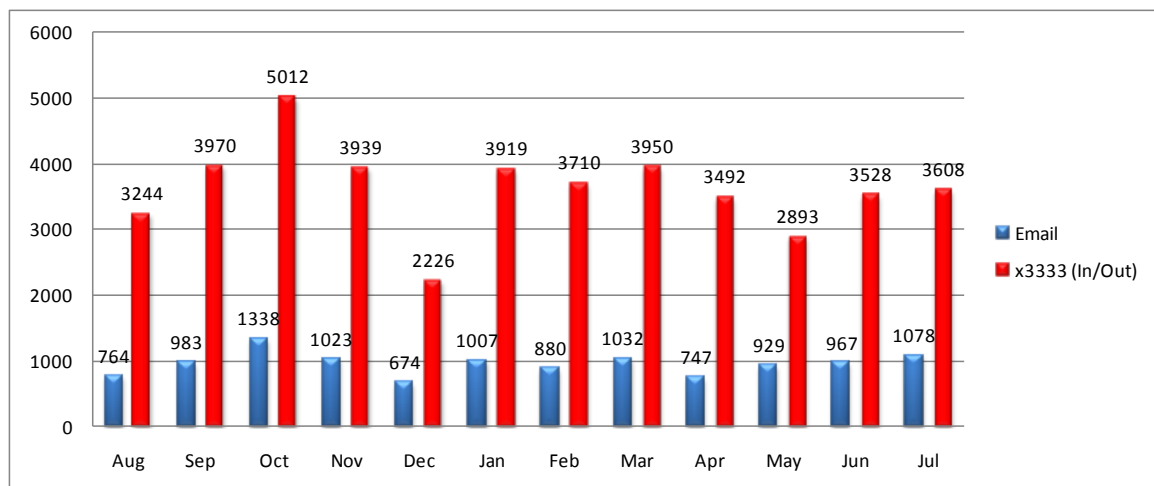
NB: following discussions at Iss it board the timeframe for this report has now changed from calendar year to University financial year. This report covers the period August 1st 2008 to July 31st 2009. The previous report covered calendar year 2008 and can be viewed at:

<http://www.bradford.ac.uk/iss/it-services/support/reports/report2008.pdf>

TELEPHONE AND EMAILS

The total number of telephone calls dealt with by ICT Servicedesk (x3333) during 2008-2009 was 43,491; an increase in excess of 20% on the 2008 figure of 36,123. In addition, ictservicedesk@bradford.ac.uk received 11,422 emails during the same period; an increase of almost 25% on the 9,183 emails received during the whole of 2008. We continue to see perennial increases in both forms of contact, partly explained by IT Services initiatives to have an ever increasing number of enquiries resolved by first level support. 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, 2008-2009



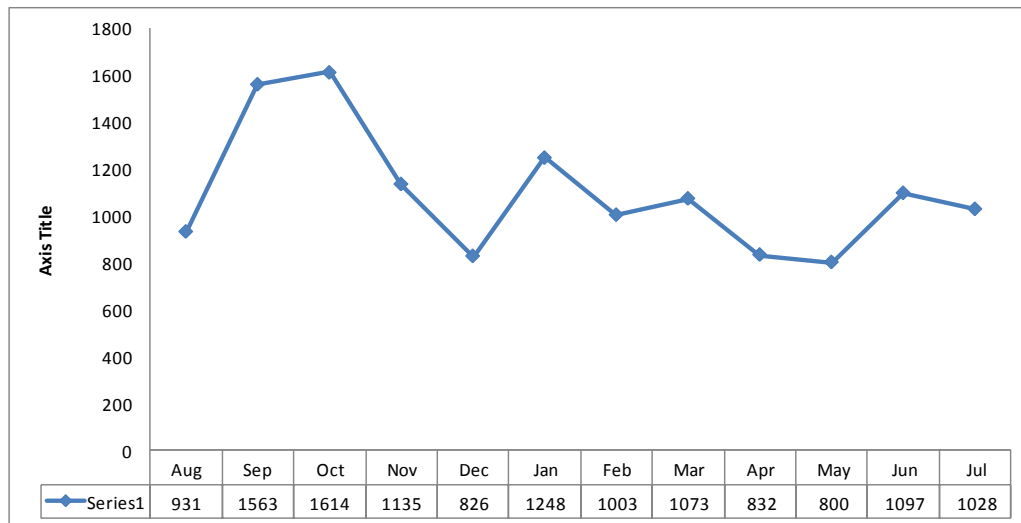
Month	Email	X3333
August	764	3244
September	983	3970
October	1338	5012
November	1023	3939
December	674	2226
January	1007	3919
February	880	3710
March	1032	3950

April	747	3492
May	929	2893
June	967	3528
July	1078	3608

Unsurprisingly, three of the peak months for telephone interaction were September (3970), October (5012) and November (3939), although both January (3919) and more surprisingly March (3950), also saw heavy telephone traffic. Our quietest months on the telephone were December (2226) and May (2893); the only two months to fall below 3000 calls. Peak months for email contact were October (1338), July (1078), March (1032) and November (1023). Our quietest month for emails received, as with telephony, was December (674). The calls and emails highlighted above in chart 1 resulted in the following number of jobs being entered into the IT Services RMS job tracking database. Please see chart 2 below:

RMS

CHART 2: Total number of RMS Jobs submitted per Month – 2008-2009



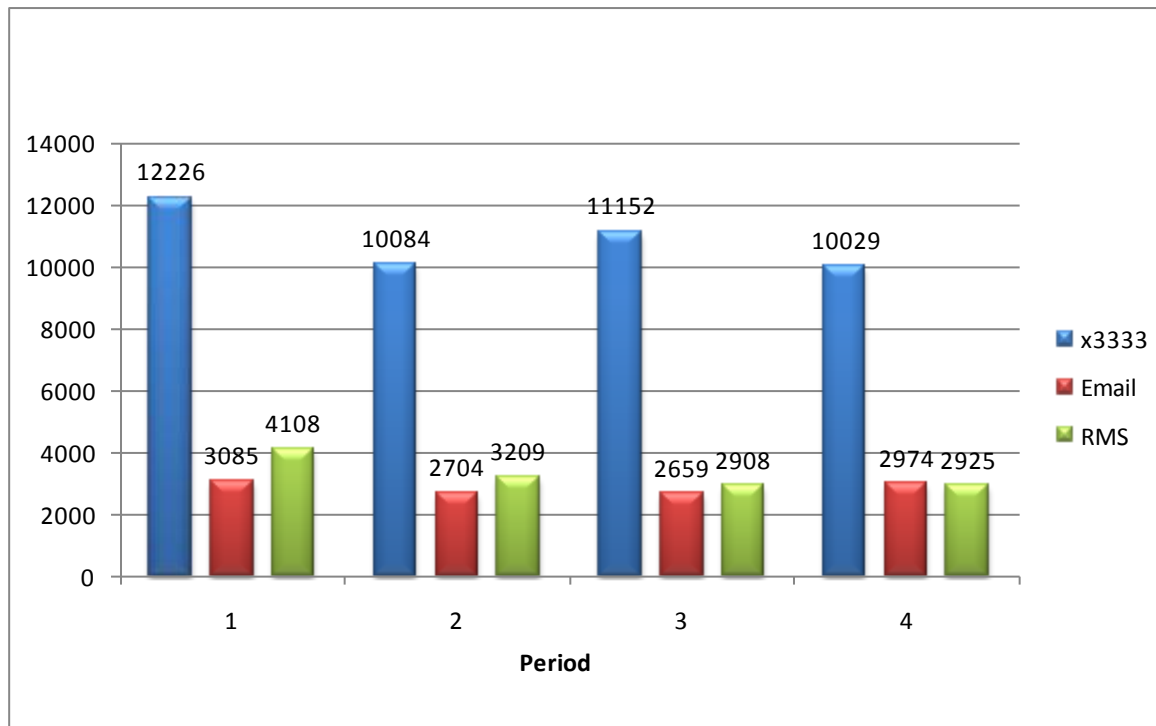
August	931
September	1563
October	1614
November	1135
December	826
January	1248
February	1003
March	1073

April	832
May	800
June	1097
July	1028

The total number of jobs entered in 2008-2009 was 13,150; a decrease of exactly 300 in comparison to calendar year 2008. As has been the case for the previous 4 calendar years the peak month for job entry was October at 1,614; once again, reflecting the pattern of telephone calls and emails highlighted above. 24.2% of all jobs entered during 2008/2009 were logged on RMS Servicedesk during September (1563) and October. There were less than a thousand jobs entered per month, on only four occasions; May (800), December (826) and April (832) and August (931).

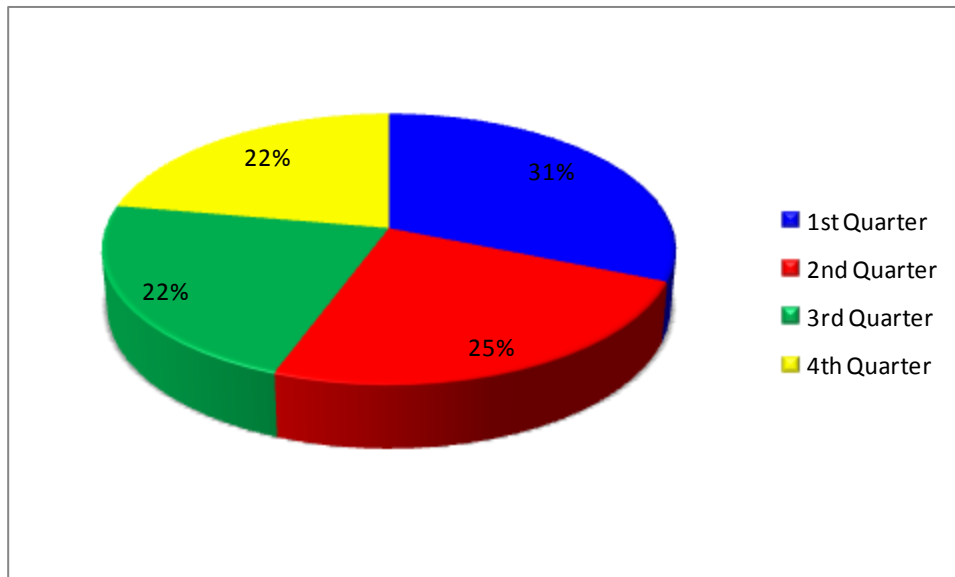
Please see charts 3 and 4 overleaf for quarterly statistics on telephone calls, emails and number of jobs entered.

CHART 3: Quarterly Totals for Emails, Calls and RMS jobs entered



	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
X3333	12226	10084	11152	10029
Email	3085	2704	2659	2974
RMS	4108	3209	2908	2925

CHART 4: Percentage of jobs submitted per Quarter

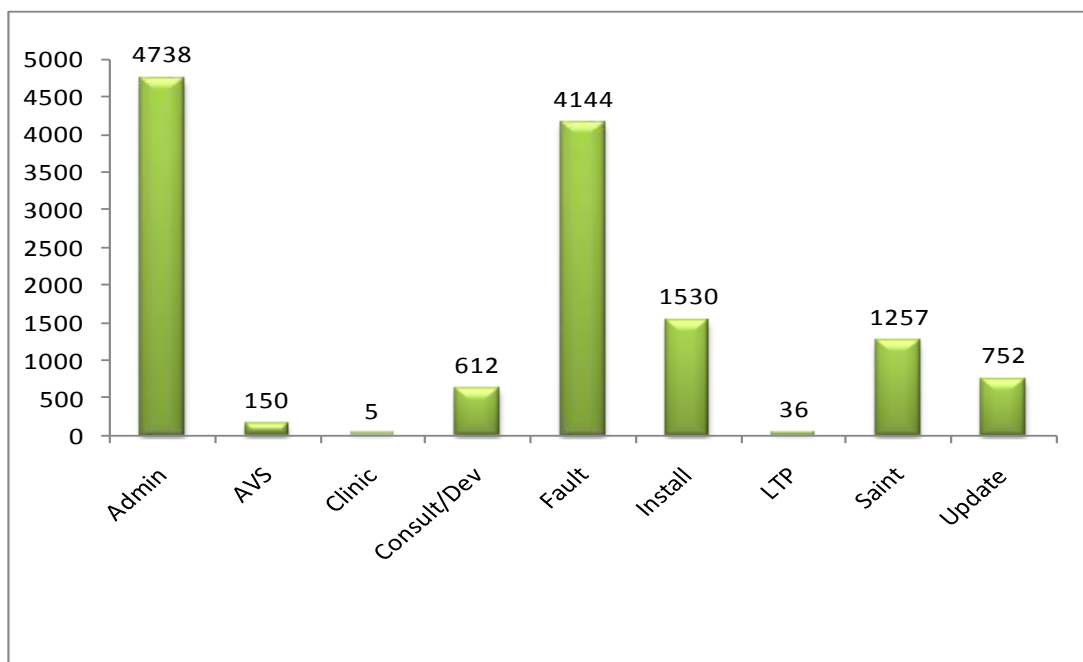


1 st Quarter	31%
2 nd Quarter	25%
3 rd Quarter	22%
4 th Quarter	22%

Nearly a third of all jobs submitted were entered in Q1 (4108, 31%) August to October 2008. 26% of all jobs (3209) were entered in Q2, November 2008 to January 2009. Q3 (22%) and Q4 (22%) were quieter by comparison, with less than 6000 (5833) jobs being entered over the six month period from February to July 2009.

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

CHART 5: Total number of Jobs by Category – 2008-2009

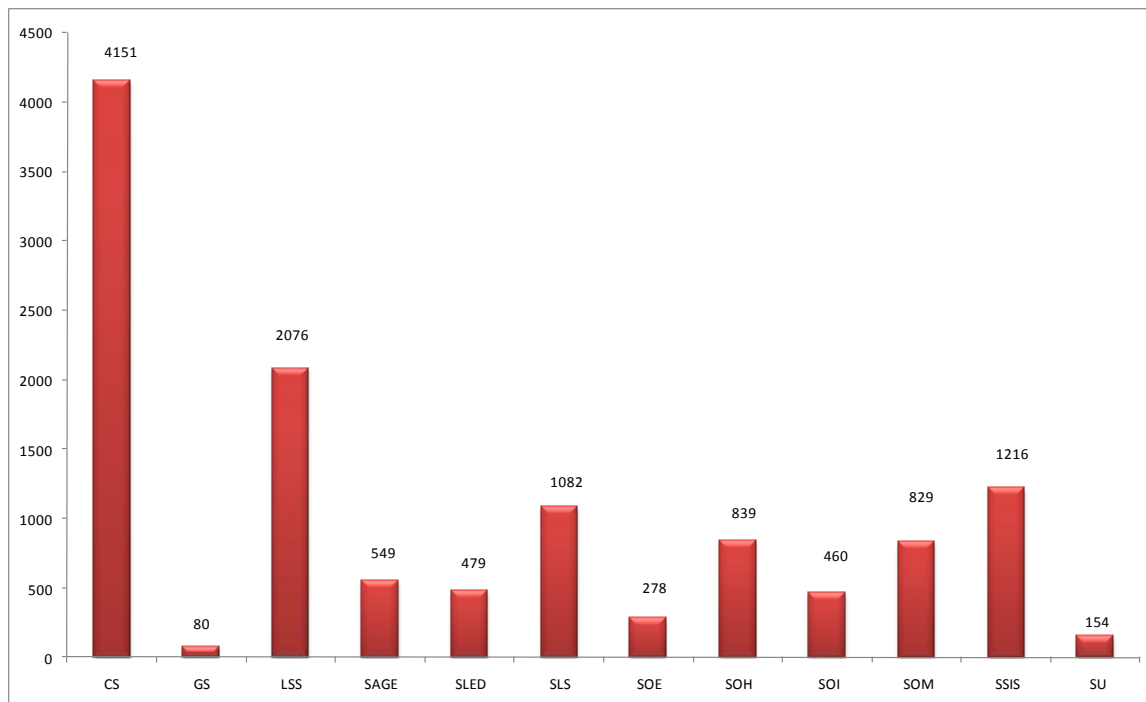


Administration	4738
AVS	150
Clinic	5
Consultancy/Development	612
Faults	4144
Installations	1530
Long Term Project	36
Saint	1257
Updates	752

Faults (4,144) and administration jobs (4,738) dominate the job category statistics as they have done in the previous two calendar year reports, making up almost 68% of all jobs entered, although the actual number of jobs entered in both categories fell by 484 and 110 respectively. A SAINT option was added to our ICT Servicedesk contact centre application (Solidus e-Care), just prior to 2008/2009, and this is the most likely reason for the near 100% increase in the number of SAINT jobs entered in comparison to calendar year 2008 – a rise from 672 to 1,257. SAINT now accounts for 9.6% of all jobs entered on RMS Servicedesk.

A breakdown of job requests submitted per school/directorate highlights the heaviest users of our Services – please see Chart 6.

CHART 6: Total number of Job Requests per School/Directorate



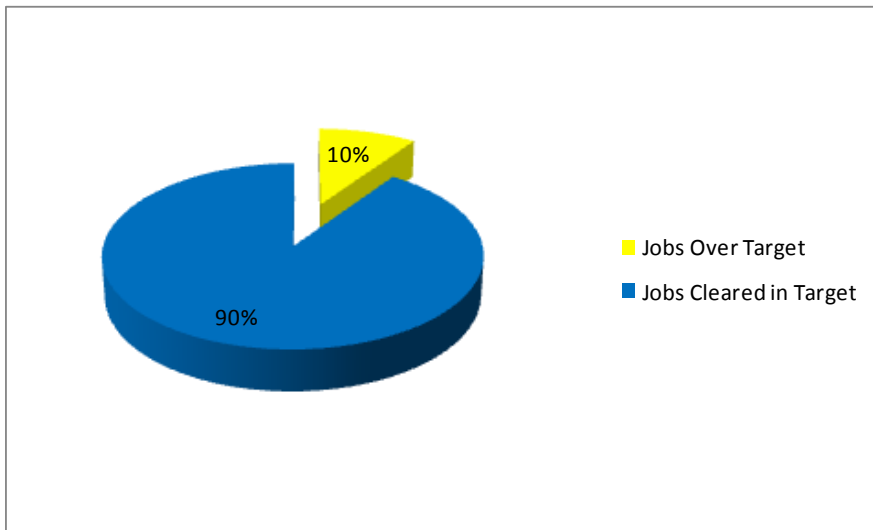
Corporate Services	4151
Graduate School	80
Learner Support Services	2076
School of Archaeological Geographical & Environmental Studies	549
School of Lifelong Education & Development	479
School of Life Sciences	1082
School of Engineering	278
School of Health	839
School of Computing, Informatics & media	460
School of Management	829
School of Social & International Studies	1216
Student Union	154

As has been the norm in previous calendar year reports Corporate Services (4151) and Learner Support Services (2076) accounted for a significant total (47.4%) of the number of jobs entered in 2008-2009. Facilities Managed areas

(SLED, SLS, SSIS and Student Union) made up another 22.3% of all jobs entered - 2,931 jobs.

Moving on to job clearance rates, 90% of all jobs completed, were cleared either on or before their target date. A total of 12,957 jobs were completed; 11,715 of which were cleared in target. 555 outstanding jobs have been carried forward into 2009-2010.

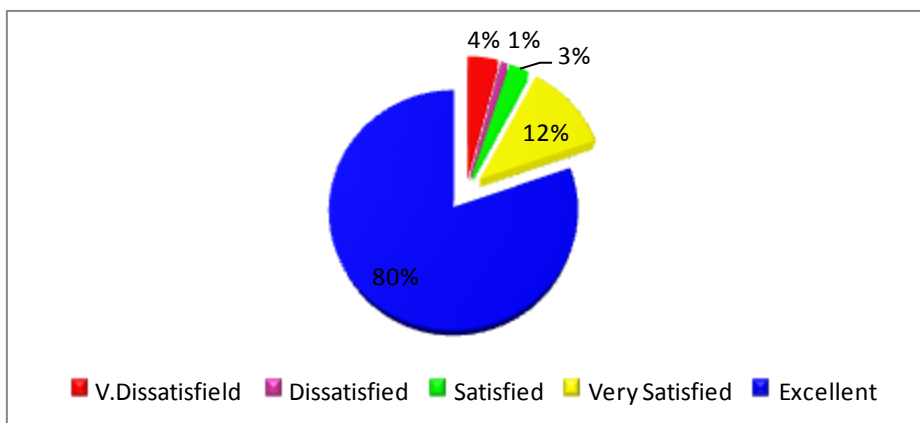
CHART 7: Job Clearance Rates



Jobs over target	10%
Jobs cleared in target	90%

CUSTOMER SATISFACTION SURVEY:

CHART 8: Results of the Customer Satisfaction Survey



Very Dissatisfied	4%
Dissatisfied	1%
satisfied	3%
Very Satisfied	12%

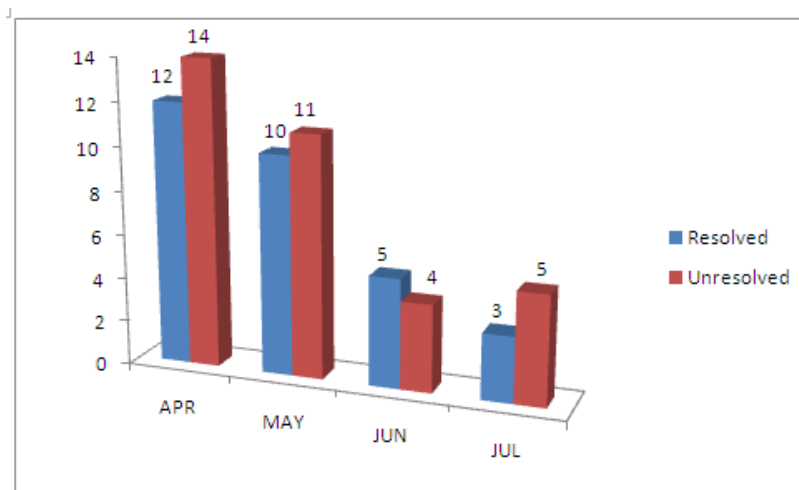
Excellent	80%
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IT Services, via ICT Servicedesk, commenced a customer satisfaction survey in February 2009; in the six months to the end of July 2009 we received 661 responses. 80% of respondents gave us a rating of “Excellent” and a further 12% of our customers were “Very Satisfied”. A total of 5% were “Dissatisfied” or “Very Dissatisfied”.

NorMAN OUT OF HOURS SERVICE:

The NorMAN out of hours support service (shared IT support service provided by Northumbria University) commenced in April 2009. In the four months to the end of July 2009 NorMAN logged 64 University of Bradford calls; 30 of these were resolved by NorMAN IT support staff with the remaining 34 being referred back to ICT Servicedesk, for further investigation, next working day.

CHART 9: Resolved/Unresolved NorMAN out of hours calls



	Resolved	Unresolved
April	12	14
May	10	11
June	5	4
July	3	5