

ICT SERVICE DESK ANNUAL REPORT FOR 2009-2010



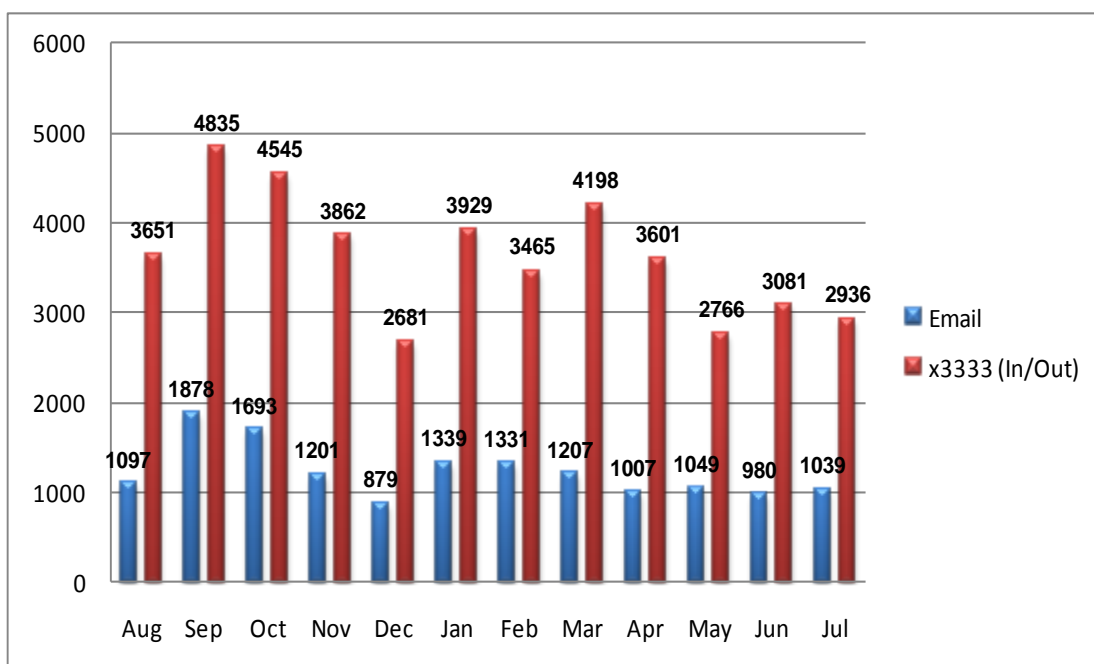
Roger Goodair
Christine Thacker
IT Services
August 2010

ICT SERVICEDESK ANNUAL REPORT – 2009-2010

TELEPHONE AND EMAILS

The total number of telephone calls dealt with by ICT Servicedesk (x3333) during 2009-2010 was 43,550; a minimal increase of 69 calls (< 2%) on the 2008-09 figure. In addition, ictservicedesk@bradford.ac.uk received 14,700 emails during the same period; an increase of almost 29% on the 11,422 emails received during 2008-09. Contact via email continues to become ever more popular amongst our users, with 20% plus increases being recorded in the last three annual reports. 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,



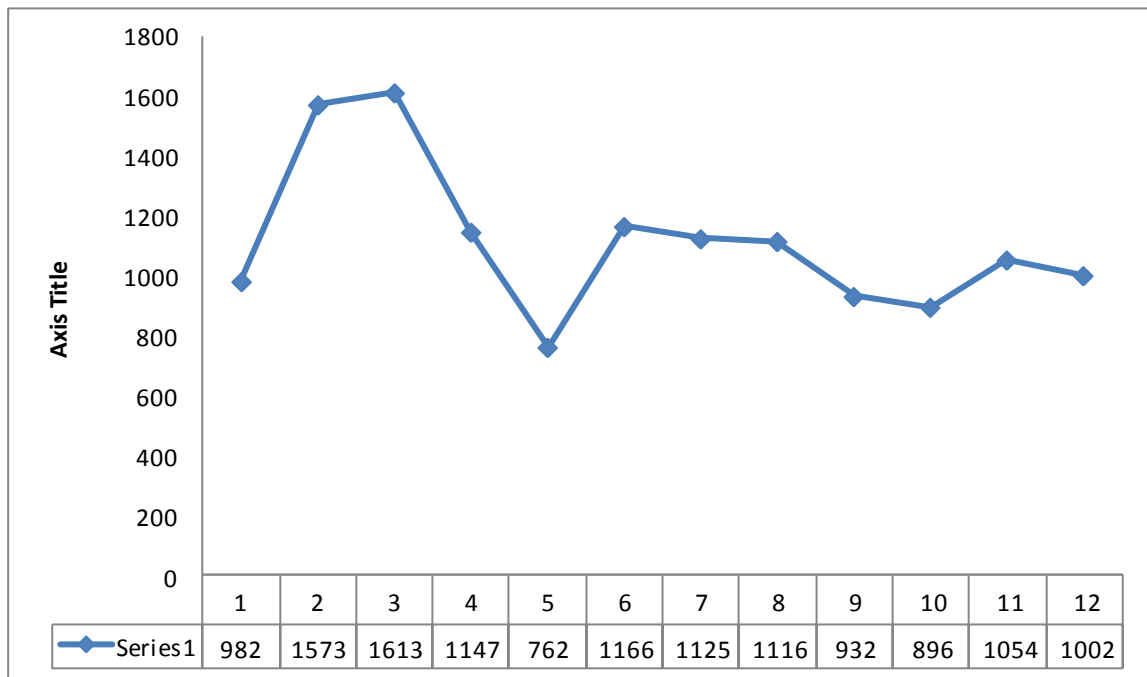
Month	Email	X3333
August	1097	3651
September	1878	4836
October	1693	4545
November	1201	3862
December	879	2681
January	1339	3929
February	1331	3465
March	1207	4198
April	747	3601
May	1049	2766

June	980	3081
July	1039	2936

Peak months for telephone interaction with ICT Servicedesk were very similar to 2008-2009, although September (October last year) was the busiest month of the year (4835), followed by October (4545) and March (4198). January and November were also busy months on the telephone at 3929 and 3862 calls respectively. Our quietest times on the telephone also mirrored the previous year with only three months falling below the 3000 call level; December (2681), May (2766) and July (2936). Peak months for email contact were unsurprisingly September (1878) and October (1693), with the next highest figure of 1339 coming in January. In stark contrast to 2008-2009, only two months (compared to seven months) fell below the 1000 email mark. These were December (879) and June (980). 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



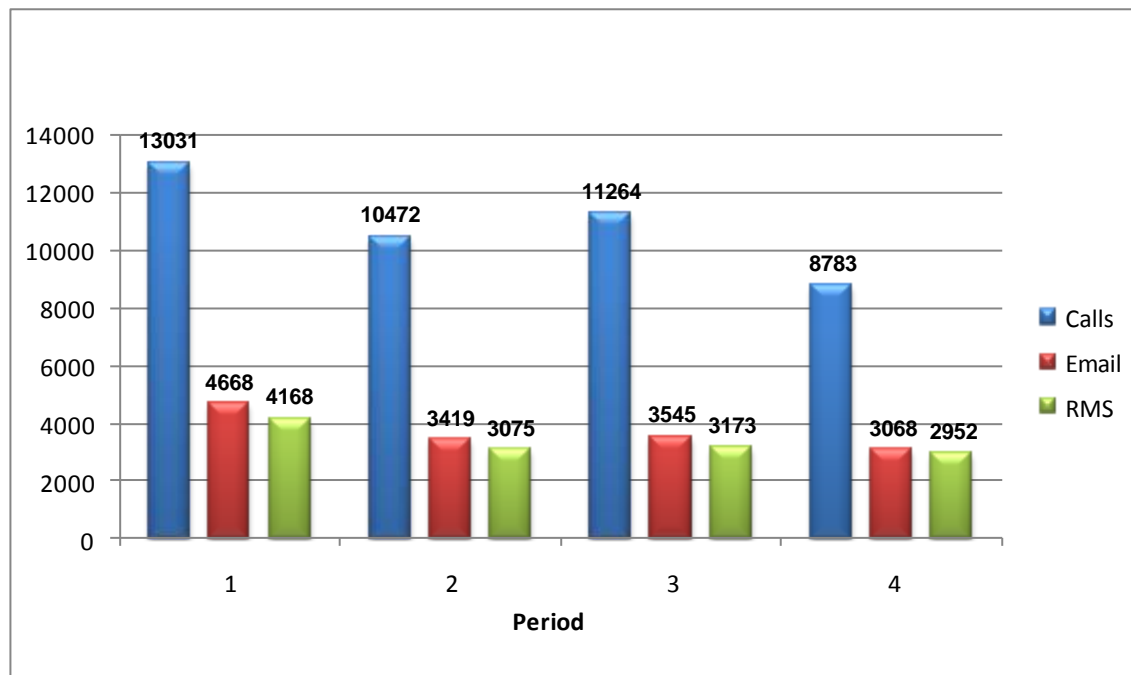
August	982
September	1573
October	1613
November	1147

December	762
January	1166
February	1125
March	1116
April	932
May	896
June	1054
July	1002

The total number of jobs entered in 2009-2010 was 13,368; an increase of 218 on the figures for 2008-09. There were also 555 jobs carried forward from 2008-09. The graph above is almost a mirror image of its 2008/2009 counterpart. As has been the case for the previous five annual reports the peak month for job entry was October at 1,613, closely followed by September at 1,573; just over 20% of all jobs entered during 2009/2010 were logged on RMS Servicedesk during these two months. As in 2008/2009 there were less than a thousand jobs entered per month, on only four occasions; December (762), May (896) and April (932) and August (982).

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

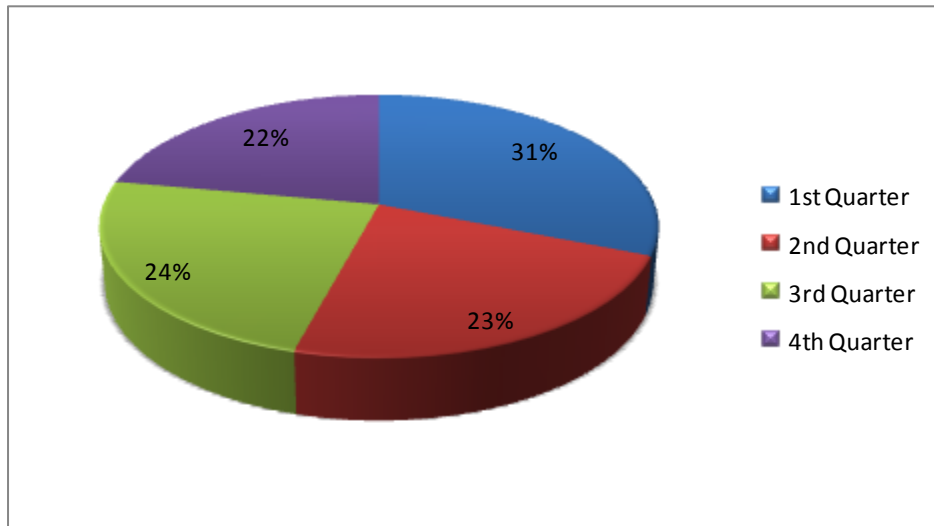
CHART 3: Quarterly Totals for Emails, Calls and RMS jobs entered



	Ist Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
--	-------------	-------------------------	-------------------------	-------------------------

X3333	13031	10472	11264	8783
Email	4668	3419	3545	3068
RMS	4168	3075	3173	2952

CHART 4: Percentage of jobs submitted per Quarter

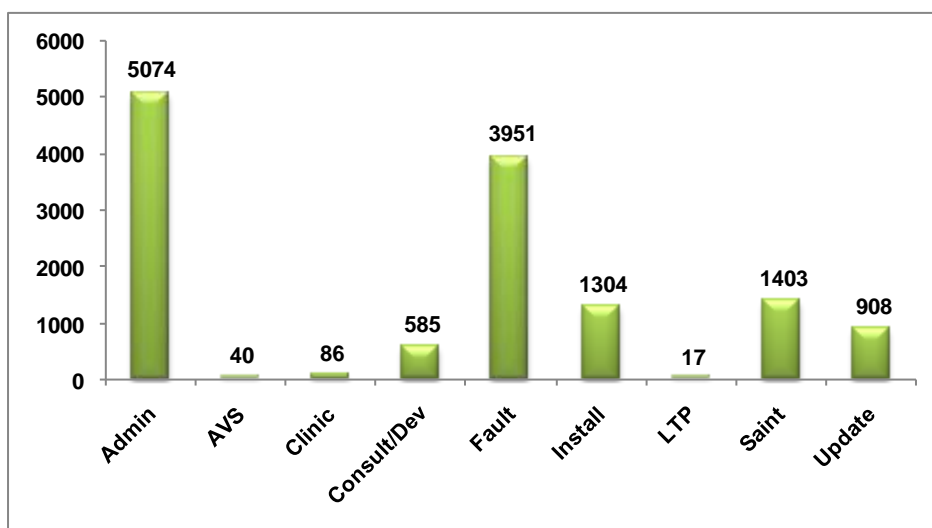


1 st Quarter	31%
2 nd Quarter	23%
3 rd Quarter	24%
4 th Quarter	22%

Nearly a third of all jobs submitted were entered in Q1 (4168, 31%) August to October 2009. The remaining jobs entered during 2009/2010 were spread relatively evenly across the other three quarters. Q2, November 2009 to January 2010 (3075, 23%), Q3, February 2010 to April 2010 (3173, 24%) and Q4, May 2010 to July 2010 (2952, 22%).

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

CHART 5: Total number of Jobs by Category

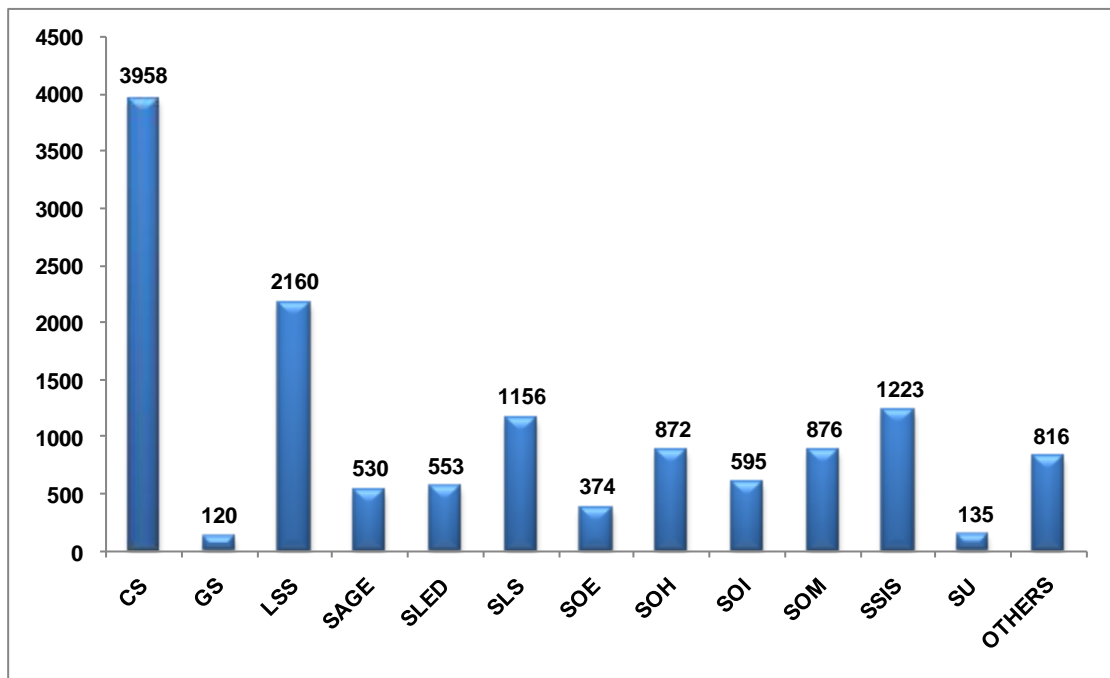


Administration	5074
AVS	40
Clinic	86
Consultancy/Development	585
Faults	3951
Installations	1304
Long Term Project	17
Saint	1403
Updates	908

Faults (3,951) and administration jobs (5,074) dominate the job category statistics as they have done in all previous years, making up 67.5% of all jobs entered, although the number of faults recorded fell by 193 compared to 2008/2009 and the number of admin jobs increased by 336. The SAINT option available via our ICT Servicedesk contact centre application (Solidus e-Care), continues to be increasingly used and resulted in a 11% increase in the number of SAINT jobs entered (1,403) – a rise from 1,257. SAINT accounted for 9.5% of all jobs entered on RMS Servicedesk during 2009/2010.

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



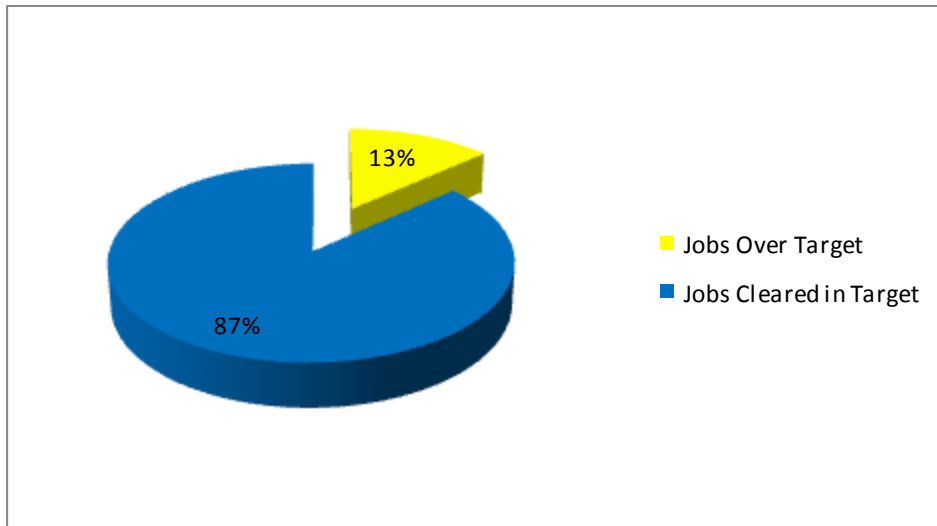
Corporate Services	3958
Graduate School	120
Learner Support Services	2160
School of Archaeological Geographical & Environmental Studies	530
School of Lifelong Education & Development	553
School of Life Sciences	1156
School of Engineering	374
School of Health	872
School of Computing, Informatics & media	595
School of Management	876
School of Social & International Studies	1223
Student Union	136
Others	816

As has been the case in all previous reports, Corporate Services (3958) and Learner Support Services (2160) combined, accounted for a significant total (46%) of the number of jobs entered in 2009-2010. Facilities Managed areas

(SLED, SLS, SSIS and Student Union) made up another 23% of all jobs entered – 3,067 jobs.

Moving on to job clearance rates (please see chart 7 overleaf), 87% of all jobs completed, were cleared either on or before their target date – a 3% fall compared to 2008-2009. A total of 13,382 (including jobs carried forward from 08/09) were completed; 11,596 of which were cleared in target. 425 outstanding jobs have been carried forward into 2010-2011.

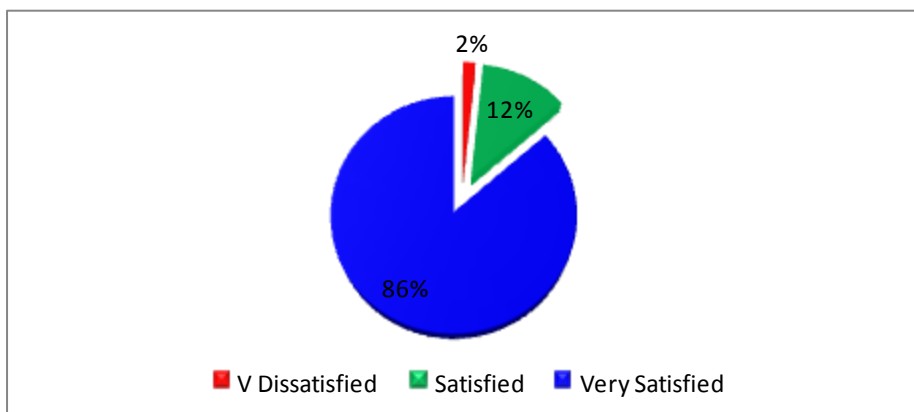
CHART 7: Job Clearance Rates



Jobs over target	13%
Jobs cleared in target	87%

CUSTOMER SATISFACTION SURVEY:

CHART 8: Results of the Customer Satisfaction Survey



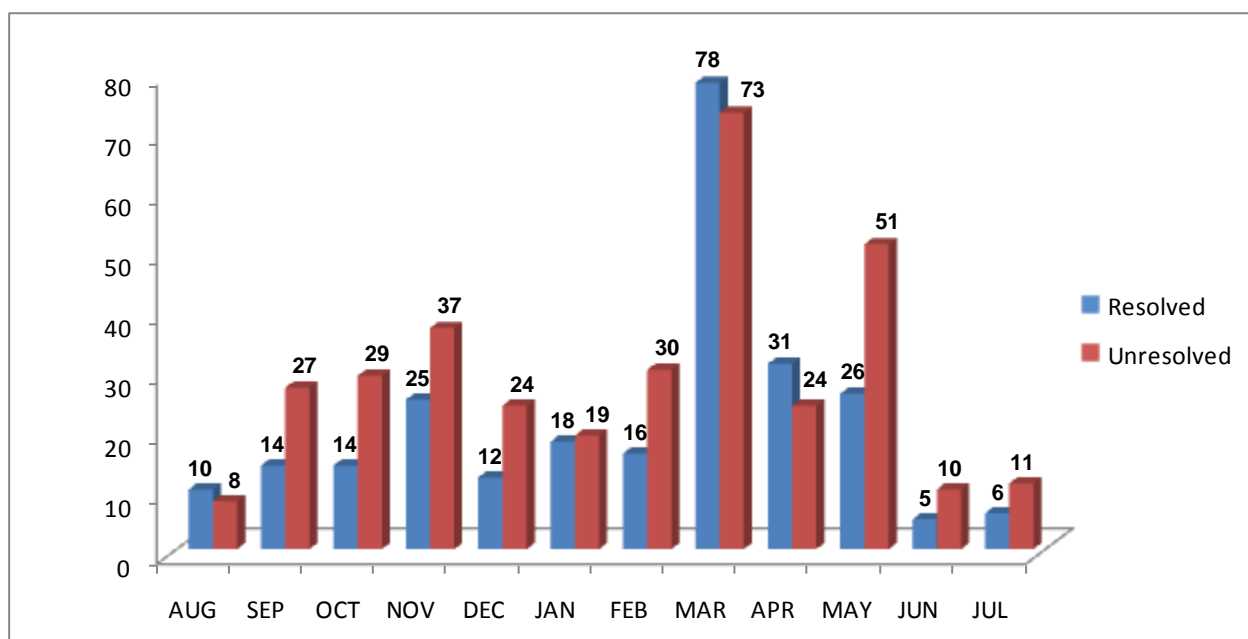
Very Dissatisfied	2%
Satisfied	12%
Excellent	85%

We received 1,087 responses to the ICT Servicedesk customer satisfaction survey during 2009/2010. 86% of respondents gave us a rating of “Very Satisfied” and a further 12% were “Satisfied”. Only 2% of our customers were “Very Dissatisfied” with the service received. Please see chart 8 above.

NorMAN OUT OF HOURS SERVICE:

The NorMAN out of hours support service (shared IT support service provided by Northumbria University) dealt with 598 calls during 2009/2010. 255 of these calls were resolved by NorMAN IT support staff with the remaining 343 being referred back to ICT Servicedesk, for further investigation, next working day. Please see chart 9 below for a monthly breakdown.

CHART 9: Resolved/Unresolved NorMAN out of hours calls



	Resolved	Unresolved
August	10	8
September	14	27
October	14	29
November	25	37
December	12	24
January	18	19
February	16	30
March	78	73
April	31	24

Document title

May	26	51
June	5	10
July	6	11