

Incident Management Process Report

Q1, 2011

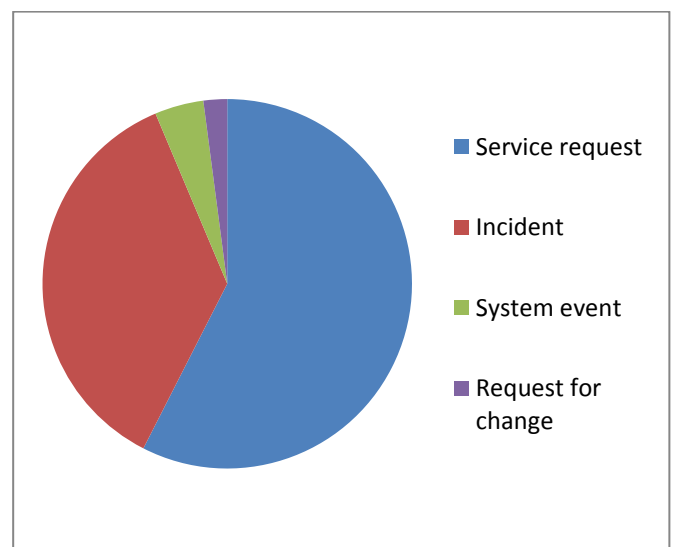
Robert Gormley, Acting Process Owner

6th April 2011

Our Incident Management process has been in place since November, supported by the UniDesk application. A brief report seems timely, to both provide a benchmark for future improvements and to demonstrate some of the management potential of the process and tool.

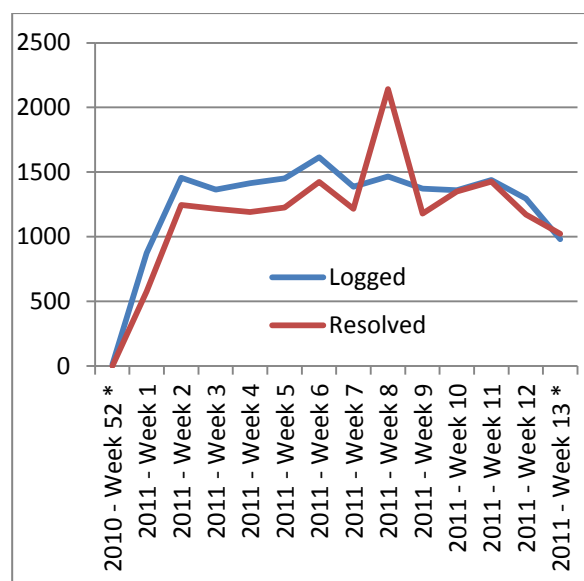
UniDesk currently has the capability to support Incident Management, with support for Problem Management being released shortly. Within UniDesk, four types of “incident” are recognised: Incidents, Service Requests, System Events and Requests for Change. The Incident Management process does not formally cover the latter types; System events are for information only, and Requests for Change will be ultimately handled by a Change Management process. As such, the most of this report will concentrate exclusively on Incidents and Service Requests.

Type of incident	Logged	
Service request	10740	57.5%
Incident	6752	36.1%
System event	799	4.3%
Request for change	387	2.1%



Volume of incidents

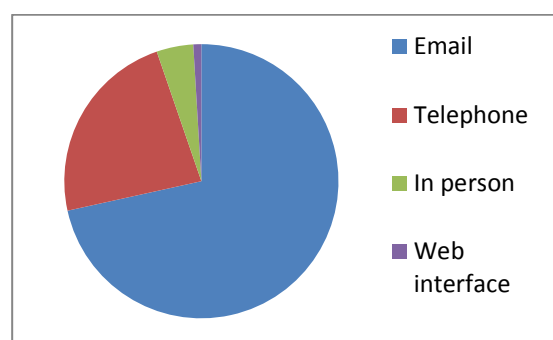
Week	Logged	Resolved
2010 - Week 52 *	13	0
2011 - Week 1	874	578
2011 - Week 2	1456	1245
2011 - Week 3	1366	1217
2011 - Week 4	1414	1192
2011 - Week 5	1451	1226
2011 - Week 6	1615	1424
2011 - Week 7	1386	1216
2011 - Week 8	1467	2142
2011 - Week 9	1373	1180
2011 - Week 10	1360	1350
2011 - Week 11	1440	1427
2011 - Week 12	1296	1171
2011 - Week 13 *	981	1023
* incomplete weeks		



For the first few weeks of this year, logged incidents and service requests exceeded resolved incidents and service requests. This was due in large part to incidents being placed on hold whilst additional information was being sought from the user. In February (as shown in the graph above) Helpline undertook some housekeeping to address a large number of incidents where the user had not responded and subsequently have been preventing the build-up of these incidents.

Entry medium

Entry medium	Logged	
Email	12515	71.5%
Telephone	4054	23.2%
In person	758	4.3%
Web interface	165	0.9%



The majority of incidents are entered via email, as expected, with a very low number created via a web interface. A self-service portal for UniDesk is planned, ideally to be in place for the beginning of the academic year, and that is expected to generate increased numbers of incidents raised by that medium. The portal will allow users to check on progress of their own incidents, but will also allow the presentation of self-help resources prior to the user raising an incident or service request.

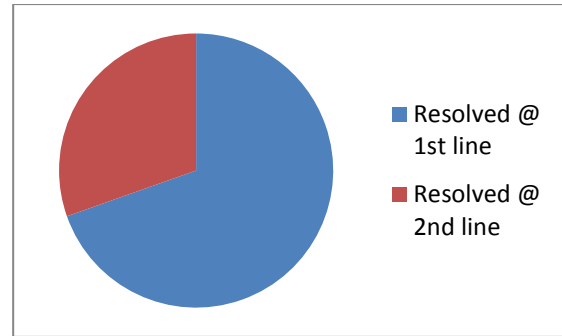
It is likely that the number of “in person” enquiries is under-reported due to the operational difficulties of recording transactional-type enquiries at our physical points of presence. Card

reader integration may assist with this in future, and UniDesk can be extended to capture user data in this way.

Many other fields will not be finalised until the incident or service request is resolved, so the remainder of this report will be based on the numbers resolved in this quarter, rather than those logged in this quarter.

1st line fix rate

	Resolved	
Resolved @ 1 st line	11404	69.6%
Resolved @ 2 nd line	4985	30.4%

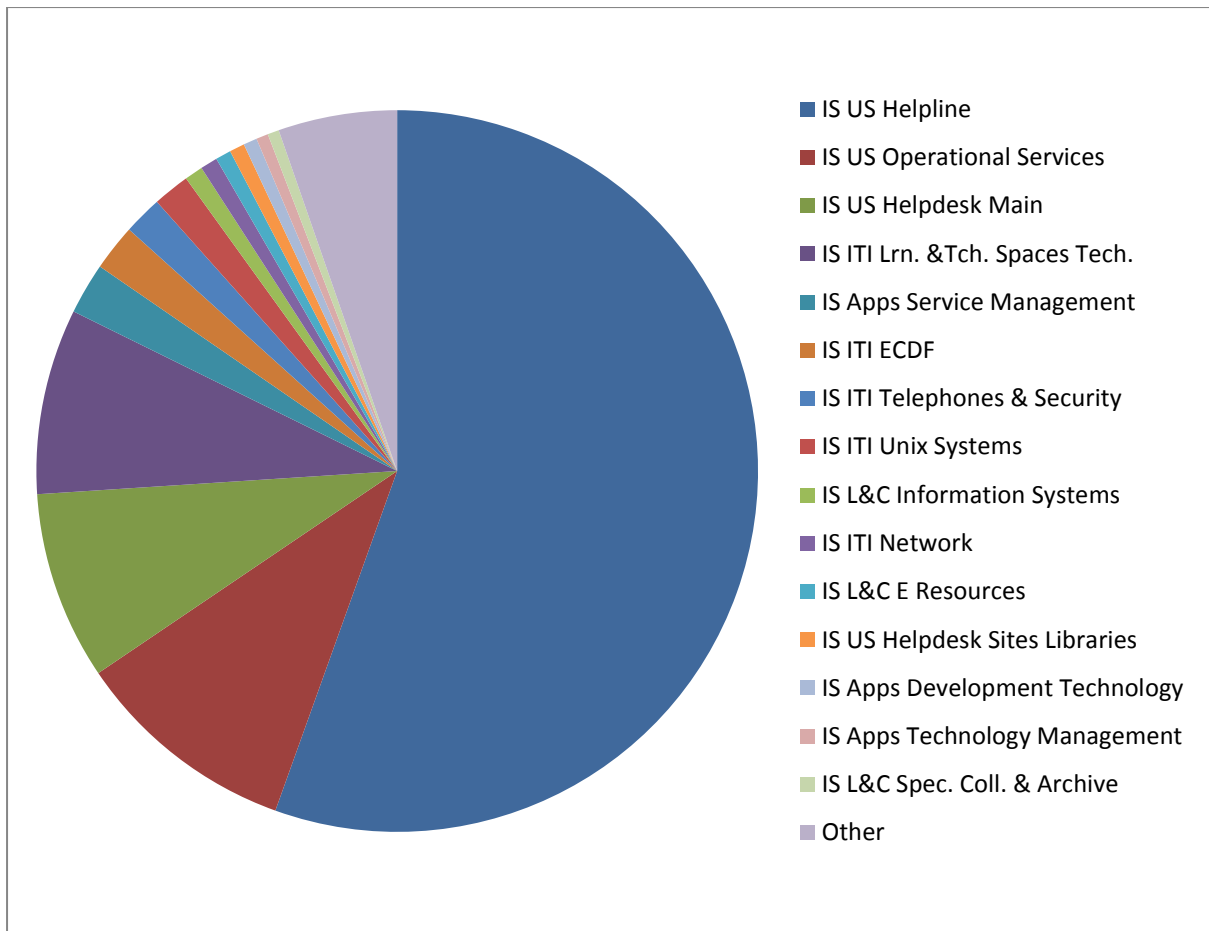


1350 (8.2%) incidents were created at 2nd line without ever being escalated. These are incidents that have being pro-actively reported by IS staff. Factoring these in, the adjusted 1st line fix rate is 75.8%.

A substantial proportion of our incidents and service requests are resolved in front line teams, without escalation. Whilst commendably high, we would hope to improve this further.

Resolving groups

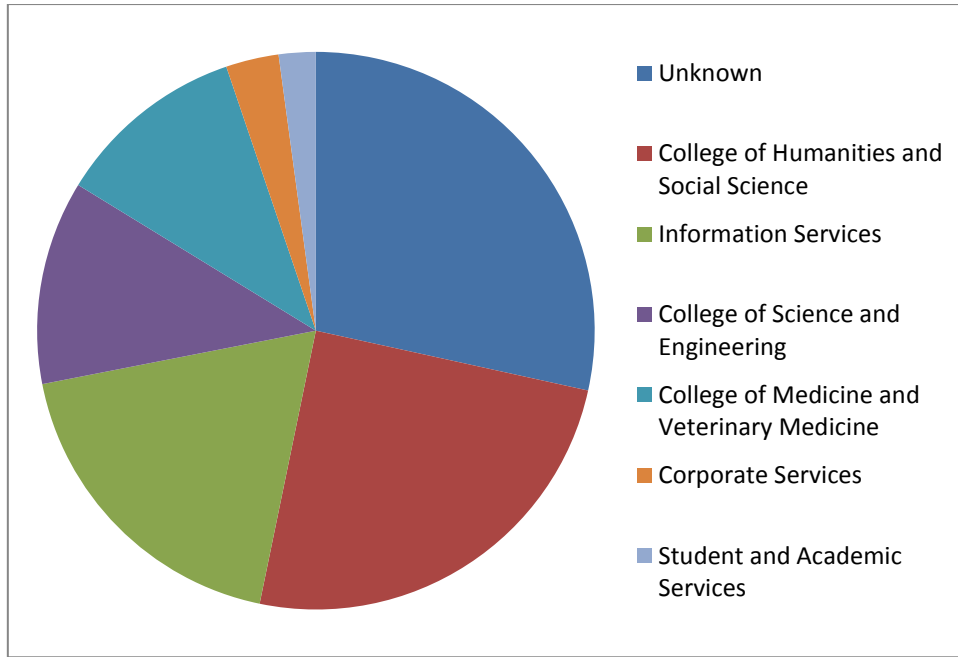
Operator group	Resolved Incidents & Service Requests	
IS US Helpline	9094	55.5%
IS US Operational Services	1648	10.1%
IS US Helpdesk Main	1383	8.4%
IS ITI Lrn. &Tch. Spaces Tech.	1363	8.3%
IS Apps Service Management	377	2.3%
IS ITI ECDF	341	2.1%
IS ITI Telephones & Security	284	1.7%
IS ITI Unix Systems	270	1.6%
IS L&C Information Systems	135	0.8%
IS ITI Network	126	0.8%
IS L&C E Resources	114	0.7%
IS US Helpdesk Sites Libraries	111	0.7%
IS Apps Development Technology	100	0.6%
IS Apps Technology Management	88	0.5%
IS L&C Spec. Coll. & Archive	84	0.5%
Other (31 operator groups)	873	5.3%



Helpline are the operator group responsible for the highest number of resolved incidents, although this metric only looks at the assigned operator group at the point of resolution of an incident or service request, and does not consider all the operator groups that contributed to this resolution.

User College or Support Group

College or Support Group	Resolved	Percentage
Unknown	4653	28.4%
College of Humanities and Social Science	4055	24.8%
Information Services	3058	18.7%
College of Science and Engineering	1934	11.8%
College of Medicine and Veterinary Medicine	1806	11.0%
Corporate Services	502	3.1%
Student and Academic Services	350	2.1%



A high proportion of users are not attributed to a College or Support Group. This may happen where a user is not recognised by UniDesk, usually because their email address is not recognised.

Some users will be external to the University, and therefore not in UniDesk, however the numbers are so high that it is unlikely that this is a complete explanation. More likely is that operators are not assigning incidents with an unrecognised email address to the correct user's record.

Work is being done to allow UniDesk to recognise additional email addresses, which will reduce the size of the task, however operators should still be encouraged to assign incidents accurately to reduce the amount of user data currently being lost.

Categorisation

Category	Resolved	
Computing Infrastructure	4653	28.4%
Desktop and Personal Computing	3512	21.4%
Comms and Collaboration	2730	16.7%
Library	1829	11.2%
Help & Consultancy Services	1628	9.9%
Audio Visual and Media	862	5.3%
Learning-technology Services	512	3.1%
App. Dev. Int. & Support	372	2.3%
Research Support	172	1.0%
UK & International Engagement	111	0.7%
Museums & Galleries	7	0.0%

Subcategorisation

Computing Infrastructure Subcategory	Resolved	
Authentication & Authorisation	3208	68.9%
Servers and Virtual Servers	461	9.9%
Network	421	9.0%
File & Disk Storage	401	8.6%
Unspecified	144	3.1%
Access Control Doors	18	0.4%

Desktop & Personal Computing Subcategory	Resolved	
Supported desktop	974	27.7%
Unspecified	847	24.1%
Printing, copying & scanning	570	16.2%
Open-access computing	315	9.0%
Anti-Virus software	299	8.5%
Software licensing	294	8.4%
Wireless network access	153	4.4%
VPN access service	60	1.7%

Library Subcategory	Resolved	
Books	727	39.7%
Electronic Resources	454	24.8%
Unspecified	365	20.0%
Inter Library Loans	114	6.2%
Special Collections	82	4.5%
Library Catalogue	42	2.3%
Repositories	16	0.9%
Digitisation & Copying	12	0.7%
Library Research Annex	6	0.3%
Music Collection	6	0.3%
HUB Collection	5	0.3%

Comms & Collaboration Subcategory	Resolved	
Email	1233	45.2%
University Web Site	305	11.2%
Telephones	278	10.2%
MyEd	224	8.2%
Videoconferencing	208	7.6%
Central Wiki	176	6.4%
UniDesk	137	5.0%
Unspecified	71	2.6%
Diary	61	2.2%
Event Booking	28	1.0%
Elec. Voting & Electoral	8	0.3%
Discussion Forum	1	0.0%

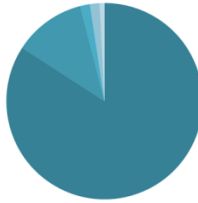
Help & Consultancy Subcategory	Resolved	
Unspecified	1370	84.2%
Card services	193	11.9%
Resource centres	26	1.6%
Training	26	1.6%
Accessible computing	13	0.8%

The Computing Infrastructure – Authentication & Authorisation sub category represents the single largest subcategory, accounting for 19.6% of our incidents and service requests which is consistent with CMS usage. This subcategory includes the EASE registration key enquiries where users (often applicants) wish to set up their EASE account for the first time, or have forgotten both their EASE password and their “shared secrets”.

The following subcategory pie charts are to the same scale as the category chart, so the area of each subcategory segment may be directly compared with the main chart.

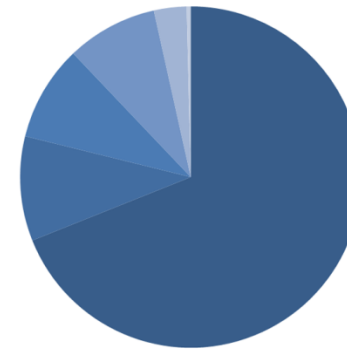
Help & Consultancy Services

- Unspecified
- Card services
- Resource centres
- Training
- Accessible computing



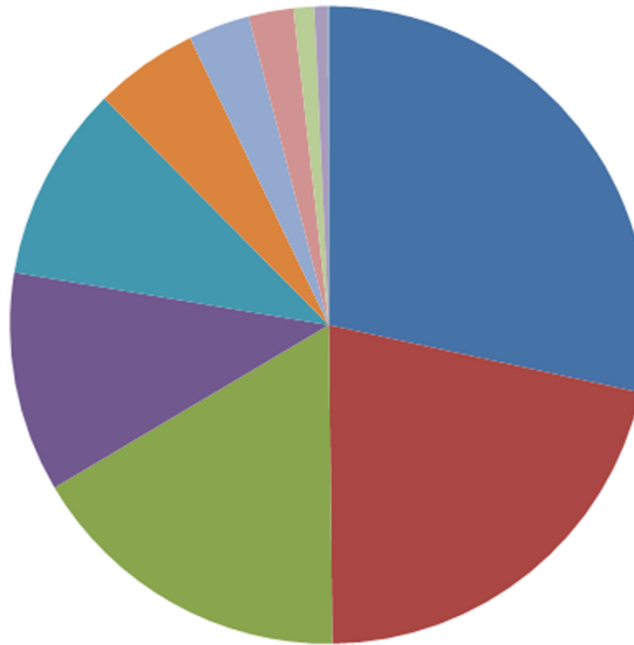
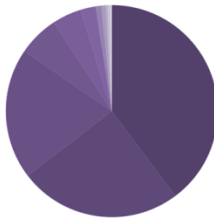
Computing Infrastructure

- Authentication & Authorisation
- Servers and Virtual Servers
- Network
- File & Disk Storage
- Unspecified
- Access Control Doors



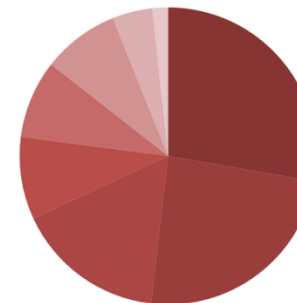
Library

- Books
- Electronic Resources
- Unspecified
- Inter Library Loans
- Special Collections
- Library Catalogue
- Repositories
- Digitisation & Copying
- Library Research Annex
- Music Collection
- HUB Collection



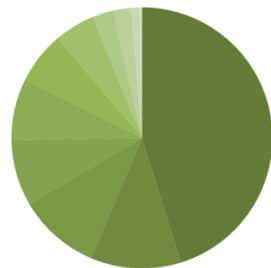
Desktop and Personal Computing

- Supported desktop
- Unspecified
- Printing, copying & scanning
- Open-access computing
- Anti-Virus software
- Software licensing
- Wireless network access
- VPN access service



Comms and Collaboration

- Email
- University Web Site
- Telephones
- MyEd
- Videoconferencing
- Central Wiki
- UniDesk
- Unspecified
- Diary
- Event Booking
- Elec. Voting & Electoral
- Discussion Forum

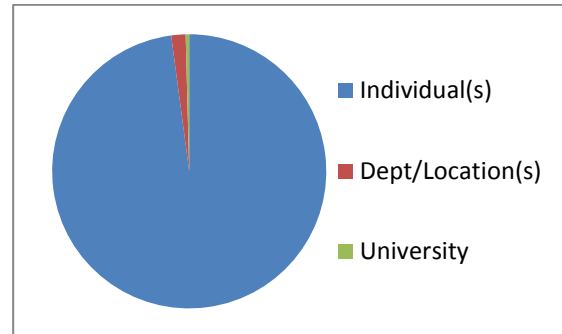


- Computing Infrastructure
- Desktop and Personal Computing
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- Research Support
- UK & International Engagement
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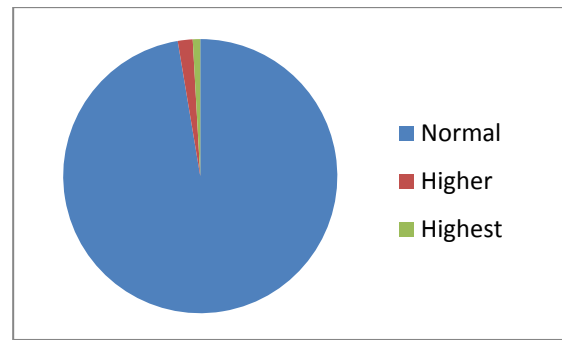
Impact, Urgency and Priority

Impact and Urgency are recorded and a Priority assigned based on a combination of these factors. It is readily apparent that the vast majority of our incidents and service requests affect only individuals and are considered of normal urgency.

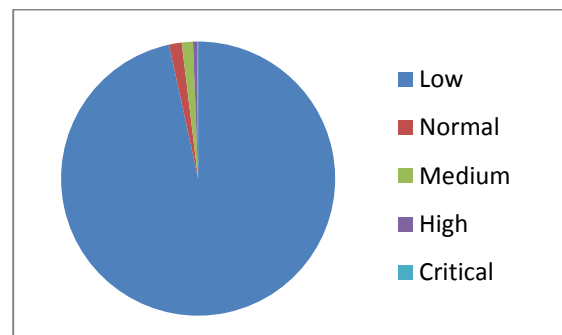
Impact	Resolved	
	Count	Percentage
Individual(s)	16044	97.9%
Dept/Location(s)	276	1.7%
University	68	0.4%



Urgency	Resolved	
	Count	Percentage
Normal	15956	97.4%
Higher	288	1.8%
Highest	144	0.9%



Priority	Resolved	
	Count	Percentage
Low	15811	96.6%
Normal	244	1.5%
Medium	217	1.3%
High	78	0.5%
Critical	19	0.1%

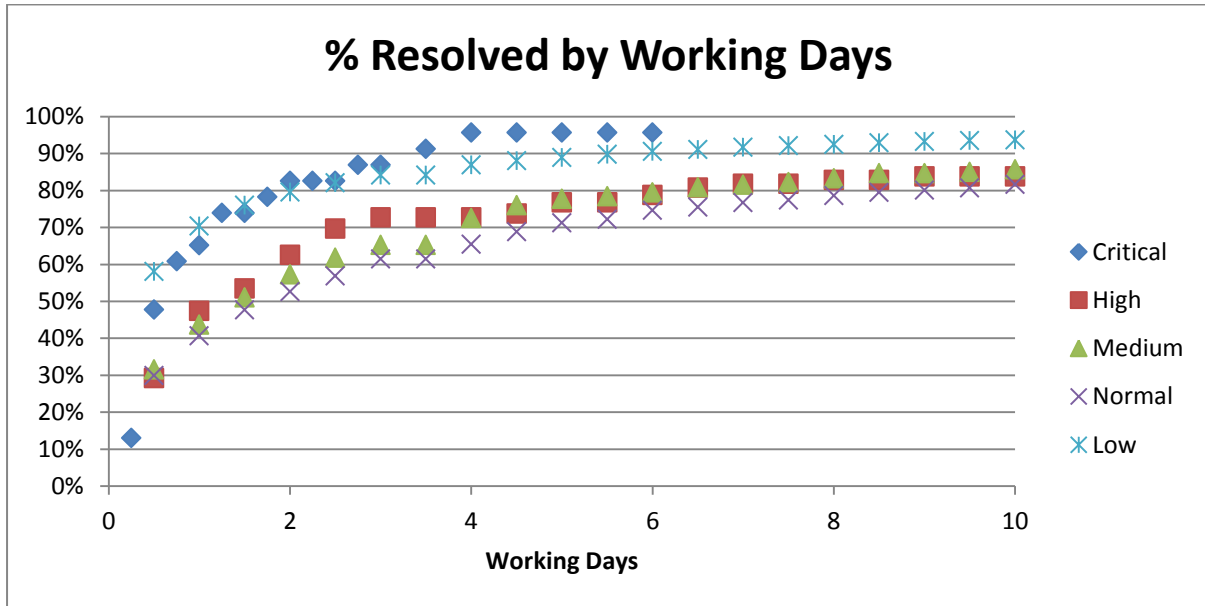


Time to resolution

The time to resolution based on priority has been examined since the launch of UniDesk in November. Whilst not strictly just the 1st quarter, these figures are included as the future target duration for incidents and service requests will be based on this analysis.

	Impact			Priority
	Individual(s)	Dept/Location(s)	University	
Urgency			Highest	Critical
			Higher	High
		Highest	Higher	Medium
		Higher	Normal	Normal
		Normal		Low

Priority	Proposed Targets		Current Performance	90% Reached Resolution
	Duration	Percentage		
Critical	1 day	70%	71.5%	2.7 days
High	2 days	70%	68.0%	11.4 days
Medium	3 days	70%	68.0%	14.5 days
Normal	5 days	70%	71.5%	16.8 days
Low	8 days	95%	93.5%	4.9 days



These durations are in working hours (0900-1700, Monday to Friday) and exclude time spent waiting for the user to respond.

The speed of resolution increases with increased priority, with Critical being the fastest to be resolved, then High, Medium and Normal. Low priority incidents seem anomalous as they are resolved about as quickly as Critical priority incidents, however it should be remembered that most are service requests from individuals that are dealt with in the first line.

Overall we are resolving about 90% of incidents within a working week, which compares favourably with Q1, 2010 when about 82% of incidents were resolved within 7 calendar days. There appears a similar increase in the 1 working day figure rising from about 62% to about 70%.

Caveats and Limitations

This report is based on incidents and service requests logged in UniDesk, categorised by the IS categories and assigned to an IS operator group.

EDINA and DCC have not subscribed to the Incident Management process, and some teams in the core divisions do not log all their incidents in UniDesk. The difficulty in recording transactional-type face to face enquiries has already been noted. Surprisingly certain teams

still use a shared email account to handle user enquiries, removing the possibility of easily obtaining management information on their incident handling.

Some operator groups are not assigning their incidents to an IS category, and some pass resolved incidents out of IS; both actions reduce the information available for analysis and are not part of the agreed process.