

User Support
December 2016 - January 2017 Service Report

Helpline Performance

Satisfaction Survey

	Timely (80%)	Satisfied (80%)	Helpful (90%)	Understandable (90%)
December	87%	86%	95%	89%
November	90%	88%	94%	84%
October	88%	93%	98%	87%
September	88%	82%	93%	82%
August	84%	84%	94%	82%
July	84%	78%	93%	80%
June	86%	84%	94%	84%

First Contact Resolution (Target - 50%)

Calls Closed in One Day (Target - 70%)

December	61%	
November	79%	
October	58%	
September	55%	
August	52%	
July	56%	

December	70%	
November	86%	
October	72%	
September	68%	
August	72%	
July	76%	

Calls Resolved at First Line (target -60%) Re-opened calls (Target - 5%)

December	73%	
November	84%	
October	67%	
September	65%	
August	62%	
July	69%	

December	7%	
November	5%	
October	7%	
September	8%	
August	7%	
July	8%	

Complaints (under 10 per Quarter)

Touchpoint Telephony

See [Touchpoint statistics](#)

Q4 2016	2	
Q3 2016	1	
Q2 2016	1	
Q1 2016	2	

NorMAN

	Total	Resolved by NorMAN	Referred to UoE	% Resolved by NorMAN
December	715	90	625	12.5%
January	634	76	558	12%

Mobile Device Clinics

Central clinics daytime

	Total Spaces available	Total attendees	Attendance %
December	156	114	73%
January	201	216	107%

Central clinics evening

	Total Spaces available	Total attendees	Attendance %
December	70	46	66%
January	49	58	118%

Clinics continue to be oversubscribed in January. Introduction of Pilot Face to Face Service should help with this.

KB clinics

	Total attendees
December	12
January	10

We hosted a Get Connected event for the January intake of Students on 12th January. Callum Greer & Robin Oliver hosted the event and dealt with 42 students helping them get connected to Wireless, Office 365 and Everyone Print. Attendance was down on 2016 due to the late arrival of some International Students.

Service Disruptions

	Alerts	Observations
December	51	<ul style="list-style-type: none">• Network issue in Argyle House.• HR & Finance Major Incident• EdWeb Major Incident
January	60	<ul style="list-style-type: none">• EdWeb Major Incident• Scheduled power work at AT• 2 power interruptions to KB Campus caused by external works• Mini Portfolio was unavailable from 22:00 on 30 January until 09:30 on 31 January (Submission day)• Resurgence of Serengeti Alerts

Total Alerts for 2016 = 817

IT & Support Service Awards



The User Support Team were shortlisted for 'Best Large Service Desk' at the SDI IT & Support Services Awards. Lisa, Jono and Veronica attended an awards shortlisting day in Birmingham and presented to the judging panel. We weren't taken forward to the finals but the panel commended us on our clear enthusiasm and confidence about the quality of service we deliver.