

User Support
May - June 2016 Service Report

The User Support team report will now follow this format to mirror the publicly available statistics at <http://edin.ac/29v3KoG>

Helpline Performance – May 2016

Satisfaction Survey

	Timely (80%)	Satisfied (80%)	Helpful (90%)	Understandable (90%)
May	87%	85%	95%	77%
April	86%	86%	97%	85%
March	84%	84%	95%	84%
Feb	82%	76%	91%	82%
Jan	87%	87%	93%	79%
Dec	82%	73%	84%	77%
Nov	86%	81%	96%	75%

First Contact Resolution (Target – 50%)
(Target – 70%)

May	61%	
April	61%	
March	60%	
Feb	58%	
Jan	58%	
Dec	57%	
Nov	57%	

Calls Closed in One Day

May	76%	
April	76%	
March	74%	
Feb	73%	
Jan	71%	
Dec	68%	
Nov	76%	

Calls Resolved at First Line (target -60%)
(Target – 5%)

May	64%	
April	65%	
March	64%	
Feb	63%	
Jan	62%	
Dec	68%	
Nov	68%	

Re-opened calls

May	5%	
April	6%	
March	8%	
Feb	9%	
Jan	11%	
Dec	8%	
Nov	7%	

Complaints (under 10 per Quarter)

Q2 2016		
Q1 2016	2	
Q4 2015	2	
Q3 2015	4	

NorMAN

	Total	Resolved by NorMAN	Referred to UoE	% Resolved by NorMAN
May	515	67	448	13
June	420	37	383	9.6

We had a meeting with NorMAN staff in June and have identified some areas for improvement which should increase NorMAN's resolution rate in the coming months.

Mobile Device Clinics

Central clinics daytime

	Total Spaces available	Total attendees	Attendance %
May	264	157	59
June	240	173	72

Central clinics evening

	Total Spaces available	Total attendees	Attendance %
May	91	37	40
June	42	22	52

We have now dropped back to only having weekly evening clinics. From 27 June we reduced the number of daytime clinic spaces to save staff resource. We'll continue to monitor clinic stats.

KB clinics

	Total attendees
May	11
June	10

Service Disruptions

	Alerts	Observations
May	61	There were no significant service issues
June	63	Significant o365 Calendar permission problem (Non MI)

The Special CAB has convened for 2016/17 Start of year and initial communications have gone out to all IS Staff and to other key partners in Registry and Finance.

Other Support activities

Staffing

- Michele Macdonald has joined the team from EDINA
- Kristina Kumanova, Andrew McGrory and Fraser Wilson have joined us for their 2016/17 placement year.
- Duncan MacGruer has now completed a transfer to a full time role in LTW.

Training & course/conference attendance

- Several team members attended Touchpoint phone system administrator training.
- Most of the team attended a Lynda.com training webinar
- Several team members attended the 'Engaging with Change Seminar'
- Callum attended Powershell training
- Jono attended an itSMF event
- Jono and Gavin attended the TopDesk SEE experience
- Gavin attended EdWeb technical seminar on HTML/CSS/IS Proxy
- Gavin attended 'Headscape: Student Digital Experience' seminar
- Gavin attended 1.5-day orientation and requirements session on the new MacOS desktop being delivered via Casper Suite, hosted by ECA.
- Alex attended the 'Digital Day of ideas'
- Jake has completed ITIL Foundation training course
- Crystal delivered Excel Intermediate training & EndNote training
- Gavin delivered Mac training to Helpline's Michele MacDonald, Education's Jon Sykes and OLL's Mark Galloway.
- Crystal attended the Learning Technology Monthly Showcase and Network Events and the Learn and Moodle monthly meetings
- The shadowing programme is now fully established - for staff from across IS to come and gain experience of User Support and the IS Helpline service.
- Callum, Kevin and Alex have been involved in support for the OLL Summer Schools.
- Crystal has helped work on Moodle documentation
- Ryan, Bradley and Jake attended a visit to the ITI Enterprise teams
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Service Desk Institute Certification

- The User Support team have completed their SDC audit and have achieved a provisional score of 3.1 (pending verification) We extend our thanks to all colleagues who assisted with this exercise.
- We will receive our audit report in July and take action on suggested improvements as part of the SDC project (USD025)

Helpline

- Our new Touchpoint telephony system has been installed. A few outstanding requests remain to allow us to add specific service announcements. We will promote the new service after we move to Argyle House.
- The service improvement group is continuing to meet regularly to review processes.
- The IS Helpline have developed a team handbook and a process manual to consolidate our information.
- We have consolidated our performance metrics and these are now stored on the wiki in one place.
- We have set a vision and mission statement and revised our Help page to reflect our new aims which compliment the aims of User Services Division and IS as a whole.
<http://www.ed.ac.uk/information-services/help-consultancy/contact-helpline>
- Gavin is continuing work on the Help pages and has prepped and attended a Usability Observation session on the IS Website.

- Bomgar remote assistance tool is now in use and we continue to monitor usage.
- We are reviewing the Problem Management process in an effort to identify efficiencies in process handling.

Health

- Alex, Robin and Angela have completed a roll out of pcs to the School of Health

Office 365

- Veronica, Callum and Kevin continue to lead on o365 support and are having regular meetings with our own team, with consultancy and with Apps

Mac Desktop

- Gavin worked along with Service Delivery to co-ordinate rollout of Office 2016 to all managed Macs.
- Gavin created new versions of Firefox and Skype to come in line with the Windows versions.

Divinity

- Crystal completed a roll out to the Manson Room lab

Library Support

- Jed co-ordinated IT support requirements and supported Law Library staff through their move to DHT
- Jed is currently co-ordinating and doing a rollout of staff pcs to L&UC