

User Support June - July 2017

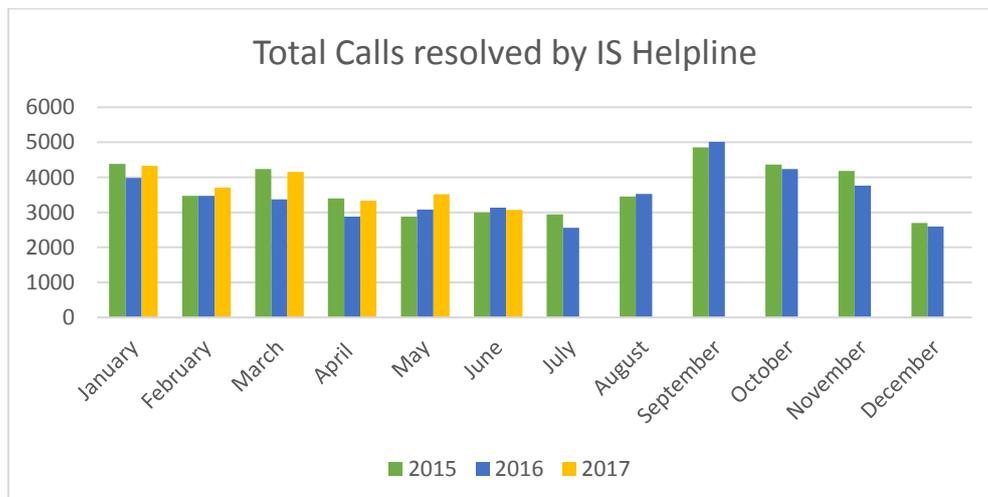
The User Support team report will now follow this format to mirror the publicly available statistics at <http://edin.ac/29v3KoG>

Helpline Performance

Satisfaction Survey

| | Timely (80%) | Satisfied (80%) | Helpful (90%) | Understandable (90%) |
|----------|--------------|-----------------|---------------|----------------------|
| June | 84% ↓ | 80% ↓ | 89% ↓ | 80% ↓ |
| May | 85% ↑ | 89% ↑ | 95% ↑ | 84% ↓ |
| April | 83% ↓ | 79% ↑ | 89% ↑ | 91% ↑ |
| March | 90% ↑ | 78% ↓ | 82% ↓ | 76% ↓ |
| February | 84% ↓ | 88% ↑ | 95% ↑ | 84% ↓ |
| January | 84% ↓ | 84% ↓ | 93% ↓ | 86% ↓ |
| December | 87% ↓ | 86% ↓ | 95% ↑ | 89% ↑ |

Total Calls Resolved by IS Helpline



First contact resolution (Target – 50%)

| | | |
|----------|-----|---|
| June | 53% | ↓ |
| May | 59% | ↑ |
| April | 57% | ↑ |
| March | 56% | ↓ |
| February | 56% | ↓ |
| January | 62% | ↑ |

Calls closed in one day (Target 70%)

| | | |
|----------|-----|---|
| June | 75% | ↑ |
| May | 71% | ↑ |
| April | 69% | ↓ |
| March | 71% | ↓ |
| February | 74% | ↓ |
| January | 75% | ↑ |

Calls resolved at first line (Target – 60%)

| | | |
|----------|-----|---|
| June | 64% | ↓ |
| May | 65% | ↓ |
| April | 66% | ↑ |
| March | 62% | ↓ |
| February | 68% | ↓ |
| January | 73% | ■ |

Re-opened calls (Target – 5%)

| | | |
|----------|----|---|
| June | 5% | ↑ |
| May | 8% | ↓ |
| April | 3% | ↑ |
| March | 6% | ↓ |
| February | 4% | ↑ |
| January | 5% | ↑ |

Complaints (Under 10 per quarter)

| | | |
|---------|---|---|
| Q3 2017 | 1 | ↓ |
| Q2 2017 | 0 | ↑ |
| Q1 2017 | 1 | ↑ |
| Q4 2016 | 2 | ↓ |

Telephone stats

See [Touchpoint metrics dashboard](#)

Helpline performance

We had a large number of phishing scams to deal with during May and June along with a change in staff and the unexpected departure of our first line Helpline assistant, all of which had an impact on overall performance of the service. We also had a failed MyEd upgrade which also resulted in a large number of calls

NorMAN Out of hours support

| | Total | Resolved by NorMAN | Referred to UoE | % Resolved by NorMAN |
|------|-------|--------------------|-----------------|----------------------|
| July | 686 | 70 | 616 | 10% |
| June | 521 | 65 | 456 | 15% |
| May | 493 | 53 | 440 | 11% |

We had our annual review meeting with NorMAN in July where we discussed ongoing performance. We agreed that without additional permissions NorMAN are limited in what they can resolve. Our knowledgebase is complete and being used but we will look at giving NorMAN permissions to perform a greater range of tasks including some server checks which have been requested by Stefan Kaempf in Applications.

IT Pop up service

The IT Pop up service continued to run across June and July with a skeleton service provided by the User Support team.

| | Number of calls |
|------|-----------------|
| July | 226 |
| June | 208 |
| May | 295 |

KB clinics

| | Total attendees |
|------|-----------------|
| July | 10 |
| June | 13 |

Service Disruptions

| | Alerts | Observations |
|------|--------|---|
| June | 81 | <ul style="list-style-type: none">larger than usual number of Finance alerts |
| July | 67 | <ul style="list-style-type: none">Ongoing elevated level of Finance alerts.Several issues with Learn service |