Information Services Directorate

IT SUPPORT SERVICE KPIs

September 2012

IT User Charter Commitment	Corresponding KPIs	Sep 2012
When you log a call with the helpdesk, we will agree with you how quickly we will fulfill your request or respond	ITSKPI-01 Number of requests logged	**3,933**
	ITSKPI-02 % with agreed timescale	Note 1
We will measure how often we keep to our agreements, aiming for 100%	ITSKPI-03 % of calls closed in agreed timescale	Note 1
When you call the helpdesk we will aim to answer the call in person within 20 seconds	ITSKPI-04 Number of calls received	**3,487**
	ITSKPI-05 % answered within 20 seconds	**87%**
When aim send an email we will aim to respond within 1 hour, within normal working hours	ITSKPI-06 Number of emails received	**3,084**
	ITSKPI-07 % addressed within 1 hour	**0%**
When the helpdesk receives 5 calls for similar incidents in a short period of time, we will alert the community within 30 minutes	ITSKPI-08 Number of parent calls	**7**
	ITSKPI-09 Number of alerts	**5**
When we need to tell you about planned changes, we will do so in good time, via all appropriate channels and using language you can understand	ITSKPI-10 Number of planned changes	Note 1
	ITSKPI-11 Notice periods given and records of channels used	Note 1
We will maintain clear, accurate and complete information on our website, to help you self-support or obtain service	ITSKPI-12 Website help sheet accesses	**6,063**
	ITSKPI-13 Number of self-logged calls	Note 2
We will ensure that our communications with you are free of jargon and sent via all appropriate channels	ITSKPI-14 User satisfaction with communications	Note 1
We will provide a solution or outcome to your request for support, or explain why this is not possible	ITSKPI-15 Number of resolved calls	**3,609**
	ITSKPI-16 % calls resolved at first contact	**65%**
	ITSKPI-17 Calls outstanding for >30 days	**167**
We will ensure that the solutions we provide are designed as far as possible to meet your needs	ITSKPI-18 User satisfaction with outcome of request	**Positive = 27** **Neutral = 2** **Negative = 8**
We will ensure that the solutions we provide are compliant with the University's policies and procedures	ITSKPI-19 Number of non-compliant resolutions	Note 1
We will act in a professional manner in all our dealings with you	ITSKPI-20 User satisfaction re: how they were dealt with	Note 1

Note1: Recording and measurement of this KPI is not yet in place.