Service Desk Institute Accreditation – Supporting Information
Management Information and Performance Results
IT Service Management
December 2018
The following presentation was created as supplementary/supporting evidence for Concept 8 – ‘Management information and performance results’ which was required as part of the 2 star Service Desk Institute accreditation.

Please note the following;

- A number of the slides were created from newly created data over the previous 7 months, following the initial assessment performed by the SDI. However, a majority were extracted from reporting performed as part of the overall “ITS Monthly KPI Report” which can be found on the ITS Pages via this link [http://www.its.qmul.ac.uk/support/statistics/kpi_report/](http://www.its.qmul.ac.uk/support/statistics/kpi_report/)
- While there are other departments E-Learning, Library & Estates that use the IT Service Management Toolset (Ivanti), the data/stats within this report relate specifically to ITS teams
- The reference numbers within the slides e.g. 8.04 relate directly to the relevant activity/metric within the SDI Concept 8 document
- 8.01 - Business Related Metrics, 8.02 - Reporting Activities and 8.03 - Target Alignment all relate mainly to the overall ITS KPI Report. Where we have no data available for some of the metrics, it does not mean we will be marked down as the scoring is averaged across a set of metrics and is simply included for completeness. These are the areas we will potentially work on as part of the next step which is to obtain 3 star accreditation
- Service Level Targets (SLT) for any newly created metrics are not yet formally agreed
Commentary

- These metrics are included in the ITS Monthly KPI Report.
- They show the volume of incident tickets received by all teams within ITS against the number that were resolved within the Service Level Target (SLT). This enables us to predict peaks and troughs through historical comparison but also review current overall performance.
(8.05) Volume of Service Requests vs Percentage Resolved within Service Level Target

Commentary

- These metrics are included in the ITS Monthly KPI Report.
- They show the volume of service request tickets received by all teams within ITS against the number that were resolved within the Service Level Target (SLT). This enables us to predict peaks and troughs through historical comparison but also review current overall performance.
(8.06) – The Average Time to Respond to Incidents

Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start the analysis/make the required improvements.
- It shows the average time take from the point of an incident being logged within the ITSM toolset to the first action being performed.
(8.07) – The Average Time to Respond to Service Requests

Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start the analysis/make the required improvements.
- It shows the average time taken from the point of a service request being logged within the ITSM toolset to the first action being performed.
(8.08) – IT Service Desk Phone Call Abandonment Rate

**Commentary**

- These metrics are included in the ITS Monthly KPI Report
- It shows the percentage of total phone calls made to the IT Service Desk, by customers, which are abandoned/not answered
(8.09) – The Average Time to Resolve All Incidents

Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start the analysis/make the required improvements.
- It shows the average time, in days, to resolve all incidents regardless of priority and is from the point the incident was logged to it being resolved.
(8.10) – The Average Time to Resolve All Service Requests

Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start the analysis/make the required improvements.
- It shows the average time, in days, to resolve all service requests regardless of priority and is from the point the service request was logged to it being fulfilled.
(8.11) – Percentage of Incidents Resolved by the IT Service Desk at First Contact by the Customer

Commentary
- These metrics are included in the ITS Monthly KPI Report
- They show the percentage of Incidents that were resolved by the IT Service Desk at the first point of contact either in person or over the phone
(8.12) - Percentage of Service Requests Resolved by the IT Service Desk at First Contact by the Customer

Commentary

- These metrics are included in the ITS Monthly KPI Report
- They show the percentage of Service Requests that were fulfilled by the IT Service Desk at the first point of contact either in person or over the phone
(8.13) - Percentage of Incidents Resolved by the IT Service Desk

Commentary

- These metrics are included in the ITS Monthly KPI Report
- They show the percentage of Incidents that were resolved by the IT Service Desk without the need to escalate to any other ITS team such as Applications, Infrastructure or Campus Customer Support (CCS)
(8.14) - Percentage of Service Requests Resolved by the IT Service Desk

Commentary
- These metrics are included in the ITS Monthly KPI Report
- They show the percentage of Service Requests that were fulfilled by the IT Service Desk without the need to escalate to any other ITS team such as Applications, Infrastructure or Campus Customer Support (CCS)
Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start the analysis/make the required improvements.
- They show the number of incident tickets that were reopened at the request of the customer due normally to the incident not being resolved.
Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start the analysis/make the required improvements.
- They show the number of service requests that were reopened at the request of the customer due normally to not being fulfilled.
(8.17) – The Number of Incidents That Have Been Open for More Than 30 Days

Commentary
- These metrics are included in the ITS Monthly KPI Report
- They show the number of incidents that have been open and remain unresolved for more than 30 days
- Within the report it is an accumulated figure, for ITS we report on team specific backlogs/aged tickets and action accordingly
(8.18) – The Number of Service Requests That Have Been Open for More Than 30 Days

Commentary

- These metrics are included in the ITS Monthly KPI Report
- They show the number of service requests that have been open and remain unresolved for more than 30 days
- Within the report it is an accumulated figure, for ITS we report on team specific backlogs/aged tickets and action accordingly
(8.19) – The Number of Incidents & Service Requests That Have Been Escalated to a Team Manager

**Commentary**

- Metrics not available
- We currently don’t have the ability to report against the number of times a incident or service request was escalated to a team manager (for any reason) however will be working on a tracking solution moving forward
(8.20) – The Percentage of Incidents That Were Resolved Outside of the Service Desk

**Commentary**

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start the analysis/make the required improvements.
- It shows the number of incidents that were not resolved by the IT Service Desk and required assignment to another team within the department e.g. applications or infrastructure support to be resolved.
(8.20) - The Percentage of Service Requests That Were Resolved Outside of the Service Desk

Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start the analysis/make the required improvements.
- It shows the number of service requests that were not resolved by the IT Service Desk and required assignment to another team within the department e.g. applications or infrastructure support to be fulfilled.
Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start analysis/make improvements.
- It shows the number of incidents that were assigned back to the service desk from another ITS team due to being wrongly assigned or lack of information.
(8.21) - The Number of Service Requests That Were Assigned Back to the Service Desk

Commentary
- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start analysis/make improvements
- It shows the number of service requests that were assigned back to the service desk from another ITS team due to being wrongly assigned or lack of information
Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start analysis/make improvements.
- It shows the average time in days to resolve an incident based on the priority from the point of the incident being logged to when it was resolved.
(8.23) - The Average Time to Resolve Service Requests by Priority

Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start analysis/make improvements.
- It shows the average time in days to fulfil a service request based on priority from the point the service request was logged to the when it was set as fulfilled.
(8.24) – The Average Time to Resolve Incidents by Service

**Commentary**

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start analysis/make improvements.
- It shows the average time in days to resolve an incident based on the category/service from the point of the incident being logged to when it was set as resolved.
Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start analysis/make improvements.
- It shows the average time in days to fulfil a service request based on the category/service from the point of the service request being logged to when it was set as fulfilled.
(8.26) A Comparison of Service Level Targets to Performance

Commentary
- Metrics not available
- We currently don’t have balanced performance scoring which combines a set of metrics that are agreed with the organisation and represent the overall IT Service, however we will be working on this over the coming months
(8.27) – The Number of Views for Self Help Guides

Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start analysis/making improvements.
- It shows the percentage of views of the ITS self-help pages vs the number of overall views for all ITS web pages.
(8.28) – Knowledge Quality & Effectiveness

Commentary

- Metrics not available
- We don’t currently have anything in place to monitor quality and effectiveness of knowledge (self-help/how to guides) however, we will be working on this over the coming months
(8.29) – Self Help Monitoring

Commentary
- Metrics not available
- We do not currently have anything in place to capture the percentage of times the Service Desk was able to fix an incident or resolve a service request with support of a self-help tool, however we plan to investigate options over the coming months
(8.29) – Incidents Caused by Changes

**Commentary**
- These metrics are included in the ITS Monthly KPI Report
- This shows the number of service impacting incidents that were caused by planned failed changes to IT Services
The annual IT Service Desk employee satisfaction survey has been conducted twice. In 2017 we had a 33% response rate compared to 80% in 2018. The survey consists of 15 multiple choice questions and a free text option for feedback.
(8.35) – IT Service Desk Employee Turnover Rate

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Annual turnover 2018 = 14%

**Commentary**
- June – A Service Desk Analyst left to join the British Museum
- August – A Service Desk Analyst moved within IT Services to join Campus Customer Support as an AV/IT Technician
(8.36) – Unplanned Absence Within the IT Service Desk

Commentary
- 31 instances of sickness resulting in 72 days of unplanned absence
Commentary

- The First periodic survey for Journey To Service Excellence (JTSE) was conducted in April 2018. The survey involved hour long interviews with 31 key stakeholders within QMUL.
- Following the feedback a report was created and used to prioritise improvement work within ITS.
- The Next survey will be on or before April 2019.
(8.38) – Event Driven Customer Satisfaction Feedback

Positive Vs Negative

Commentary

- These metrics are included in the ITS Monthly KPI Report
- The metrics are captured through requests for feedback to the customer, staff or student who raised the ticket, from the ITSM Toolset (Ivanti) when every incident or service request is resolved
Commentary

- This metric was newly created following the previous SDI assessment for which we have 6 months plus of data which we will continue to track and start analysis/making improvements.
- The percentage of complaints vs compliments are high as we currently track all complaints regardless of how they were logged however we only track compliments that were emailed to the IT Service Desk. Realistically if we/when we track all compliments it would run into 000’s per month.
Questions about this report, or would you like to know more?

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