Computing Help Centre (CHC)

Computing and Communications Services (CCS)
2006 Annual Report

C St-Onge

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A Glimpse at CCS' Supported Items

The HDI, in 2006, reports that service desks supports on average 61 different applications. The CHC supports over 130 different items.

Accounts supported (22)
InfoWeb, Library, Mailbox,, Exchange, FNEA, Montpetit Computing Lab, Aix2, LDAP, Aix1, Locutus, Alumni e-mail, Nemo, Borg, Escher…

Operating systems supported (4)
Windows 2000
Windows XP
Macintosh Version 10.x and up
PDA : Palm OS 3.5.1 & up, MSPocket PC 2003 & up, Blackberry OS 4 & up

Network operating systems supported (5)
Mainframe
Unix
Novell
Windows NT
CitrixDomain Login via MS client

Hardware supported (4)
Personal computers, including all components
Printers
Scanners
Communication devices (Ethernet cards, data Fax/modems, telephones)

Software supported (42)
Complete list available at
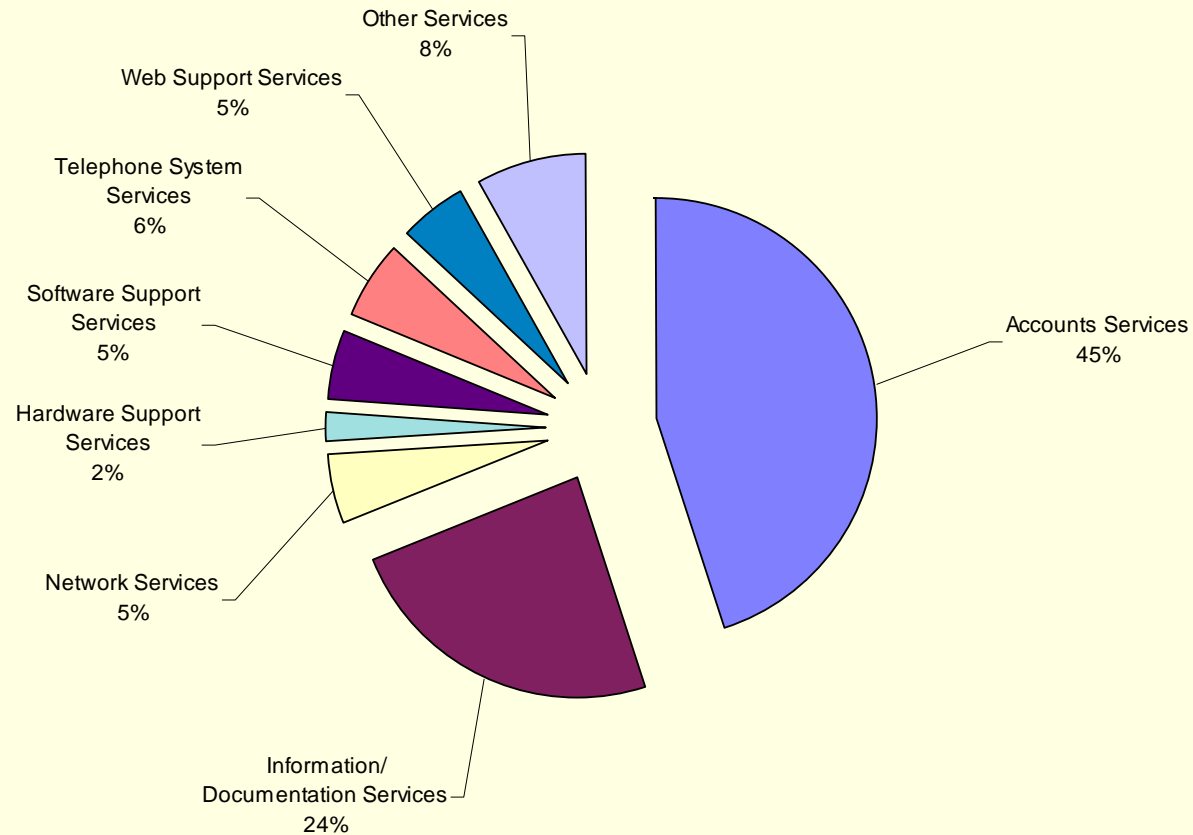http://www.uottawa.ca/services/ccs/docs/others/supported.html

Web applications (52)
48 InfoWeb applications, Web Mail, Magic Service Desk, telephone directory

Telephone Systems (3)
Phone and accessories, Voice Over IP, Voice Mail

Other software and accounts (6) are supported in partnership with our IT Representatives through service level agreements
Virtual Campus, HRExpert, NFUSE, Request for Remuneration, Science accounts and Email application

Incidents reported to CCS and partners

Other Services
8%

Web Support Services
5%

Telephone System
Services
6%

Software Support
Services
5%

Hardware Support
Services
2%

Network Services
5%

Accounts Services
45%

Information/
Documentation Services
24%

Industry Trends in Service Requests

**Industry trends from Help Desk Institute
2006 Practices Survey**

Six most likely reasons for the increase in service requests
• Changes, upgrades, conversions, installations
• More responsibilities for the support organization
• More customers
• Customers demanding more service, increased computer usage
• New business/ company growth
• Increased Awareness of the Support Organization

Six most likely reasons for the decrease in service requests
• Systems are more stable
• Better Customer Training
• Root cause problem elimination (Quality Initiatives)
• Customers are more experienced
• Customer Use of Self-help Tools
• Increased product quality

CERTIFIED
Center of
Excellence
awarded by BenchmarkPortal

The Center for
Customer-Driven Quality™
at Purdue University

About the Computing Help Centre (CHC)...

Centre of Excellence at CCS

In 2006, the Computing Help Centre distinguished itself recently as being the first and only service centre in a Canadian university to merit certification as a Center of Excellence.

It rated in the top 10% of the 20,000 participating service centres, using an efficiency and effectiveness model similar to that of a balanced scorecard. Only one other university in the U.S. has attained this certification.

Receiving its certification from the Center for Customer-Driven Quality at Purdue University, the Computing Help Centre surpassed all the criteria. This means that excellence was attained in:

- service delivery,
- maintenance of its operations at the lowest possible cost,
- having highly satisfied clients and staff.

Purdue University separates the call centres by industry type; CCS was in excellent company with its peers in computing: Microsoft, Hewlett-Packard, eBay. All these organizations seek remarkable commitment towards service excellence in the most cost-effective ways possible.

Now CCS is recognized as having achieved an optimal balance between efficiency and effectiveness in its operations.

Standards of Service at the CHC

The Computing Help Centre (CHC) is the single point of contact between the user and IT service providers at the University University of Ottawa. The CHC is responsible for recording all incidents and restoring services to the client as soon as possible.

The CHC is committed to serving its clients in a prompt, reliable and courteous manner. To this end, our service has developed and maintained standards of service which its employees observe in serving its clients.

Quality

- Demonstrate openness, courtesy and equitable treatment at all times.
- Avoid transferring calls.
- Avoid transferring or redirecting the client to another service for information that can be resolved resolved at the computing lab.
- Attain a first contact resolution rate of 80 % of the time.

Accessibility

- Provide service in the official language of the client's choice.
- Provide service during the regular business hours.
- Attain a 95 % call answer rate.

Promptness

- Respond to 80 % of in person requests in less than 10 minutes.
- Respond to 80 % of calls in less than 30 seconds.
- Respond to 80 % of e-mail within 48 hours.
- Respond to 80% of Web requests within 4 hours.
- Advise the client of the time required to provide the service.
- Feedback, comments or complaints are addressed with the client within 24 hours.

Quality *Monitoring*

As part of our continuous improvement program, the CHC evaluates the quality of their calls which which necessitates recording calls and having the analyst, supervisor and manager participate in the the evaluation of the calls.

The following are evaluated :

Greeting	Courtesy
Call transfer	Call on hold
Listening	Helpfulness
Knowledge	Call Control
Caring	Clarity
Authority	Promoting
Resolving	Summarizing

Results are used for providing feedback and training.

At the University of Ottawa Computing Help Centre…

82 % <u>calls</u> closed by Level 1 Support

Help Desk Institute 2006 Practices Survey…

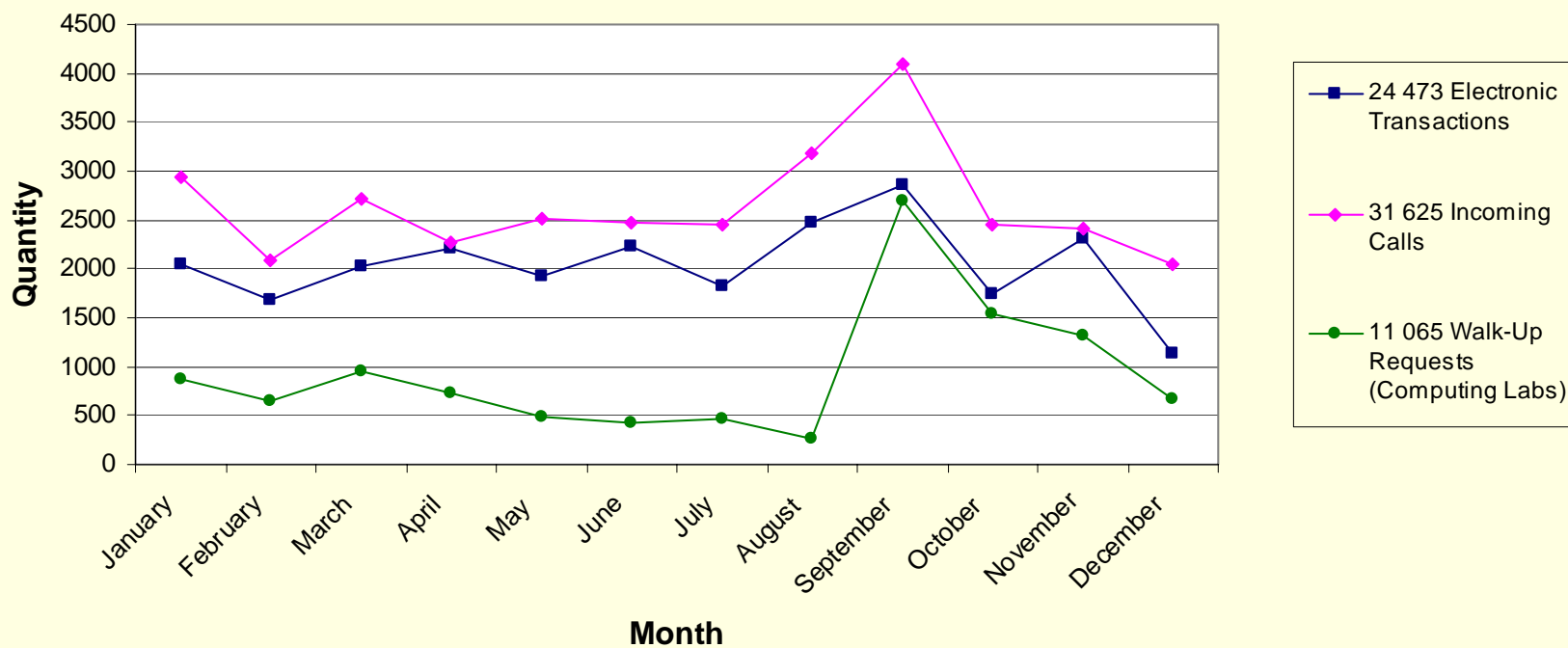57.9 % incidents closed by Level 1 Support
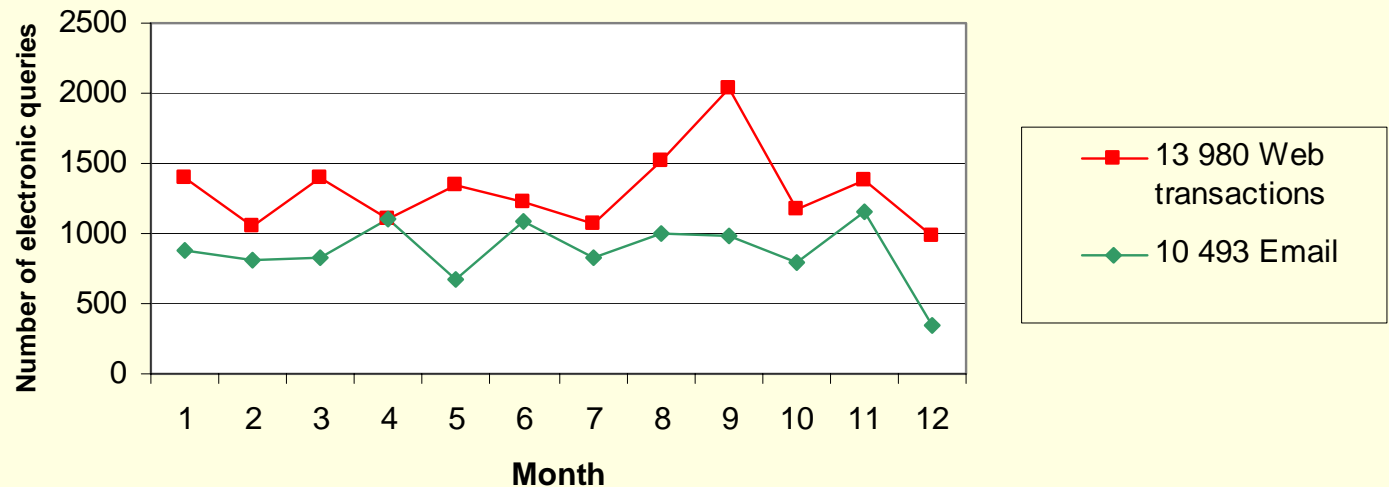
Total Interactions at the CHC

67 163 Interactions Total in 2006

Legend:
- 24 473 Electronic Transactions
- 31 625 Incoming Calls
- 11 065 Walk-Up Requests (Computing Labs)

X-axis: Month
Y-axis: Quantity

24 473 Electronic Transactions in 2006

At the U. of O. Computing Help Centre…

In 2006, 37 % of total incoming traffic are electronic requests

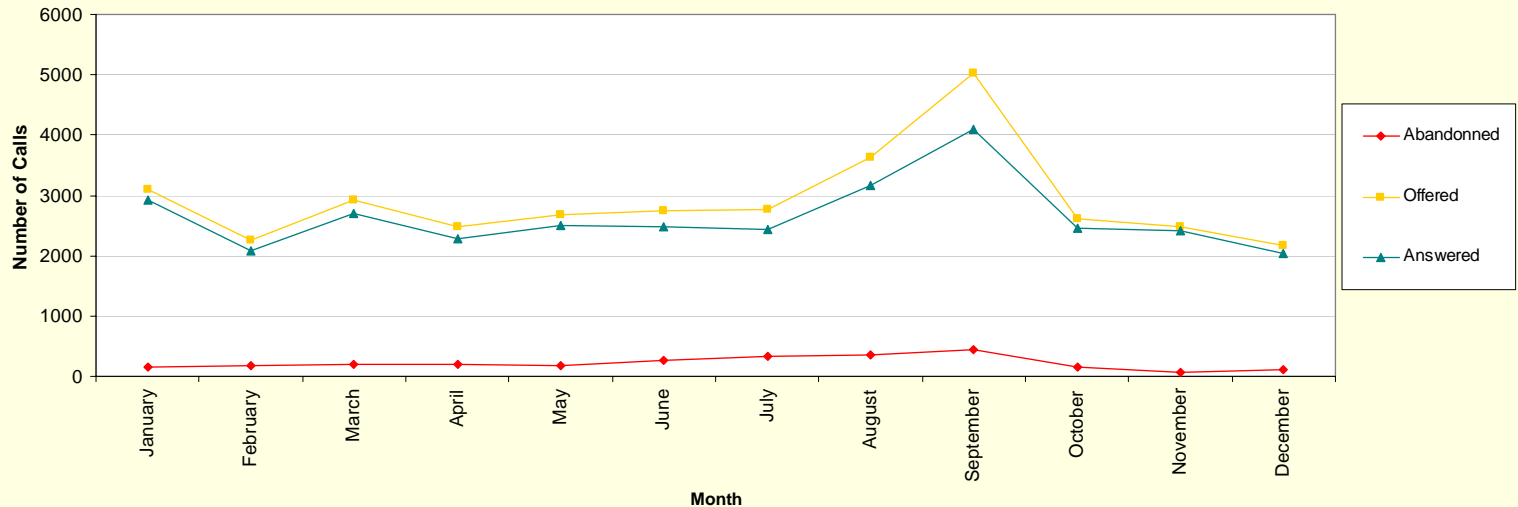**Help Desk Institute 2006 Practices Survey…**

22.1 % of total incoming traffic are email requests

Note that only 37.6 % of support organizations allow users/customers to log problems directly into the system (2005).

Calls Answered (6555)

31 625 Total Answered Calls in 2006

At the U. of O. Computing Help Centre…

In 2006, 47 % of total incoming traffic are telephone requests

-> 93 % of calls are answered before 30 seconds
-> 92 % of calls are answered before 20 seconds
-> 7 % of calls are abandoned

Calls are answered, on average, within 16 seconds

Help Desk Institute 2006 Practices Survey…
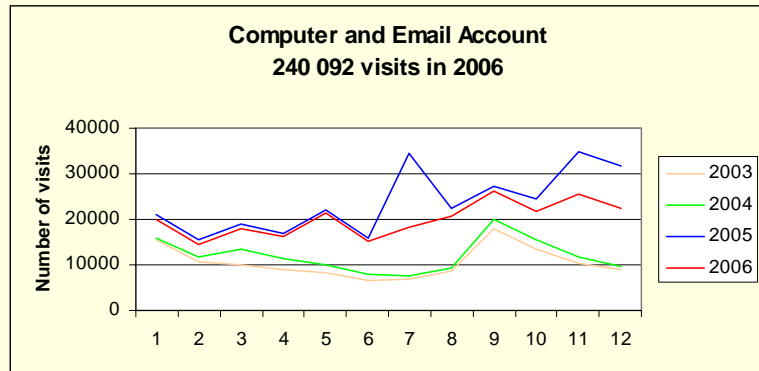
62.1 % of total incoming traffic are telephone requests

-> 71.5 % of support organizations answer calls in 30 seconds or less
-> 54.1 % of calls are answered with less than 20 seconds wait
-> 7.7 % of calls are abandoned on average (5.50% Purdue)

Promptness

Self-Serve Tools

According to the HDI (2006), 15.1 % of support organizations provide self-serve tools for their customers. Information is available on the www.ccs.uottawa.ca site and Web applications are available on www.infoweb.uottawa.ca site for clients to use 24 x 7 as self-serve tools. Here are two examples:

Computer and Email Account
240 092 visits in 2006

Password Management
136 865 visits in 2006

Computer and Email Account

Accounts for students are created as they register, the information (userid and password format) is available via their InfoWeb account instead of requesting for essential accounts such as computing lab, library, WebCT, email and other accounts.

Password Management

Customers may change their password using a Web interface.
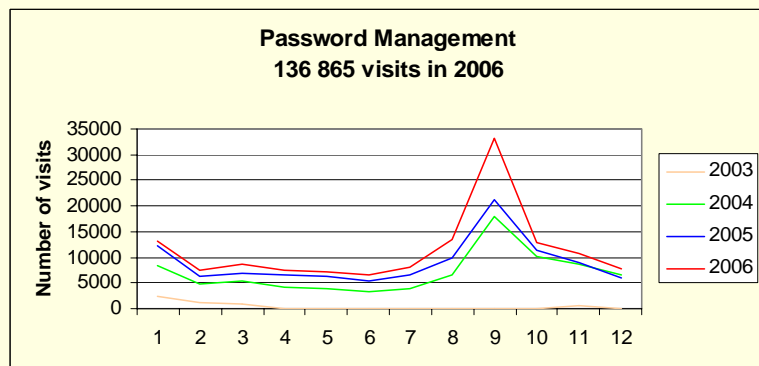
At the U. of O., these two would represent 82 % of our transactions.

According to the HDI, only 18.9 % of incidents are solved by self-service tools.

About Our Clients...

Computing and Communications Services' Clients

Students: **51 %**
Teaching and Support Staff: **48 %**
Others: **1 %**

The CHC surveyed their customer in February 2004 in order to review the incident closure survey. This survey was done between February 4 February 4 to 20 2004, inclusively. An email invitation was sent to all students, teaching and support staff inviting them to rank important customer service criteria. A total of 779 valid respondents were registered.

Results from 2004 CCS Survey

Rank

1.   It is important that CCS be courteous with me

2.   It is important that CCS correctly summarize my request

3.   It is important that CCS communicate with accuracy and clarity

4.   It is important that I don't wait long on hold when calling or between emails

5.   It is important that I don't spend much time troubleshooting with CCS

6.   It is important that CCS quickly handle my request from start to end

7.   It is important that CCS be helpful

8.   It is important that CCS answer my questions competently

9.   It is important that CCS resolves my request on first contact

10.   It is important that I deal with a specialist right away and not have my problem reassigned

11.   It is important that I be able to make my request easily to CCS

Chart: Percentage Satisfied (y-axis, 0%–100%) vs Priority rating (1 being the most important, 0 not rated) (x-axis, 0–5)

- The staff was courteous.
- The staff communicated clearly and accurately.
- The staff understood my request and correctly summarized the incident.
- My request was resolved within a reasonable delay.
- I am satisfied with the service from the Computing and Communications Services and its partners
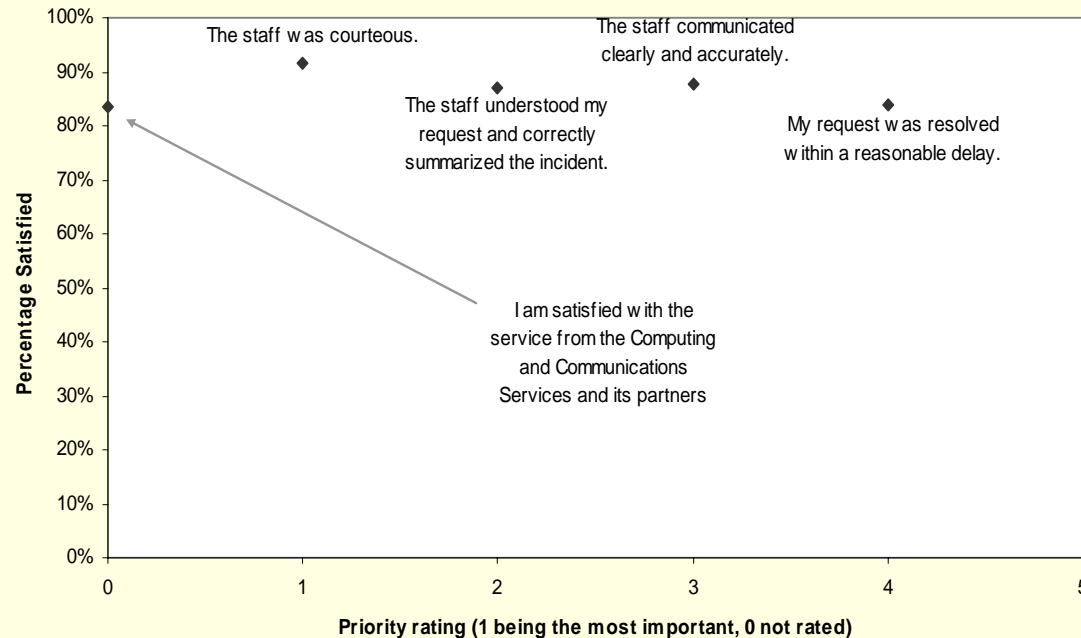
Methodology : upon completion of work, an e-mail is sent to the customer using CCS' Problem Management system. The e-mail indicates that work has has been completed, the customer is provided with a Web address in order to to provide an evaluation of the services provided.

At the CHC, comments from customers are used to influence internal change as change as part of our continuous improvement plan.

Purdue University, Center for Customer-Driven Quality (Computer Hardware Industry)…
93 % of organizations collect customer opinion
33 % use the customer opinion to influence internal change

Results from Purdue University, Center for Customer-Driven Quality (Computer Hardware Industry)…

Perfect score on customer satisfaction on average (Overall, how satisfied were were you with the service you received during your call to our center?) : 47.23 47.23 %
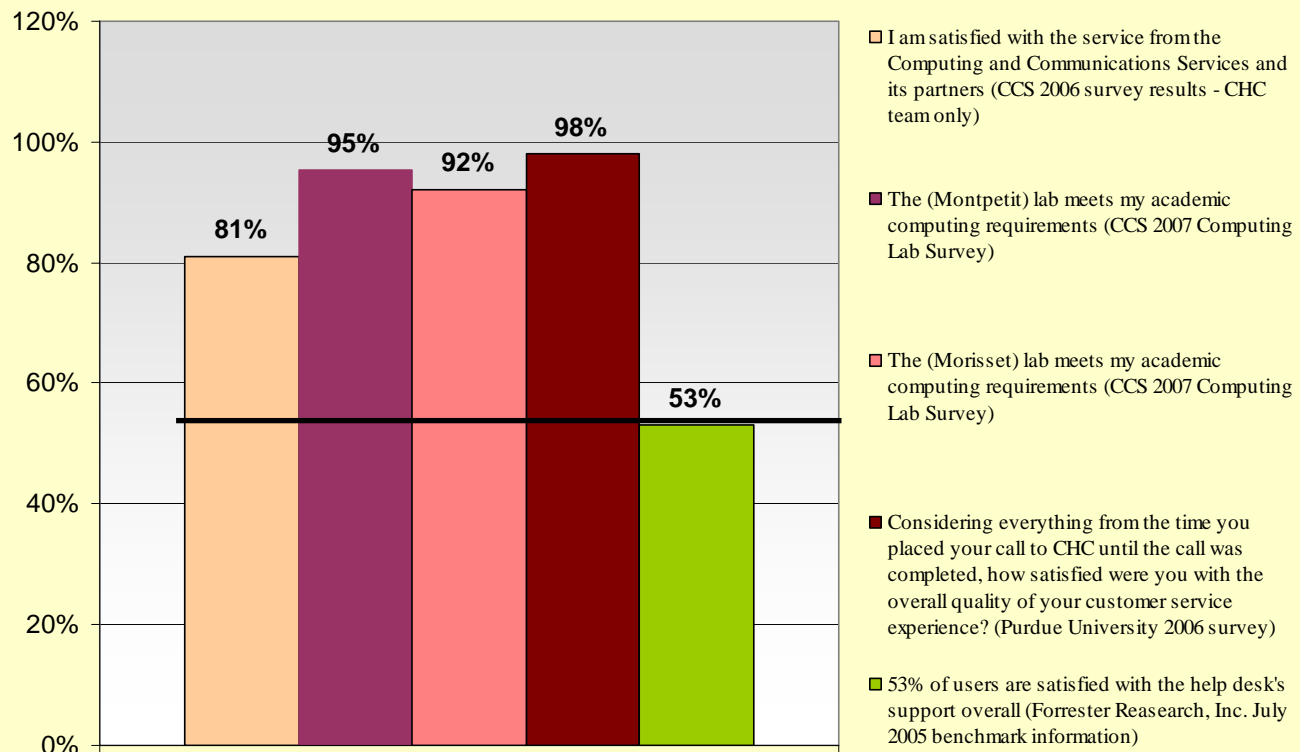
Results from University of Ottawa, Computing Help Centre…

Perfect score on customer satisfaction (I am satisfied with the service from the the Computing and Communications Services and its partners) : 78 %

CHC Customer Satisfaction

Overall Satisfaction for the Computing Help Centre Team

Comparing overall satisfaction results

- I am satisfied with the service from the Computing and Communications Services and its partners (CCS 2006 survey results - CHC team only)

- The (Montpetit) lab meets my academic computing requirements (CCS 2007 Computing Lab Survey)

- The (Morisset) lab meets my academic computing requirements (CCS 2007 Computing Lab Survey)

- Considering everything from the time you placed your call to CHC until the call was completed, how satisfied were you with the overall quality of your customer service experience? (Purdue University 2006 survey)

- 53% of users are satisfied with the help desk's support overall (Forrester Reasearch, Inc. July 2005 benchmark information)

Chart values: 81%, 95%, 92%, 98%, 53%

CHC Customer Satisfaction

Quality

Satisfaction on Problem-Solving for the Computing Help Centre Team

- **83%** My request was resolved with a reasonable delay (CHC incident survey at 83%)
- **93%** The advisors (Montpetit lab) solve my problem on the first try (CCS 2007 Computing Lab Survey)
- **92%** The advisors (Morisset lab) solve my problem on the first try CCS 2007 Computing Lab Survey)
- **95%** Was the specific question or problem you called about resolved? (Purdue University Survey at the Uottawa : 95% said Yes)
- **51%** The help desk's ability to resolve your request successfully the first time arround (Forrester Reasearch, Inc. July 2005 benchmark information)

Comparing problem-solving results

Thanks to Our Partners!

The Computing Help Centre would like to thank the following for their support and collaboration during this year :

- Computing and Communications Services, all sections

- Central Administration
- Enrollment Management
- Faculty of Arts
- Faculty of Graduate Studies and Research
- Faculty of Medicine
- Faculty of Science
- Financial Aid and Awards Office
- Human Resources
- InfoService
- Institutional Research and Planning
- IT Representatives of the University of Ottawa, faculties and services
- Office of the Registrar
- Professional Training Services
- School of Nursing
- Student Federation of the University of Ottawa
- Teaching and Learning Support Service
- University Relations

… consistently contributing to improve services to customers

Most importantly, thanks to our customers for providing us with numerous comments and feedback!