



Computing Help Centre (CHC) Computing and Communications Services

“2007 Annual Report”

C St-Onge

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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)

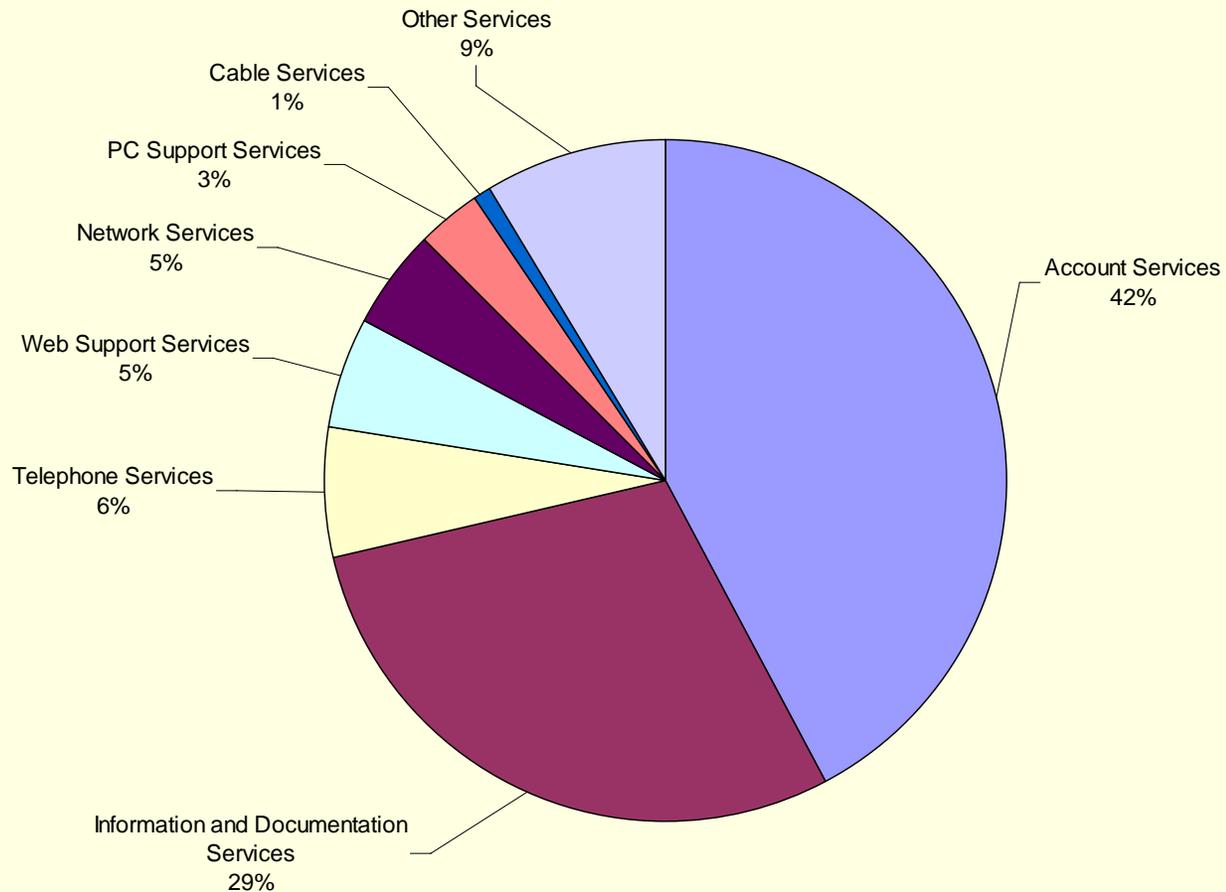
48 InfoWeb applications, Web Mail, Service Desk Express, telephone directory

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



Industry Trends in Service Requests

Industry trends from Help Desk Institute 2007 Practices Survey

Six most likely reasons for the increase in service requests

- Infrastructure or product changes, upgrades, conversions, installations (44 %)
- More customers (24 %)
- Expanded service offerings by the support centre (21 %)
- Increased awareness of the support organization (8 %)
- Customer competency (3 %)
- Product quality (3 %)

Six most likely reasons for the decrease in service requests

- Systems are more stable (40 %)
- Problem management within organization (17 %)
- Increased product quality (12 %)
- Self-help tools (12 %)
- Customer competency (11 %)
- Fewer customers (8 %)
- Reduced scope of services (1 %)



About the Computing Help Centre (CHC)...

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 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 at the computing lab.
- Attain a first contact resolution rate of 80 % of the time.

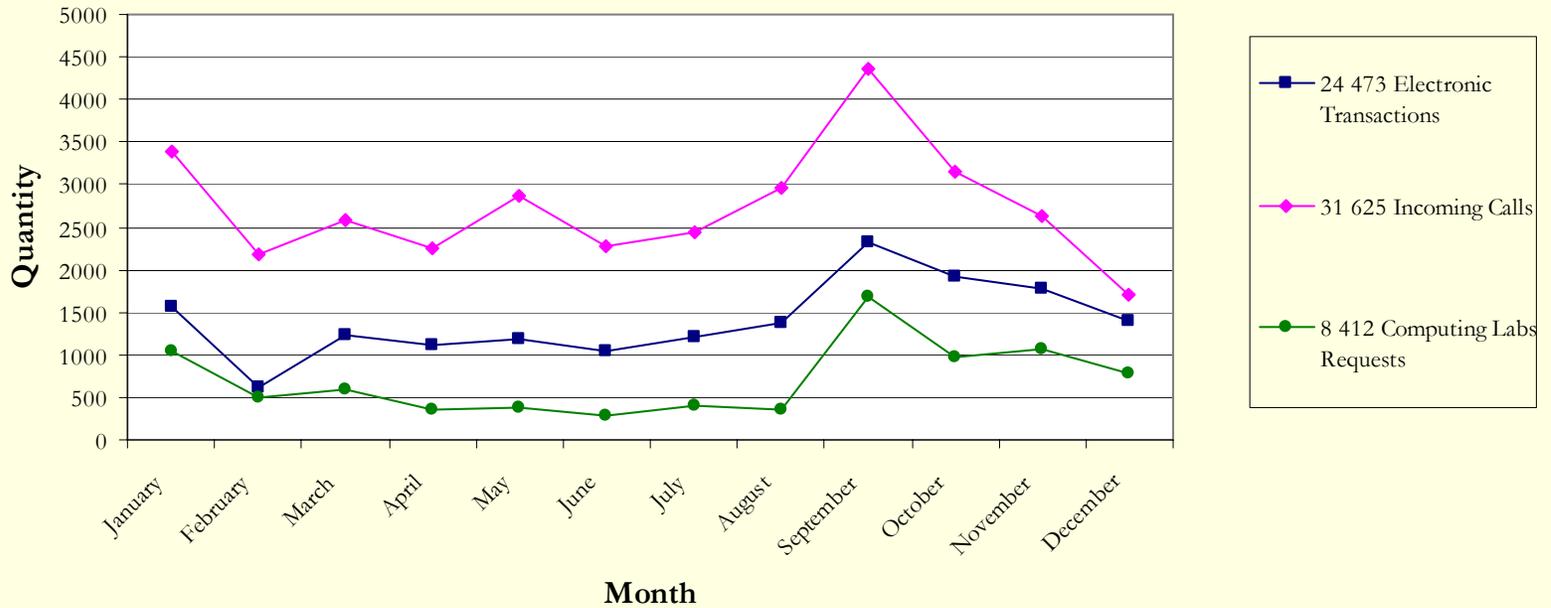
Accessibility

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

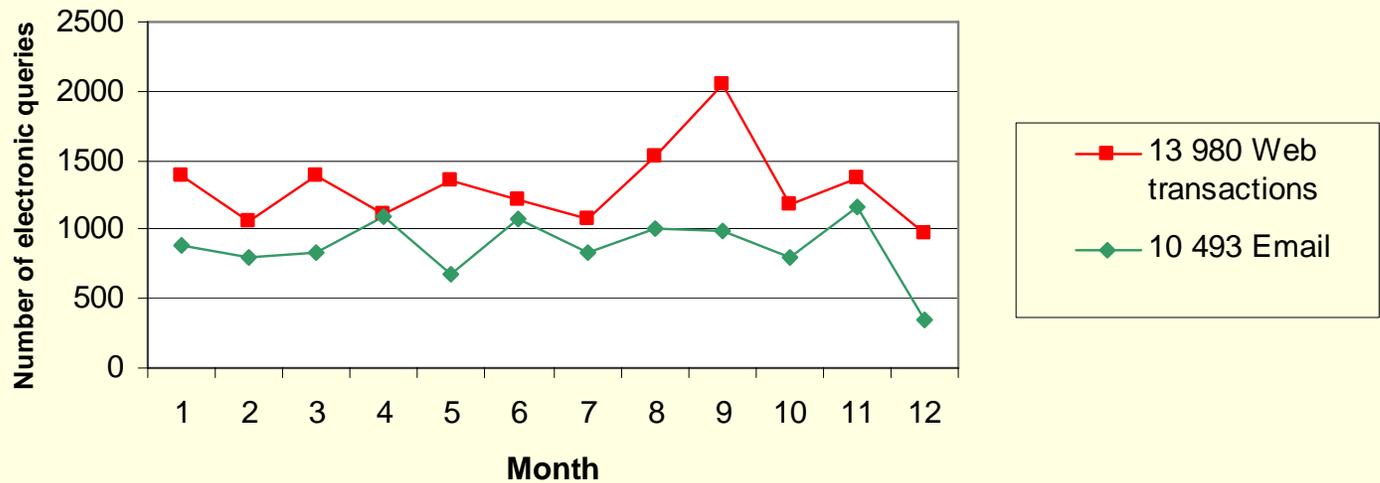
Promptness

- 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.

64 510 Total Interactions in 2007



24 473 Electronic Transactions in 2007



At the U. of O. Computing Help Centre (2007)...

Total incoming traffic include

- 21 % Web requests
- 16 % email requests

Help Desk Institute 2007 Practices Survey...

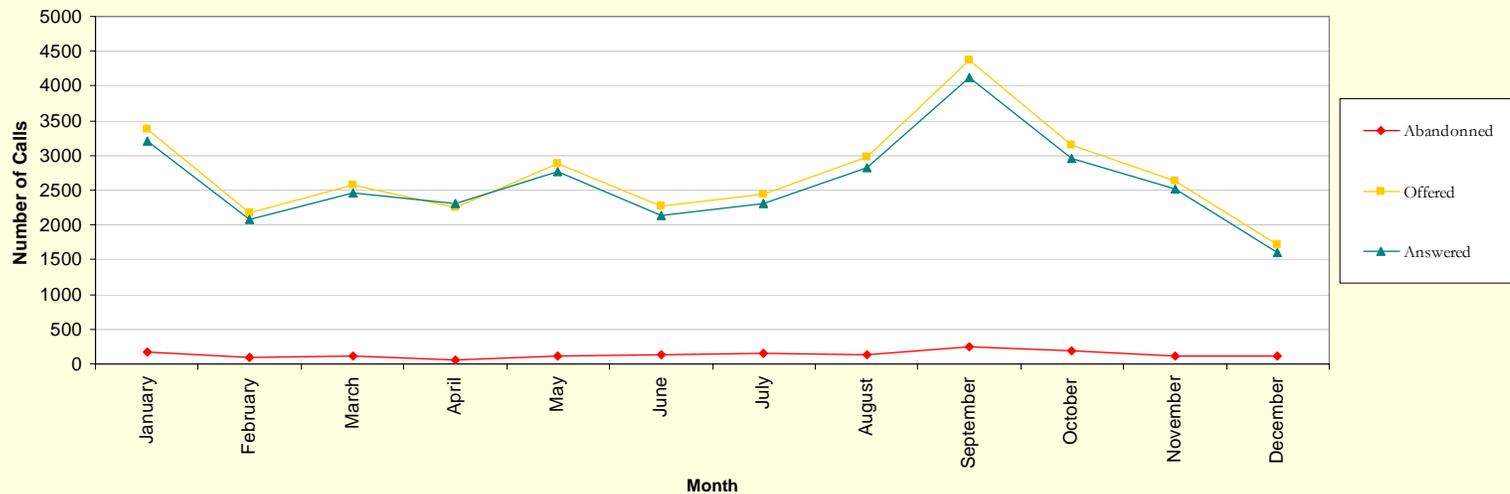
The support centres receive their incidents

- 47.7 % through Web requests
- 90 % through email requests

Accessibility

Calls Answered (6555)

31 315 Total Answered Calls in 2007



At the U. of O. Computing Help Centre...

In 2007, 47 % of total incoming traffic are telephone requests

- 95 % of calls are answered before 30 seconds
- 94 % of calls are answered before 20 seconds

5 % of calls are abandoned

Calls are answered, on average, within 13 seconds.

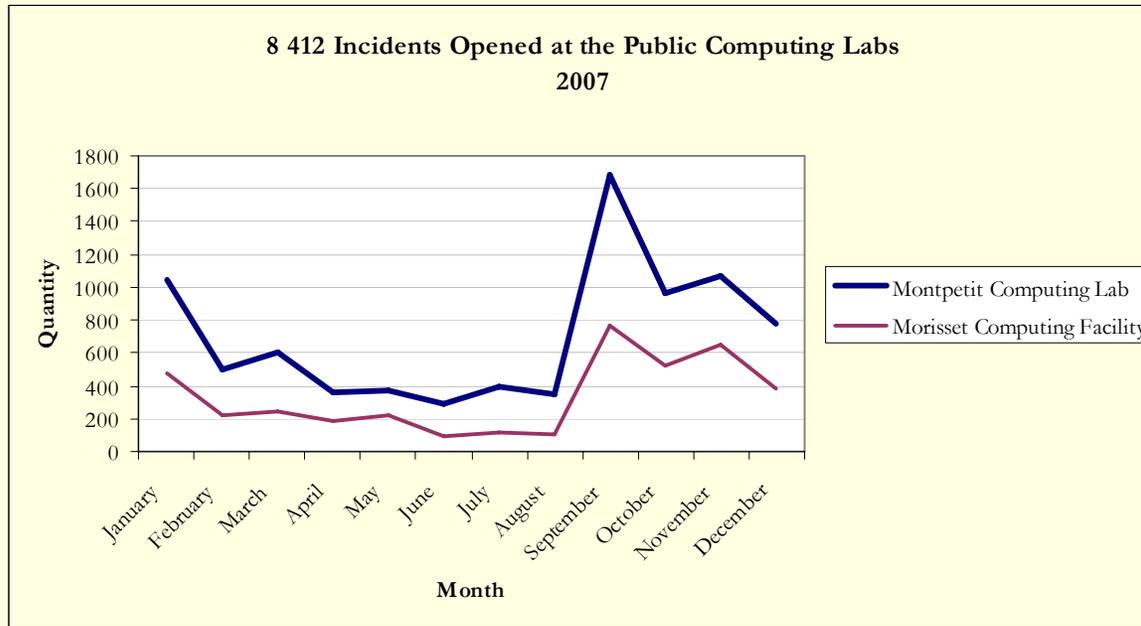
Help Desk Institute 2007 Practices Survey...

98.6 % of support centres receive incidents through 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

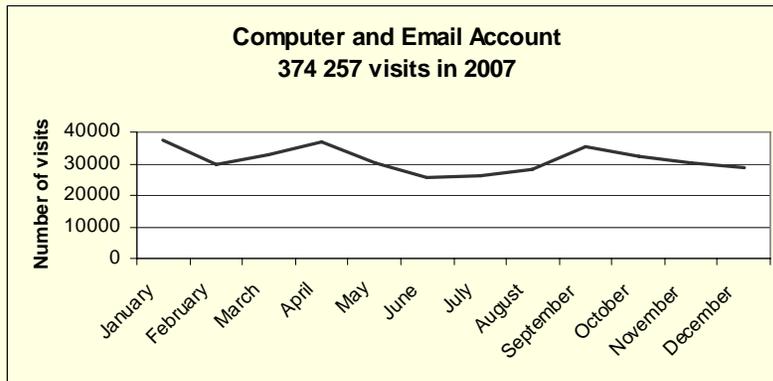
Promptness



24% of total incidents closed on level one are closed by the Computing Lab staff. They include walk-ups, electronic transactions and incoming calls.

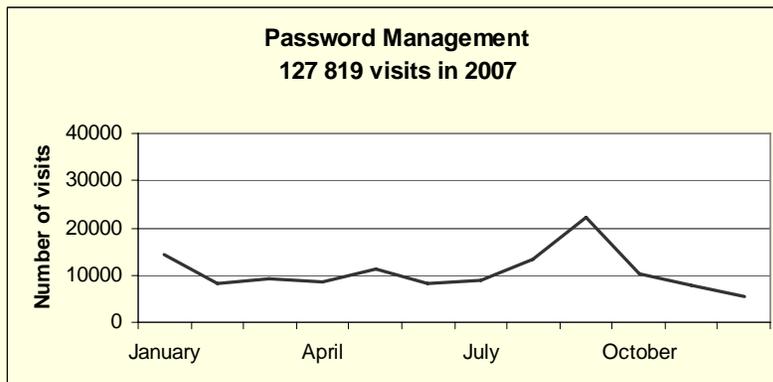
According to the HDI (2007), 31.2 % of support organizations provide self-serve tools for their customers.

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

Accounts for students are created as they register, the information (userid and password format) is available via their InfoWeb account.



Password Management

Customers may change their password using a Web interface available in InfoWeb.

At the University of Ottawa, these two would represent 91% of our transactions.

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

Quality

Resolved on Level 1

At the University of Ottawa Computing Help Centre (2007)...

82 % of calls are closed by Level 1 Support

Help Desk Institute 2007 Practices Survey...

65 % of calls are closed by Level 1 Support





About Our Clients...

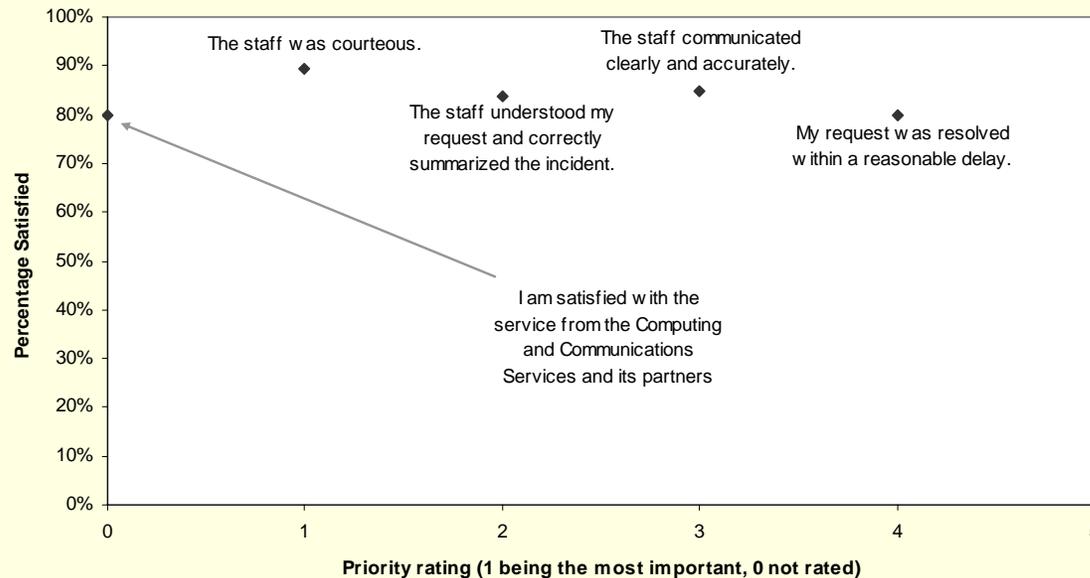
Computing and Communications Services' Clients

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



Quality

CCS Client Rating (from incident closure)



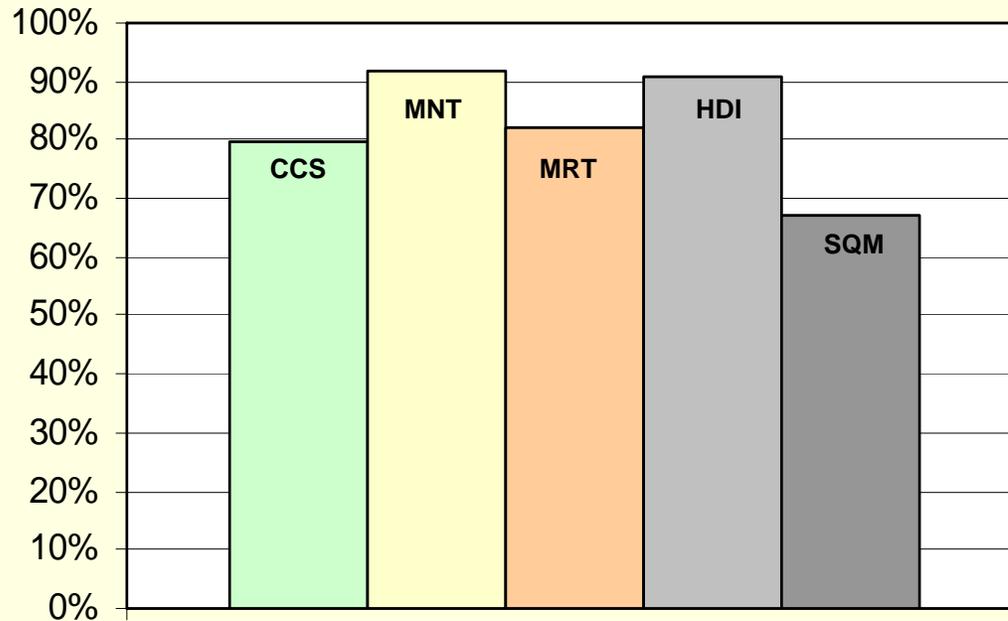
Methodology : upon completion of work, an email is sent to the customer using CCS' problem management system. The email indicates that work has been completed, the customer is provided with a Web address in order to provide an evaluation of the services provided.

At the CHC, comments from customers are used to influence internal change: our continual improvement program. 242 client surveys were filled in 2007.

Quality

Customer Satisfaction

Level of Satisfaction



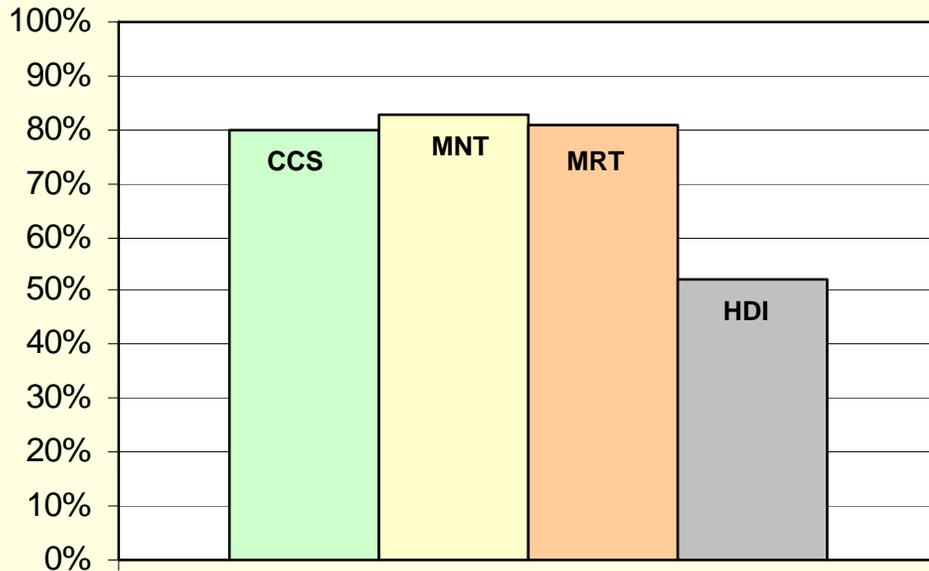
Survey Results

- I am satisfied with the service from the Computing and Communications Services and its partners (Incident Feedback 2007 N=242)
- The lab meets my academic computing requirements - Montpetit Computing Lab (March 2008 N=248)
- The lab meets my academic computing requirements - Morisset Computing Lab (March 2008 N=124)
- Satisfaction on overall service experience (HDI Customer Satisfaction Benchmarking Study Nov. 2007 - N=257,682)
- Customer Satisfaction SQM 2007 N=400,000

Quality

Customer Satisfaction

Satisfaction on Problem Solving



■ My request was resolved within a reasonable delay (Incident Feedback 2007 N=242)

■ The advisors solve my problem on the first try - Montpetit Lab (March 2008 N=248)

■ The advisors solve my problem on the first try - Morisset Lab (March 2008 N=124)

■ Incidents closed by Level 1 Support (HDI Customer Satisfaction Benchmarking Study - Education Industry - Nov. 2007)

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Survey 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
- Faculty of Social Sciences
- Human Resources
- Institutional Research and Planning
- IT Representatives of the University of Ottawa, faculties and services
- Morisset Library
- Professional Training Services
- School of Nursing
- Student Academic Success Services, Access Service
- Student Federation of the University of Ottawa
- Teaching and Learning Support Service
- University Relations

... consistently contributing to improve services to customers