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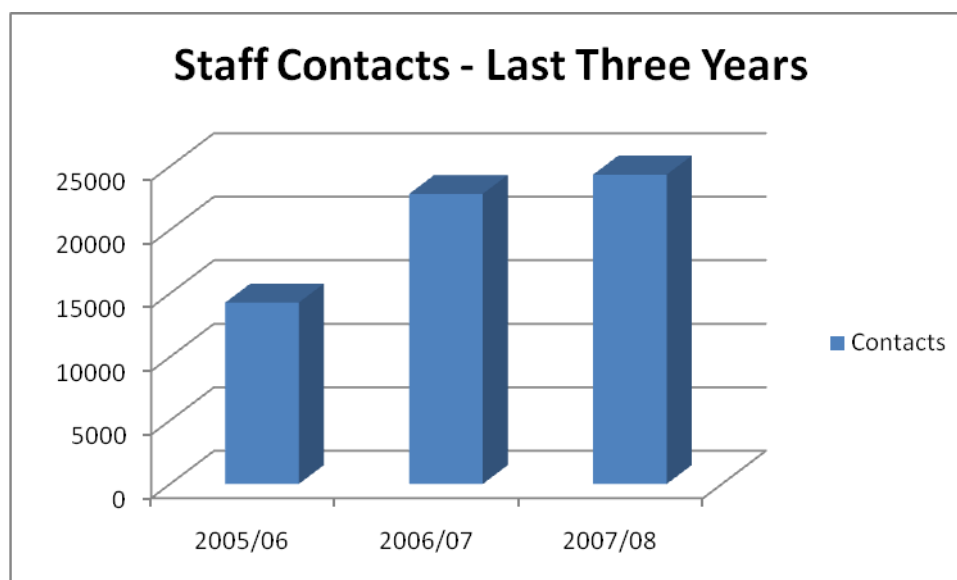
## Introduction

This service review was undertaken as part of a rolling programme of service reviews. The Helpdesk is the central contact point for CiCS and acts as a gateway to many of our services. As a result running a quality Helpdesk service is essential to CiCS.

This is an interim report as, after consultation with Student Recruitment and Marketing, it was agreed to consult students next term. This report just covers responses from staff.

## Usage Data

The table below shows contacts by staff, using any method (phone, email, drop-in, self service), to the Helpdesk for the past 3 years.



There is a clear growth in contacts.

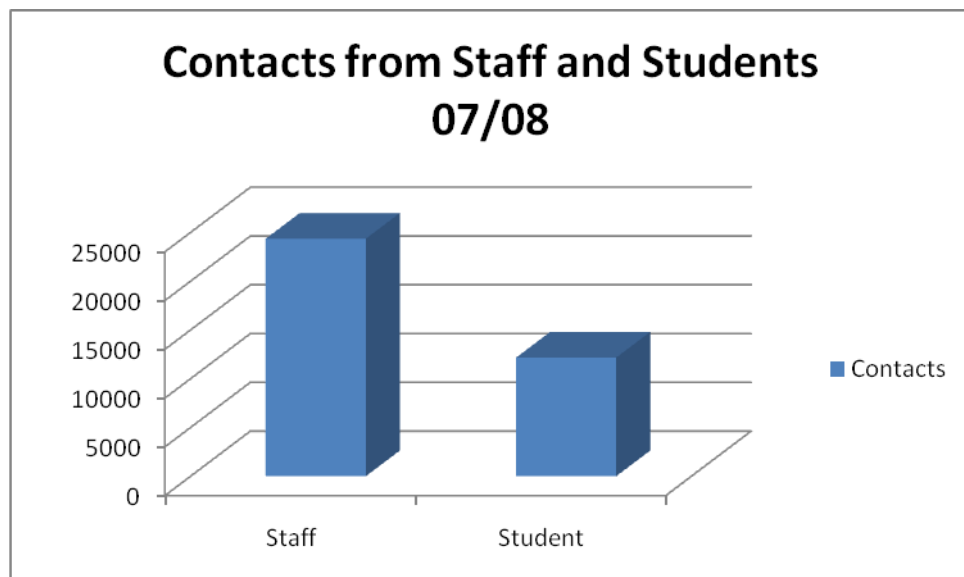
The table below shows monthly trends in staff usage of the Helpdesk. It has seasonal peaks in October and January which match the academic year.



## Helpdesk



The table below shows usage comparison between staff and students. Staff use the Helpdesk service more than students. This is particularly significant as there are more students than staff. For example, in 2007/08 there were 5,773 staff (July 2007) to 23,914 students. This is due to the fact that students tend to contact CiCS face to face in the staffed computing rooms or via the Computing Centre reception.





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The table below shows the top twenty users (departments) of the service in 2007/08.

	<b>Department</b>	<b>No.</b>
1	Corporate Information and Computing Services	1911
2	Student Recruitment, Admissions and Marketing	1214
3	Finance	851
4	Department of Sociological Studies	648
5	Department of Human Resources	572
6	Library	526
7	School of Nursing and Midwifery	509
8	Medical School Secretarial Staff	503
9	School of Mathematics and Statistics	438
10	Department of Molecular Biology and Biotechnology	431
11	Department of Animal and Plant Sciences	395
12	Department of Engineering Materials	388
13	Department of Biomedical Science	386
14	Department of Mechanical Engineering	384
15	Learning and Teaching Services - LeTS	359
16	Department of Law	336
17	English Language Teaching Centre	298
18	Accommodation & Campus Services (central management)	296
19	Department of Electronic and Electrical Engineering	296
20	Medical School Resources	291

CiCS is the largest user because jobs passed internally are monitored by CiCS and recorded within our helpdesk software (Supportworks). The number of contacts from CiCS will also include genuine enquiries.

Many of these departments have Departmental IT Technicians and a number of these calls will be from them.

### User Feedback

A group was drawn together including Helpdesk staff in order to gather appropriate feedback. To establish what difficulties, if any, users were having with the Helpdesk service we first sent out an anonymous questionnaire to Helpdesk staff to establish what issues they could suggest.

Using the identified issues we designed a questionnaire to send out to all staff via email with a link to the online survey. It is intended to send a similar questionnaire to students in the New Year (2009).



## User Analysis

In total the questionnaire was started by 482 (completed by 425) people. This is an 8% staff response rate, showing an interest in this service.

## Key Findings (see Appendix 1 for full results)

### Respondent Information

We received responses from 60% of all Departments. The largest number of respondents by department were CiCS themselves, showing an interest in the Helpdesk within the Department.

	<b>Department</b>	<b>No.</b>
1	Corporate Information & Computing Services	47
2	School of Medicine and Biomedical Sciences	30
3	Library	24
4	School of Health and Related Research	21
5	Finance	19
6	Animal and Plant Sciences	17
7	Student Recruitment, Admissions and Marketing	17
8	Student Services	16
9	Academic Division	15
10	Medicine and Pharmacology	15
11	School of Clinical Dentistry	12
12	Engineering Materials	11
13	Accommodation and Campus Services	10
14	Biomedical Science	10
15	Civil and Structural Engineering	9
16	Molecular Biology and Biotechnology	9
17	Psychology	9
18	Education	8
19	School of Nursing and Midwifery	8
20	Chemistry	7

The top 20 departments who responded has some correlation with the highest users of the service. Eleven departments are reflected on both lists.

Responses were received from 284 women (61%) and 180 (39%) men. In 2006/07 006/07, the University as a whole had 53% female staff and 47% male so there are more women responding to the questionnaire, and specifically this question, than average.

421 (91%) had contacted CiCS Helpdesk in the last 12 months. 42 (9%) had not.



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## Corporate Information & Computing Services Customer Service Review

### Helpdesk

#### Not Contacted Helpdesk

Of those who had not contacted the Helpdesk the majority 36 (86%) hadn't needed to, 14 (33%) got information elsewhere, 2 (5%) had not heard of the Helpdesk and only 1 (2%) didn't want to contact them.

They accessed information from other sources including the Departmental IT Technician and a friend or colleague.

Their comments indicate no specific problems with the Helpdesk service (see Appendix 2 for all comments).

#### Have Contacted Helpdesk

Method of Contact	Number	Percentage of total
Drop In	18	5%
Email	78	19%
Self Service	7	2%
Telephone	300	74%

The majority of contacts are via telephone with email at 19%. Self Service is low at 2% but has only just been launched.

Before contacting the Helpdesk staff members may ask a colleague, check the website and ask their departmental technician. They are less likely to check the Service Status page or search the internet for information.

#### Assessing the Response from Helpdesk

Was the response?	Yes (%)	No (%)	N/A (%)	Partly (%)	Total
Quick	<b>317 (83%)</b>	28 (7%)	3 (1%)	36 (9%)	384
Friendly	<b>294 (77%)</b>	38 (10%)	4 (1%)	47 (12%)	383
Helpful	<b>266 (69%)</b>	42 (11%)	3 (1%)	73 (19%)	384
Professional	<b>287 (76%)</b>	34 (10%)	8 (2%)	46 (12%)	375

In the main the Helpdesk responses are quick, friendly, helpful and professional. Comments, however (see Appendix 2), indicate that there are differing levels of customer service.

Resolving the enquiry	Yes (%)	No (%)	N/A (%)	Partly (%)	Total
Was your enquiry understood?	<b>300 (78%)</b>	30 (8%)	4 (1%)	50 (13%)	384
Did you receive useful advice?	<b>264 (69%)</b>	50 (13%)	8 (2%)	60 (16%)	382
Was your enquiry resolved?	<b>244 (65%)</b>	68 (18%)	7 (2%)	57 (15%)	376



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## Corporate Information & Computing Services Customer Service Review **Helpdesk**

The majority felt their enquiry was understood (78%), they receive useful advice (69%) and the enquiry was resolved (65%). Again the comments indicate mixed customer service.

The majority of respondents contacted the helpdesk rarely (72%) or monthly (25%).

There was support for the improvements suggested with 87% (responding with Quite or Very useful) wanting their previous calls accessed, 82% an automatic way to retrieve passwords and increase filestore and 70% wanting a recorded message if there is a major incident.

Other improvements were suggested and are listed in Appendix 2.

Satisfaction with Helpdesk Services

84% of staff are either very (48%) or mostly (36%) satisfied with the Helpdesk service.



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## Conclusions

Staff are, in general, happy with the Helpdesk service although there are significant issues.

The main issues highlighted are about customer service. Staff want to be treated with respect, in a friendly, helpful manner and not talked down to. This does occur in the majority of cases but there are some notable regrettable exceptions.

There was also support for improvements in automatic processes to improve services.



Recommendations and Implementation Plan

Task
<p><b>1. Training (technical and customer service)</b></p> <ul style="list-style-type: none"> <li>Investigate and introduce regular compulsory customer service training.</li> <li>Continue and expand provision of appropriate technical training sessions.</li> </ul>
Create training group
Produce training plan
Implement training plan
<p><b>2. Induction</b></p> <ul style="list-style-type: none"> <li>Expand formal induction process for new staff.</li> </ul>
Produce formal induction plan
Implement formal induction plan
<p><b>3. Customer Service, Standards and Surveys</b></p> <ul style="list-style-type: none"> <li>Helpdesk staff to set Customer Service standards</li> <li>Regularly survey a percentage of customers (anonymously) after helpdesk contacts using customer service standards.</li> <li>Hold regular University Wide satisfaction surveys every 2 years.</li> </ul>
Helpdesk staff to set and agree standards at IT Support Forum. The standards to include agreed greetings and when to request username.
Standards to be included in induction process
Standards to be use as a benchmark for regularly surveying customers
Standards to be added to Support webpages
Service Review every 2 years
Introduce recording of telephone calls
Investigate longer feasibility of opening hours
<p><b>4. Communication (general)</b></p> <ul style="list-style-type: none"> <li>Promote Self Service</li> <li>Promote Service Status page</li> <li>Review general communications i.e. website, other media.</li> <li>Communicate once an issue is resolved (automatically via Supportworks).</li> <li>Review Helpdesk policies and procedures</li> </ul>
Produce Self Service Communication plan
Produce Service Status Communication plan
Produce Helpdesk Communication plan
Implement communication plans
Set Supportworks to communicate automatically when incident ends
Review Helpdesk policies and procedures
<p><b>5. Telephones</b></p>



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## Corporate Information & Computing Services Customer Service Review

### Helpdesk

- Review phone system and procedures
- Change introductory phone message when there is a major incident.

Implement and document procedure for altering phone message during an Incident

Create project group to review phone systems and procedures

Carry out review

Report and recommend

Implement recommendations

#### **6. Statistics**

- Record student face to face contacts within Supportworks
- Analyse contact data within Supportworks

Investigate and, if feasible, introduce recording of face to face contacts (i.e. in the Information Commons) in Supportworks

Identify resources for regularly analysing Supportworks statistics

Analyse statistics and establish patterns

Recommend improvements based upon evidence

#### **7. Technical Improvements**

- Investigate introduction of automated online methods for user account management i.e. increasing filestore and retrieving password
- Examine mechanism for live feedback of helpdesk data.
- Implement remote access of computers.

Investigate and, if possible, implement online user account management i.e. increase filestore, retrieve passwords

Examine mechanism for live feedback of helpdesk usage data and implement if possible

Implement remote access of computers