

# IT Services Report for (insert month)

## Foreword

The attached report summarises the services that Shared Services (SS) delivered this month. The SS Strategy and Customer Service team has compiled the report based on input from the various service teams.

I encourage staff to provide feedback on the monthly reports. This will be invaluable in helping SS to continually improve service delivery and reporting for SS' customers.

Customers recognise that they are co-investors in IT shared services, and that it is very much in their interests to determine and engage about those services.

These reports are available on the Intranet under Shared Services.




## Summary of Highlights and Exceptions

Email and calendar services in the CBD experienced significant problems with outages and slowness on two of the servers. The cause appears complex. The strategy has been to prioritize availability during business hours, which has slowed problem diagnosis.

Video Conferencing usage has increased 65% since (date). Video Conferencing services has dramatically improved by the reduction in the number of failures from xx14 in Dec to 0, 1, 1 and 3 in Feb to May respectively.

Severity 1 calls received were 67, of which 21 were in Regional sites ( 14 related to power issues) and 46 in the CBD ( 15 related to Email servers and 5 to Netware servers). Power issues in regional Offices is the biggest contributor to LAN downtime and interruptions to network availability.

Symbols are used throughout the report, in accordance with definitions in the table below. The definitions and symbols may be revised in future reports. [The letter simply represents the colour so that the symbols are intelligible whether viewed on the screen or printed in colour or black and white.]

Symbol	Represents
	Overall service delivered well to existing service standards with minimal issues.
	Service in relation to existing service standards has in some instances not been delivered satisfactorily, or overall service delivery has been negatively impacted in a limited way.
	Overall the service has not been delivered satisfactorily in relation to existing service standards.

Note: This report does not take into account outages or issues not reported to the SService Center.

## Infrastructure Operations – Service Center and Desktop Services

The Service Center is the focal point for the reporting, recording and resolution of IT service issues. SS services include call management, state-wide on-site assistance with hardware and software, problem escalation, and provision of responses to requests for information. The Service Center is the liaison point for IT service delivery across the State and for many third party service suppliers.

Service	Delivery	Customer focus	Comments, eg notable items or observations (positive/negative/neutral), patterns or trends, exceptions or changes, improvement actions
Management of IT service calls received by the Service Center.	<b>G</b>	<b>G</b>	<p><b>Achievements:</b></p> <ul style="list-style-type: none"> <li>• Call abandonment maintained at less than 10%, actual 7.8% for May.</li> <li>• Regional IT staff members' transition to the new arrangements is progressing well.</li> </ul> <p><b>Trends:</b></p> <ul style="list-style-type: none"> <li>• The average time to answer calls for May was 19.7 seconds.</li> <li>• The average time after which customers to the Service Center abandoned calls in May was 29 seconds</li> <li>• High levels of Service Center demand continued and are being monitored. There were 16% more requests this month than for the same month in the previous year.</li> <li>• An increase in Severity 1 incidents from 53 (April) to 67 in May. Increase mainly attributed to ongoing issues with email servers.</li> <li>• A large percentage of service calls (74.28%) received by the Service Center were resolved at the first point of contact.</li> <li>• Service requests logged <span style="float: right;">May this year – <b>7803</b>, May last year – 7230</span></li> <li>• Open calls in Remedy <span style="float: right;">May this year – 455, breakdown as follows:</span> <ul style="list-style-type: none"> <li>○ Allocated = 224</li> <li>○ Pending = 183</li> <li>○ Work in Progress = 48</li> </ul> </li> <li>• Incoming telephone calls to Service Center <span style="float: right;">May – 6846, compared with 5986 for Apr, increase = 14%</span></li> <li>• Total Calls taken by Service Center <span style="float: right;">May – 6312, compared with 5493 for Apr, increase = 15%</span></li> <li>• Abandoned calls (caller hangs up before the call is answered) 7.8% of all calls</li> <li>• Total Calls = 6846; Total Calls taken = 6312; Abandoned Calls = 534; Percentage Abandoned = 7.8%</li> <li>• Source of calls:</li> <li>• Phone – 6260, email – 729, IT Staff – 348, fax – 348, web – 116</li> </ul>

Service	Delivery	Customer focus	Comments, eg notable items or observations (positive/negative/neutral), patterns or trends, exceptions or changes, improvement actions
			<p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>• Increase in abandoned calls due to a couple of significant outages resulting in unusual peak activity, centered around 2 servers. Improvements have been made in the processing of email requests. Scheduled daily monitoring of email queue, fax queue and Remedy queue is helping to reduce delays in dealing with these types of contacts.</li> </ul> <p><b>Improvement actions:</b></p> <ul style="list-style-type: none"> <li>• All Service Center and CBD Desktop staff completed a Skills Matrix chart that led to cross training in some skills. This is continuing to be developed further to include all Service Center staff and a training program has been implemented to ensure all tasks are adequately covered. This is to include all Service Desk staff and metro and non-metro Desktop support staff.</li> <li>• Incident management program to be addressed. Some small changes have been made to Categorizations in Remedy to assist staff with the logging of calls. Ongoing.</li> </ul> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>• Although the high level of activity has impacted on team workshops and the development of processes and procedures, attempts will be made to increase the focus on continuous improvement initiatives.</li> <li>• Remedy license usage is being closely monitored to determine license requirements going forward. Communicated to all Remedy users the need to use Remedy appropriately. This seems to be working as no reports of license issues received during month.</li> </ul>
<p>Escalation process for service calls and resolution within agreed response times. Calls that are not resolved immediately are given a severity rating that has associated response times for fixing the issue.</p>	<p>G</p>	<p>G</p>	<p><b>Trends:</b></p> <ul style="list-style-type: none"> <li>• There were (67) "Severity-1" * calls logged in May (53 in April).</li> <li>• 26 Severity 1 calls related to regional sites, with issues ranging from Email servers and power issues to WAN network availability, 14 were related to power issues.</li> <li>• 41 Severity 1 calls related to CBD sites, 15 related to Email servers and 5 to Netware servers.</li> </ul>