



- 2.2 Wherever possible ICT services attempt to resolve issues at the first point of contact. Such issues would include:
- Resetting passwords
  - Providing basic support around MS Word or Excel
  - Assisting with delegated rights within Lotus Notes

A list of the types of problems which can be resolved at first point of contact is shown at Appendix B

- 2.2 It is the aim of officers on the help desk to meet targets for answering and resolving the calls they receive. Call are categorized in two way as either, incidents which can be resolved quickly or complex problems that require more in depth work (such as requiring a home visit). The targets for dealing with these two kinds of calls are as follows:

- Incidents - 80% amount in 8 hours
- Complex Problems - 80% amount in 5 days

- 2.2 The total number of monthly incidents logged and resolved during Quarter 4 2008/09, are as follows and for indicative purposes we have added the criteria outlines above:

Month	Service Desk Calls Logged	Calls Closed	Incidents (Total Number)	Within target	Complex Problems (Total)	Within target
Jan	75	73	60	85%	13	75%
Feb	54	54	48	76%	6	50%
Mar	48	46	40	90%	8	100%

### 3.0 Implications For Council Policy And Governance

- 3.1 There are no implications for Council Policy and Governance.

### 4 Legal And Resource Implications

- 4.1 There are no legal and resource implications.

### 5 Conclusions

- 5.1 A range of performance measures can be made available to monitor the level of ICT support provided to members. Examples for consideration are provided around the performance of the ICT service desk and in terms of the number and nature of service desk calls raised.

- 5.2 It is proposed that this information be reported on a regular basis to Member Management Committee together with an update on major problems which have been experienced by members but are not reflected in the reported data.

### 6 Recommendations

- 6.1 Members are asked to comment on the structure and content of this report and to review the performance statistics provided.

## Appendix A

### Members ICT Service Desk Monthly Call Answer Rates for Quarter 4 2008/09

	Jan	Feb	Mar
Calls Offered	112	84	68
Calls Answered	98	73	54
Calls Abandoned	14	11	14
Average Handling Time (mins)	4:27	5:01	4:41

## Appendix B : First Time Fix Suggestions

<p>Provide basic support (e.g. formatting, formulas, inserting pictures) for:</p> <ul style="list-style-type: none"> <li>• MS Word</li> <li>• MS Excel</li> <li>• MS PowerPoint</li> </ul>	
<b>File Management</b>	
<ul style="list-style-type: none"> <li>• Salvage deleted networked documents</li> <li>• Move files \ folders</li> </ul>	<b>Exceptions</b> <ul style="list-style-type: none"> <li>• Restore overwritten network files</li> <li>• Restore corrupted files</li> </ul>
<b>Anti-Virus</b>	
<ul style="list-style-type: none"> <li>• Check version</li> <li>• Run Scans</li> </ul>	
<b>Lotus Notes</b>	
<ul style="list-style-type: none"> <li>• User Administration</li> <li>• Group Administration</li> <li>• Mail-in database Administration</li> <li>• Move a mail database</li> <li>• Create Out of office agent</li> <li>• Delegation access</li> <li>• Archive issues</li> <li>• Client Issues</li> <li>• Server status</li> </ul>	<b>Exceptions</b> <ul style="list-style-type: none"> <li>• Restores</li> <li>• Mail Sweeper / mail routing</li> <li>• Restart servers</li> <li>• Complex faults</li> </ul>
<b>Internet</b>	
<ul style="list-style-type: none"> <li>• Check/Amend browser settings</li> <li>• Run CLNTRUST (Client Trust settings)</li> <li>• Check sites are up</li> </ul>	<b>Exceptions</b> <ul style="list-style-type: none"> <li>• Firewall (BorderManger) issues. Security issues</li> </ul>
<b>Laptops / PDAs / Smartphones</b>	
<ul style="list-style-type: none"> <li>• Perform soft reset</li> <li>• Initiate a M-notes reinstall</li> </ul>	<b>Exceptions</b> <ul style="list-style-type: none"> <li>• Set up M-notes accounts</li> <li>• M-notes status</li> <li>• Restore mail/calendar/Address Book (PAB) entries lost.</li> <li>• Synchronisation issues</li> <li>• PDA's</li> </ul>
<b>Home Working</b>	
<ul style="list-style-type: none"> <li>• Reset Novell passwords</li> <li>• Check user has home working apps</li> </ul>	<b>Exceptions</b> <ul style="list-style-type: none"> <li>• Setup user accounts for home working</li> <li>• Setup Laptops for home working</li> </ul>