

Originator: Andy Keightley / Tim

Bowman Tel: 26 60003 24 74156

Report of the Chief Democratic Services Officer and the Chief Officer (ICT)

Member Management Committee

Date: 1st June 2009

Subject: ICT Update including Performance Indicators

| Electoral Wards Affected: | Specific Implications For: |
|--|--|
| | Equality and Diversity Community Cohesion |
| Ward Members consulted (referred to in report) | Narrowing the Gap |

1.0 Purpose of This Report

- 1.1 This report has been produced in response to a request from Member Management Committee. Following consultation with the Members IT Reference Group it was agreed to report on the performance indicators below which relate mainly to calls received from councilors by Service Help Desk officers.
- 1.2 It is intended that this report will in the future be brought to every meeting of the Member Management Committee together with an update on any major difficulties that have been experienced by Members but are not evident from the reported data.

2.0 Main Issues

2.1 Reports have been produced on the number of calls handled by the ICT Service Desk and based on the following criteria:

| Service | Description |
|----------------------------|---|
| Call Pickup Rate | Time taken to answer callers |
| Call Abandonment Rate | No of calls queued to an operator but abandoned prior to pickup |
| Average Call Handling Time | Average time taken in servicing a call |

2.2 Indicative monthly figures for Quarter 4 2008/09 based on the above criteria are provided at Appendix A

- 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

- 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 |

| Salvage deleted networked | ement Exceptions Restore overwritten network files Restore corrupted files | | | | | |
|---|---|--|--|--|--|--|
| Salvage deleted networked documents Move files \ folders Anti-Vir | Restore overwritten network files Restore corrupted files rus otes | | | | | |
| Salvage deleted networked documents Move files \ folders Anti-Vir | Restore overwritten network files Restore corrupted files rus otes | | | | | |
| | otes | | | | | |
| Check version | | | | | | |
| • Run Scans | | | | | | |
| Lotus No | | | | | | |
| User Administration Group Administration Mail-in database Administration Move a mail database Create Out of office agent Delegation access Archive issues Client Issues Server status | Restores Mail Sweeper / mail routing Restart servers Complex faults | | | | | |
| Interne | | | | | | |
| Check/Amend browser settings | Exceptions Firewall (BorderManger) issues. Elecurity issues | | | | | |
| Laptops / PDAs / S | Laptops / PDAs / Smartphones | | | | | |
| Perform soft reset Initiate a M-notes reinstall (F | Set up M-notes accounts M-notes status Restore mail/calendar/Address Book PAB) entries lost. Synchronisation issues PDA's | | | | | |
| Home Wo | rking | | | | | |
| Reset Novell passwords Check user has home working apps | Setup user accounts for home vorking Setup Laptops for home working | | | | | |