Information Services – Service Desk Feedback  
January to June 2018 

Report and Analysis  
Executive Summary

For this survey we are using a Net Promoter Score (NPS) as a customer satisfaction metric. NPS is used by businesses as a management tool to measure performance. The first six months of this year heralds a NPS score of 81.7%.

Scoring is calculated using a 0 to 10 scale, those who score 9 – 10 are known as Promoters (loyal enthusiasts who are likely to refer others); those who score 7 – 8 are identified as Passives (satisfied but unenthusiastic); and those who score 0 – 6 are called Detractors (unhappy and likely to share negative feedback). NPS is determined by subtracting the percentage of Detractors from Promoters – Passives count towards the total number of respondents but do not directly affect the overall net score.

Overall, the NPS together with the 90.4% of respondents agreeing that they feel we resolved their issues satisfactorily paints a positive picture of our IT Service Desk.

Our ongoing challenge is to maintain standards, grow the NPS and increase satisfaction where we can. We recognised that it is never going to be possible to resolve all our customer’s IT queries, but we do take our role seriously and try where we can to resolve their issues and keep them informed.

The IT Service Desk Manager checks feedback weekly and follows up directly with customers on any issues as necessary. He also passes on all comments to relevant teams and follows up as necessary with any negative comments on a weekly basis.

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1. **Background**
   To help us monitor and improve IS Service Desk, customers using the service are (selected at random by Footprints) invited to share their feedback about the service they received. Every 10th ticket is sent an email with the survey link, provided the customer has not been invited to complete the survey within the past month.

2. **Overview**
   A link is sent to randomly selected customer with an invitation to complete a short survey on their experience with the Service Desk.

3. **Objective**
   To measure satisfaction with the service delivered in order to improve service delivery in the future.

4. **Methodology**
   The survey is web-based using the Online Surveys (formerly Bristol Online Surveys) software.

5. **Communication**
   Randomly selected customers receive an email with a link to a short survey which they are invited to complete.

6. **Incentive**
   No incentive offered.

7. **Responses**
   363 customers completed the questionnaire (same period last year 359).

8. **Main Theme**
   I. Customer perception

9. **Data Type**
   I. Closed questions
   II. Open comments eliciting feedback

10. **Survey Characteristics**
    I. Questionnaire launched 1 January, closed 30 June 2018
    II. 2 closed optional questions
    III. 1 comment box (optional) inviting customer to share general comments
    IV. Customers wishing to receive a response invited to leave their details

11. **Analysis**
    I. Customer Perception

    a. Service desk resolved the query/issue satisfactorily

    | Year                  | Agree | Neither agree or disagree | Disagree |
    |-----------------------|-------|---------------------------|----------|
    | January – June 2015   | 91.7% | 5.4%                      | 2.9%     |
    | July – December 2015  | 94.3% | 4.7%                      | 1.0%     |
    | January – June 2016   | 89.3% | 4.9%                      | 5.8%     |
    | July – December 2016  | 92.0% | 4.1%                      | 3.8%     |
    | January – June 2017   | 92.3% | 5.7%                      | 2.0%     |
    | July – December 2017  | 91.7% | 5.3%                      | 3.1%     |
    | January – June 2018   | 90.4% | 5.4%                      | 4.2%     |

    b. Net Promoter Score (NPS)
    The score is calculated based on responses to a single question: “How likely is it that you would recommend our support to a colleague, if they might need our help?” Six responders chose not to score.

<pre><code>| Year                  | January-June 2017 | July-December 2017 | January-June 2018 |
|-----------------------|-------------------|-------------------|-------------------|
| **Net Promoter Score**|                   |                   |                   |
</code></pre>
<table>
<thead>
<tr>
<th></th>
<th>No. of responders</th>
<th>Percentage</th>
<th>No. of responders</th>
<th>Percentage</th>
<th>No. of responders</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promoters (9-10)</td>
<td>309</td>
<td>87.3%</td>
<td>306</td>
<td>84.8%</td>
<td>308</td>
<td>86.3%</td>
</tr>
<tr>
<td>Passives (7-8)</td>
<td>27</td>
<td>7.6%</td>
<td>41</td>
<td>11.3%</td>
<td>33</td>
<td>9.3%</td>
</tr>
<tr>
<td>Detractors (0-6)</td>
<td>18</td>
<td>5.2%</td>
<td>14</td>
<td>3.9%</td>
<td>16</td>
<td>4.6%</td>
</tr>
<tr>
<td><strong>NPS</strong></td>
<td></td>
<td><strong>82.1%</strong></td>
<td></td>
<td><strong>80.9%</strong></td>
<td></td>
<td><strong>81.7%</strong></td>
</tr>
</tbody>
</table>

II. Customer comments – positive (124 comments)

1. Excellent help thank you to IT services - brilliant and kind and helpful - much appreciated.
2. Very prompt response, friendly and helpful
3. Very good service Helpful
4. Very good advice
5. Excellent professional and really useful help - most grateful.
6. very quick response, problem resolved within 10 minutes
7. This session was very easy to set up, and [Staff member] was excellent in that he talked me through everything and resolved my issue quickly and efficiently.
8. thanks to all of them who launch this program
9. Quick resolution!
10. really quick response and was able to get the problem solved! Thanks
11. Very rapidly and efficiently resolved issue, very friendly service.
12. Thanks to [Staff member] (and SSDT colleagues) as always for his/their assistance.
13. I have been impressed with how quickly my details have been processed. Thank you.
14. Excellent service, as always
15. I couldn't answer question 1 specifically, as I had resolved the issue myself. However, Helpdesk provide and excellent service which is always prompt, polite and helpful.
16. Thank you; excellent.
17. very happy
18. Always friendly staff and great Service! Many thanks again for your help today.
19. Really quick service - problem resolved immediately - very happy!
20. The IT support staff was very helpful and guided me through the solution of the problem.
21. staff member was very helpful when I encountered a difficulty.
22. Query resolved quickly and to my satisfaction.
23. Excellent service! Excellent attitude!
24. great service
25. Helpful and friendly service, thank you!
26. [Staff member] was extremely helpful. He came up with a solution to the problem and willingly tested and checked everything to ensure our session would work.
27. My issues are resolved very quickly; typically within the same day. I think the support is very good.
28. Staff are always knowledgeable, helpful and tenacious. If they are unsure how to fix a problem they go away and check with someone else and then get back to me. This is a great service.
29. The person emailed back quickly and was very helpful
30. I was impressed by the quick turnaround from my request for help and your reply
31. Thank you for dealing with my request promptly.
32. Speedy result and very helpful with all points of the process
33. A quick easy resolution to an odd problem. Really useful to be able to navigate less technically able staff to the browser screen to enable IS to remote in, as this usually offers a much quicker and easier fix. Have used this service a couple of times and always had positive outcome
34. [Staff member] is extremely helpful and patient. He solved more than one technical issue I asked for. I am very grateful to him.
35. Excellent prompt service as usual
36. Very fast response, thank you!
37. fast reply and very helpful
38. Very helpful and polite
39. Very quick service considering the adverse weather. I was expecting a delayed response.
40. Thank you to your member of staff who helped me (sorry I forgot his name) I hope he got back home safely yesterday due to the Snow, 5 stars making it into work when most of us could not.
41. Quick and efficient service
42. Awesome service! Fast and helpful.
43. Very good services
44. The response was dealt with quickly and entirely satisfactorily.
45. My issue was resolved immediately and the support was very helpful
46. excellent, quick service as always
47. The staff both at the library and via the online help desk are very helpful and efficient.
48. Always helpful and fast at resolving issues
49. [Staff member] was extremely helpful in resolving the issue and suggested an alternative solution that worked better than our original request.
50. Everything went well over the two days Thank you
51. Contractor account renewal was simple and easy to complete.
52. Great prompt response.
53. Very quick. Very clear to follow.
54. Great service - fast response at the beginning of my 9am lecture.
55. the person on the phone did both exactly what I asked AND advised me on whether what I was trying to do was the best solution. After further consultation, it seems that the programme I wanted to download is not my best solution, so I didn't do so, allowing the administrator password to expire without action. But I appreciated both the advice AND giving me the option to take action if I wanted to continue.
56. [Staff member] (trainer) was very swift to help me out with a 1 to 1 session on SharePoint on a specific area I needed to be aware of.
57. Always appreciate your really swift and helpful (and patient when necessary) support.
58. Excellent chap on the phone, I think his name was [Staff member]? Sorted out problem for me whilst I was on the line, excellent service and very friendly.
59. IT Helpdesk and User Platforms resolved my query quickly and efficiently.
60. This particular query was in relation to renewal of a moribund mailing list. The resolution was automatic and the information provided in the ticket was sufficient to enable me to appreciate that I did not need to take any action.
61. Very fast reply. Very good
62. Have never been able to fault the Kent support/helpdesk team - well done all! :)
63. The issue was resolved quickly and satisfactorily. The technicians are extremely skilful and friendly.
64. Always responsive and helpful
65. Very happy with the response and help I get from IS.
66. I find IS always very helpful when dealing with issues
67. I spoke to many members of the IT helpdesk team whilst trying to resolve this issue and all were extremely helpful and pleasant.
68. IT colleagues are very nice and courteous
69. Everyone has always been really helpful
70. Outstanding support. Gave me many options. Was very kind and helpful. Could not have been more impressed. Very knowledgeable lady.
71. No matter the challenge I present in my queries/requests you are always helpful and assist me in sorting out the issue.
72. Really happy with the way [Staff member] helped me out on Friday, he helped me out of a hole quickly.. thanks [Staff member]
73. [Staff member] was very helpful.
74. I found the member of staff helping me professional, competent and pleasant, patiently carrying out many diagnostic checks and finally succeeding in resolving the problem with the vpn connection.
75. Very quick response to my query
76. Nice job, helpful people.
77. Quick response and solved query straight away
78. Query was responded to very quickly.
79. Timely and professional- many thanks [Staff member]
80. I'm continuously impressed with the speed and efficiency of the people at Templeman Library.
81. Good, efficient service and resolution. Clear instructions on what I needed to do
82. Pleased to see the solution arrived at quickly and in a friendly manner. Well done [Staff member]!
83. Always found IT support really quick and helpful
84. Brilliant response - back in ten minutes. Would just watch the cut and pasting as someone’s name was wrong (it was a request for a number of log ins for trainers). Fab service though
85. Super efficient as always, thank you
86. Helpful service
87. Very polite and efficient
88. Very quick and informative response
89. The team went above and beyond in resolving a Medway access issue, requiring a collaborative approach between Universities of Kent and Greenwich. The Helpdesk service is exemplary: always quick and courteous.
90. Very prompt and professional job done, keep up the great work.
91. Always an efficient service.
92. [Staff member] was incredibly quick to respond to the ticket and was extremely helpful and knowledgeable.
93. [Staff member] was really clear and helpful - thank you.
94. Very fast response. Thank you.
95. Rapid and helpful response to an external examiner query
96. Lady was very patient with me - I was panicking as thought I had deleted something!
97. Thank you for your help and support - very professional and always prompt services. Huge thank you!
98. thank you as always
99. Perfect service.
100. [Staff member] almost always does equipment set-up for our events, and he is brilliant. So kind and professional - thank you.
101. The IT helpdesk are lifesavers, as a member of administration staff, I would be lost without their expertise and knowledge when a problem occurs. Thank you Helpdesk!
102. Unfailing courtesy and efficiency from your staff
103. Brilliant service!
104. Quick and helpful as always
105. The IS helpdesk are always prompt with their replies and helpful in their approach.
106. Not sure what other options would be available re (2) above but IT are always most helpful, prompt reply and attendance. Colleagues are available to speak/discussion needs with. Many thanks for another successfully supported event.
107. [Staff member] was very knowledgeable, helpful and friendly.
108. Resolved very quickly.
109. Super speedy response, thank you
110. I thought the matter was dealt with exceptionally quickly and efficiently.
111. Issue was resolved very quickly, thank you.
112. The representative from support services was very professional, acted quickly, and was very helpful.
113. I had numerous issues re passwords over a number of days (my fault entirely) and a tight deadline - in each case I was given very prompt and efficient support.
114. [Staff member] was extremely friendly and fixed the problem. I’ll definitely come back to her if I need help again
115. fast efficient and personal response - great.
116. Always very helpful
117. Issues was sorted quickly
118. Very friendly member of staff answered the call.
119. It helpdesk was unable to resolve the query. They were very helpful but it has been recognized that the problem is with Dreamweaver and not an IT issue.
120. I have been extremely happy with the services you or your team provide. I find that there is always someone there to help. So good job and keep up the good work!
121. Excellent support, every time - thank you!
122. I ordered this equipment and I didn’t need to. Instead of sending an email to say I’d made an error the technician came along to check everything was alright see if there
was anything he needed to help with, and tell me about the change in service and . Above and beyond! So nice.
123. The team are always really helpful and efficient.
124. Urgent requests are usually (as in this case) dealt with quickly and effectively.

III. Customer comments – neither positive or negative (11 comments)
1. The lack of resolution was not down to IT but to another dept.
2. Unfortunately I have not been able to access the VPN at home as I am unable to change the provider from Windows (Built In) to Forticlient. Any advice that you could offer would be gratefully received.
3. It is extremely likely that I would recommend your support to a colleague if the IT won't turn on. This is because your department is the IT support department.
4. Query has been passed along so not quite resolved yet.
5. Reply delayed as respondent completed wrong text field.
6. Not sure sometimes who to ask for what queries - helpdesk or cmd.
7. The job is still outstanding, but it's not clear if the fix would be made by Helpdesk or by the area owning the webpage. I couldn't find a note as to who to contact re: broken links on the webpage, so I sent the issue to Helpdesk.
8. My issue could not be resolved immediately, because my obsolescent e-mail account [email address] ([email address] was still active (which it was until April 6th). We therefore decided to wait until after April 6th to resolve the problem.
9. Problem was reported by a colleague (she received a one-off burst of spam apparently from me). She did not send the info you asked for so the episode remained a mystery. It has not recurred.
10. This question is meaningless because you are the ONLY support service available. Maybe ask about the quality of service?
11. Survey not applicable. Was not an issue or query. Standard test account renewal procedure.

IV. Customer comments – negative (18 comments)
1. Didn't really answer my query and directed me to basic pages of the website which also didn't answer my query. Also didn't really attempt to offer any alternative when the answer to my query was 'no'. Having said this, I usually find IT helpdesk helpful.
2. Still was unable to use VPN.
3. I emailed today in an effort to stop receiving your emails regarding account [login] being closed down on 31 Jan. My email to you stated that the account was no longer required. You created a support ticket. On closure of said ticket, I got yet another email from yourselves saying if I did not respond the account would be closed on 31 Jan . . . . I give up . . . .
4. It just worked the way I tried at first. Maybe the problem was fixed due to my report. The advice did not work, though.
5. It took quite a long time to resolve the particular problem with my inability to send print jobs to the SPS printers via the new FortiClient VPN software. My initial suggestion of re-installing the SPS printer driver on my computer using the new VPN connection was discouraged, although eventually this proved to be the solution to the issue.
6. Some members of the staff are very helpful, others seem they don't want to be working.
7. There was an assumption, in the response to me from IT regarding my query ([ticket address]) that I would know what was meant by SPAM email. I was not advised whether to delete the email or whether it would prove destructive if I did or had clicked on the link that was embedded in the 'SPAM' email that was sent to me.
8. the new library system does not seem to be understood by everyone so our experience is that some requests are not actioned.
9. too complicated.
10. I enquired about support for Windows phone - something I thought we would have supported, being a Microsoft-based IT university. Sadly my perception of your response was - why the heck would you buy a windows phone? (the rest of the world seems also to feel this way). Oh well, more fool me.
11. My original ticket was not answered properly, I had to respond and ask again to actually get an answer to my question.
12. This was not a query of mine but a request for information from postmaster on an email received by them. I provided an answer to the query but left a message that I would like to speak to someone about the ticket to clarify my response. Unfortunately my call was not returned.
13. The problem I am facing with the Wi-Fi has not yet been solved.
14. It took 2 working days for this enquiry to be resolved, only after a follow up phone call, I received advice.
15. We did have an issue with IT being late for the first Skype session.
16. It was a shame you couldn’t help with my query
17. The issue was not resolved, what I got was a 1 sentence explanation of part of the process with no hint of whether it would be done, or who by. It's possible that the final fix isn't the responsibility of the person replying, but then they made no effort to address this point, and didn't direct the query on to where the responsibility does lie. It's possible that the ultimate responsibility is within the school, but then they need to state that, and direct it to the person within the school whose responsibility this is. Students are suffering from this issue, and the answer I received from the helpdesk was to be brushed off with no chance of follow up. Usually the helpdesk is amazingly helpful. Most of my queries have been dealt with in a timely fashion and to a satisfactory resolution - not this one though. Next time you should seek feedback on one that worked.
18. The problem was solved relatively quickly, but it seems to be recurring

V. Customer comments – Other (5 comments)
1. Why doesn't someone just take responsibility and find the book?
2. Hilarious! - Ticket generated by the system itself - I imagine so you know who has looked at the (nuclear) codes so that if they leak you'll know who is likely to have an unfortunate accident down at Canterbury West. I can't help thinking your survey selection script/robot/butler/slave might need a bit of fine tuning :) All the best [Staff member] – [Staff member]
3. Considering how much students pay in university fees, and how big/heavy some of the text books are, there should be some form of financial compensation for having to post a book back to the library over Christmas/Easter break, as this can be quite expensive and unavoidable.
4. The staff did not resolve my issue (the book is still missing), however, they tried very hard both in person and via email to look for the book and kept me constantly updated on their progress.
5. I was more making a comment about how one goes about giving feedback to the library – wow, this is getting really meta – so I really won't know until the next time I find a broken link, and hit the broken link button.