Information Services
Service Desk Feedback
July to December 2017

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 month of this year heralds a NPS score of 82.1%, the second half of the year has scored 80.9%

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 91.7% - respondents agreeing that they feel we resolved their issues satisfactorily- paints a positive picture of our IT Service Desk. However, both scores have seen a small drop compared to the first half of the year.

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 Bristol Online Survey (BOS) 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
368 customers completed the questionnaire (same period last year 350)

8. Main Theme
I. Customer perception

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

10. Survey Characteristics
I. Questionnaire launched 1 July, closed 31 December 2017
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

<table>
<thead>
<tr>
<th>Year</th>
<th>Agree</th>
<th>Neither agree or disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>January – June 2015</td>
<td>91.7%</td>
<td>5.4%</td>
<td>2.9%</td>
</tr>
<tr>
<td>July – December 2015</td>
<td>94.3%</td>
<td>4.7%</td>
<td>1.0%</td>
</tr>
<tr>
<td>January – June 2016</td>
<td>89.3%</td>
<td>4.9%</td>
<td>5.8%</td>
</tr>
<tr>
<td>July – December 2016</td>
<td>92.0%</td>
<td>4.1%</td>
<td>3.8%</td>
</tr>
<tr>
<td>January – June 2017</td>
<td>92.3%</td>
<td>5.7%</td>
<td>2.0%</td>
</tr>
<tr>
<td>July – December 2017</td>
<td>91.7%</td>
<td>5.3%</td>
<td>3.1%</td>
</tr>
</tbody>
</table>
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?” Seven responders chose not to score.

<table>
<thead>
<tr>
<th></th>
<th>July-December 2016</th>
<th>January-June 2017</th>
<th>July-December 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of responders</td>
<td>Percentage</td>
<td>No. of responders</td>
</tr>
<tr>
<td>Promoters (9-10)</td>
<td>305</td>
<td>87.6%</td>
<td>309</td>
</tr>
<tr>
<td>Passives (7-8)</td>
<td>33</td>
<td>9.5%</td>
<td>27</td>
</tr>
<tr>
<td>Detractors (0-6)</td>
<td>10</td>
<td>2.9%</td>
<td>18</td>
</tr>
<tr>
<td><strong>NPS</strong></td>
<td><strong>84.7%</strong></td>
<td></td>
<td><strong>82.1%</strong></td>
</tr>
</tbody>
</table>

II. Customer comments – positive (98 comments)

1. Dealt with efficiently and professionally, many thanks.
2. Very quick, efficient service thank you.
3. Great, friendly service. The team are always very helpful and efficient.
4. I have been so impressed with all the help you have given to me this year. You are all very patient and quick to establish if someone has vast IT knowledge or a more basic level (me!) and you adapt your speech accordingly. Thank you.
5. Very helpful and pleasant to deal with, no matter how daft the question is.
6. Your assistance was prompt, and always very friendly. Thank you.
7. Very helpful.
8. I obviously have an intermittent fault on my jack socket. It now seems to have cleared itself, but response from IT Helpdesk was very timely, which I appreciate."
9. set up exactly as requested within 24 hours, can’t ask for more. on a separate note I also had significant help from [Staff member] the day before who fixed an issue with speech recognition software on my terminal. He had to come out twice and investigate why the software wouldn’t work. As I have RSI this has been a significant help which I think should be recognised Thanks.
10. SSDT are wonderful! Always so helpful and quick.
11. I appreciate your prompt response - thank you.
12. Always happy with the service from helpdesk@kent.ac.uk.
13. terrific help. Just what I needed and it was resolved. V helpful.
14. The staff at the desk of Templeman West is very helpful, supportive, and patiently listen to the problem. Also, the IT staffs quickly react to the problem I reported. There are quite many issues but were quickly solved by the staff. Thank you very much.
15. Professional, fast and efficient response. Thank you!
16. Very quick and efficient service as always!
17. Excellent help as always....and this particular ticket was very quick too....
18. Very swift response to my request, very useful.
19. I have always found Helpdesk colleagues to be extremely helpful, courteous and effective.
20. An Exceptional UoK team!
21. Incredibly helpful and informative.
22. Fabulous and efficient help as always!
23. Incredibly quick and efficient response - I was really impressed.
24. Everything seemed to be fine, efficient. thank you"
25. Always very efficient and helpful.
26. You are always very helpful!
27. Problem sorted very easily and competently.
28. Very helpful and considerate.
29. The Learning and Research Development team (L&RD) are always quick to respond to queries that we in the elearning team have ourselves or that we pass on on behalf of colleagues. We have a good working relationship which
has seen many improvements to the user made to Moodle and the other core technology enhanced learning tools

30. Great service, thanks.
31. Good service
32. My query was dealt with exceptionally quickly and I was most grateful for that.
33. Very happy with the service, quick efficient and great.
34. Always quick and efficient
35. I have usually found the Helpdesk very friendly and helpful.
36. Swift and thorough responses
37. [Staff member] is extremely helpful every time- thank you
38. I am completely satisfied with the speed and quality of the service and repair.
39. superb
40. Very fast and helpful response
41. You are all brilliant. I don't know what I'd do without you.
42. [Staff member] dealt with my request quickly and efficiently.
43. always friendly and helpful :)
44. My query was answered quickly and efficiently.
45. Always fantastic service, and very much appreciated
46. Thanks for dealing with my issue promptly
47. Very quick, very friendly service. Thank you.
48. IS are always extremely quick and helpful in resolving any IT issues I have
49. Response to my query was very prompt and efficient. I'd have preferred the answer to have been "yes, the adverts on kentforlife emails can be removed", but that was clearly wishful thinking!
50. I'm not sure which problem you are referring to - I've had two issues. The first, obtaining access to a recent PhD with relevance to my work could not be resolved as the author had put a year-long embargo on it, so not much use to me as I'd like to finish my dissertation earlier than that. The second was an IT issue the afternoon/evening of 26 Sept at Templeman and it was resolved brilliantly - please commend a young man at the IT help desk called George (I think). The photocopy machine wouldn't let me copy a book without re-entering my ID after each page, and many of the books I needed were not where they were supposed to be on the shelves due to the recent remodeling and move. George found everything and managed to get me my copies. I'm very happy with that, although it would have been better if the copy machine worked in the first place and the books were where the online catalogue said they would be.
51. The University Software Office team are allows very helpfully and pleasant to deal with.
52. Excellent, very prompt support
53. As my request was not straight forward, the two members of staff who responded to me, made it quite clear how we could resolve the matter.
54. As always, a fast and efficient response from helpdesk
55. I always find the team helpful and easy to talk to whenever I have an IT issue.
56. I received help very quickly
57. It was a tricky issue to resolve, but all my emails were responded to promptly, and a workaround was found easily once I spoke to somebody on the phone. Very pleased with how this was all resolved.
58. Answered my question fully and gave another suggestion which was also very helpful.
59. polite and prompt answer
60. Clear instructions for us to follow and very prompt response. We were very happy with the service
61. Speedy and helpful, thanks
62. the IT service team are very swift in assisting with any concerns I have and provide a very efficient service
63. Quick and responsive
64. Very prompt and efficient service as always!
65. My Issue was dealt with immediately.
66. Very quick resolution to my request, cheers!
67. always helpful, courteous and professional. Problem resolved quickly.
68. I have always found IT services to be efficient thank you
69. I was very happy with the speed of response
70. My query was dealt with quickly and efficiently
71. I can honestly say that if I have had any problems or IT queries, the helpdesk staff have always been prompt to reply and been very helpful in resolving the matter.
72. Query was dealt with very promptly.
73. [Staff member] was very helpful.
74. [Staff member], [Staff member] and [Staff member] are all exceptionally speedy when dealing with any requests. They’re all very good at what they do, and very helpful.
75. Dealt with quickly and effectively
76. The response to my complaint was quick, and the explanation made clear why the speakers were not working -- because the power had been turned off at the ceiling! I have not yet been able to check to see if the speakers are working but trust the IT person’s report that the problem has been solved unless somebody turns them off again.
77. Exceptionally great support. Very professional, kind, rapid and effective. A very worrisome problem resolved in a matter of minutes.
78. The issue was resolved satisfactorily and promptly.
79. Excellent service delivery as always. Professional, helpful and knowledgeable.
80. Awesome as always, thanks!
81. Brilliant thanks for helping me out so quickly
82. Much quicker resolution than I anticipated, thank you
83. I have been consulting Helpdesk ever since it started. There have been issues that required a bit of iteration, but not once have I felt that I wasn’t listened to and my questions tackled sensibly.
84. The assistance was swift and efficient - excellent.
85. I received an answer within minutes of my email, which solved my problem straight way, so I was very pleased indeed!
86. Speedy and expert help from SSDT as always
87. Very helpful assistance before the event (for which I was seeking support/provision of equipment), and on the day
88. I have always had a good response to my queries with regard to IT.
89. Excellent support service as always!
90. Thank you for your quick response to any of our queries.
91. The service received was excellent. The person I spoke to was polite and took time to explain in easy to understand terms what the issue was and why it had happened.
92. Staff always helpful
93. I liked it that someone rang me up and checked the circumstances rather than making assumptions. I wasn't sure who to contact initially and this was a good experience.
94. Password reset resolved within 24 hours or less
95. The problem was with the printer driver; once this was identified, it was speedily resolved.
96. Helpdesk is always helpful when we contact them, and deal with our query quickly.
97. IT responded quickly and I was able to access the required website.
98. The IT department has always been quick and efficient. Thank you
III. Customer comments – neither positive or negative (17 comments)

1. I got myself into a tangle because I was sent an email reminder to change my password; I diligently followed the instructions, which include “then update your phone/tablet/laptop WiFi and email settings if needed.” So I checked my account settings in Outlook only to see it said “Account error” and it wouldn’t take my password at all. So I rebooted, only for the problem to recur. Your lovely helpful guy I spoke to said that in actual fact, there wasn’t an error at all, I could send & receive email all along... So, maybe the instructions need a bit of clarification, so neither party wastes the other’s time in future? I don’t know. It’s the kind of situation that I have a knack of turning into a problem. It was a nice way to waste time, and top marks to your guy for his friendliness and professionalism. :-)

2. I don’t feel that I would need to recommend, it seems obvious that if there was an IT problem, you should contact IT support

3. Did not answer the question, but option provided is helpful

4. It was not really a manual query but rather an automatic renewal of a software licence code

5. I was in conversation with a client and turned around and the TV was behind me with the two technicians sauntering off into the distance.

6. I’m not sure if I received this by mistake as I have not been informed as to whether I have completed the registration process.

7. This was a non-issue. Your passport renewal email was responded to by my auto-reply, which raised a ticket.

8. In relation to my particular enquiry, I think that consideration needs to be given to having a policy about staff using commercial servers for University business. One of the likely consequences includes a potential problem for staff who unwittingly respond to emails from other staff who use gmail (and other non-university addresses) who may find themselves involved a data breach.

9. I only sent this ticket so that you could see there was some spam. I didn’t really have a query or issue on this occasion, but I do think the helpdesk provides a good service.

10. This relates to an IS helpdesk request from 2012/13! I am unable to recall more details of this. Sorry I cannot be of more help.

11. I am not sure that the question on recommendation is relevant? Most Schools/Depts do not have individual IT specialists so if a problem occurs we would have no option other that to contact a member of IT services. What is not clear is for each issue which team actually would need to be contacted particularly relevant for non-IT individuals.

12. No further comments

13. Only that it was unclear who to go to at the start - line manager suggested agesso team. Soon sorted once I was in contact with the right people

14. The issue has mushroomed and become much bigger than the original query, hence my reluctance to call it 'resolved'. IS staff have been very helpful and prompt, but there are some limitations with a contracted party also involved.

15. Would be great if mailboxes could be requested for 3-5 years rather than always being up for annual renewal.


17. Just a thought: when updating certain other software that requires admin rights it seems there is a much simpler method whereby the user just runs Software Centre and browses to select and install without having to request an Administrator account. For others, every time I receive an update I have to put a request in for temp admin account. Is it possible that a more consistent approach could be devised?
IV. Customer comments – negative (20 comments)
1. Issue is on-going. Initial response was slow - quick reaction to second request - waiting to see outcome.....
2. Haven't answered my query yet
3. You completely failed to resolve my email concern despite several weeks of interaction. When I pointed to how alumni email entire folders had been deleted and how this cybersecurity threat needed to be resolved, you simply weren't interested - saying that only Microsoft have control which is far from reassuring as an alumni
4. Try to remember not to email back the user on the account that is not working for them - easily done, I know, but no good if they can not receive the message.
5. No instructions as to how to change the license code was provided.
6. Some times its easier and quicker to speak to some one on the phone but the only way to contact is via email which can be long winded and confusing to explain and takes even longer to get a response.
7. Although the message refers to a recently resolved ticket, the resolution/outcome is still awaited.
8. My query has not been resolved
9. IT Helpdesk did resolve the issue but it took several attempts to do so. This was a SharePoint permission query and it would have been more helpful for me if IT had been able to complete the request directly. I understand there were specific reasons why this wasn't possible, but it would be beneficial for the future
10. The university’s password policy causes me grief every time the mandatory password timeout comes around. Not all university systems roll over to the new password automatically (ssh access, printing), and external systems that I manage have to be updated too (email, shell scripts, other less well-used trivia).
   Recent research finds no security advantage in such a policy, and the Chief Technologist of the US Federal Trade Commission now advocates against this sort of policy.
   https://www.ftc.gov/news-events/blogs/techftc/2016/03/time-rethink-mandatory-password-changes
   The current policy wastes a great deal of my time: it often takes me over a week to get all of my systems working again. The time I am wasting on pointless password changes is time I cannot spend on grant writing or research.
   Please remove this dreadful requirement!
11. This query has not been resolved as I am still awaiting details of the offer letter text required.
12. i was very clear with my e mail about the problem i am facing but you replayed me with an e mail that contains no useful information that might help. hope you could provide me with what i need by direct answers and thank you so much.
13. our speaker was bringing an Apple Mac laptop for his lecture. I was informed that RLT1 would have no problem in its use. However a special connecting cable was required. If I had not tested the system before his arrival the lecture would have had to be abandoned.
14. Issue was resolved quickly, but was caused by helpdesk in the first instance
15. I realise [Staff member] and [Staff member] are our sys-techs - they suggested ops technical team as they know you had the equipment which would have helped us identify our problem. Unlike Estates, IS don't list staff to roles, so I had to go through the Helpdesk to try and contact the relevant person.
16. Ought not to have been necessary to have to ask question. No explanation given of fault and whether or not it was due to being Alumni external library membership user needing password change rather than registered student library user.

17. It took weeks to get the issue sorted
I received standard system emails that did not relate to my personal circumstances
In spite of responding as requested I received further emails stating my IT account would be closed
It was most frustrating and dispiriting

18. This took far too long to fix, and support were never able to say when it would be fixed.

19. of course I would recommend you for the problem I faced as there's no other source of help (LT equipment!).
But would like to add that it is AMAZING just how often there are problems in Woolf LT! Everything from the phone (being on the floor) to the lectern, to the desktop controls, to mics, to projectors!"

20. Ludicrous survey - clearly been on a course where you have been told that "the only question you need to ask is whether you would recommend this service to friends or family", which is nonsense in the context of a centralised system - I don't have any other choice do I ;-)}