



IT Service Management Report

May, June,
July & August 2011

Prepared by

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MONASH South Africa

A campus of Monash University Australia

10^{years}
2001-2011

Executive Summary

The use of technology and providing excellent customer service is a key differentiator for Monash SA. It is vitally important to be able measure and monitor the services provided in order to improve customer service levels. Using a service management framework and various other tools will facilitate accurate reporting and information to make important decisions and improve the service to our customers.

The Monash IT department has implemented several new initiatives as a step closer to an optimum configuration. Part of this process is to implement an agreed service level agreement (SLA) between IT and the business. Therefore this report illustrates the current service desk incidents and service requests. However, at a later stage it will be included and reported on actual SLA times which are not formally implemented as yet.

It is equally important to have a service management application. The current Heat system is limited with regards to reporting, therefore there is a strong need to migrate to Remedy service management system at the earliest.

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1. INTRODUCTION AND BACKGROUND

1.1 Purpose of report

The report will be used a vehicle to inform the various departments, senior management and stakeholders of the current issues, resolutions and performance measurements within IT. The report focuses on service management, service desk and technical support responses to issues. The report does not go specifically into infrastructure and application support issues. The report excludes exact SLA timelines as this has not been agreed upon and signed-off as yet.

1.2 Scope of services covered

The scope of report is for services and support rendered to staff and does not include students. Calls are logged into the Heat service management system. The report covers the months between May – August 2011.

2. TRANSACTION VOLUMETRIC DATA

2.1 Monthly volumes summary

The following table sets out Incidents, service requests and employee setup volumes by calendar month. This data is sourced from HEAT IT Service Management System with filtering applied by the tickets that were logged into the system.

	May	June	July	August
Incidents	54	86	50	33
Service Requests	82	450	365	159
HMC (email)		36		

2.2 Incidents and Service Request volumes by week

The below figure shows incidents and service request ticket volumes. Dates are weeks ending Sunday, volumes are considerably higher as more users are logging calls via the IT service desk. There was a spike on the week 5 June 2011 June after a global email notification of strict enforcement of calls being logged via the Helpdesk. The actual calls relate to, but not limited to, software installations (eg SPSS) and data point configuration.

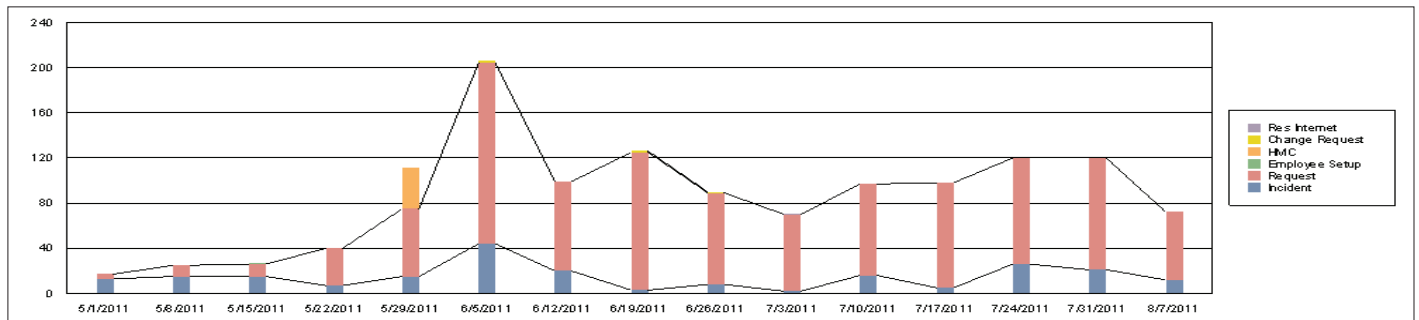
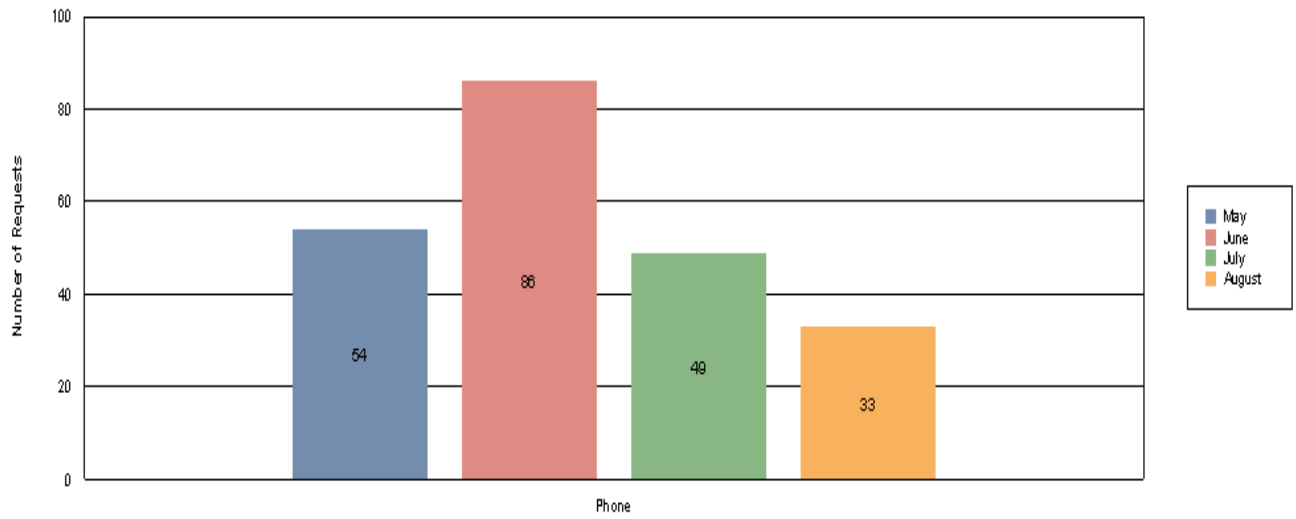


Fig1-Trending of Requests by Week

Incidents and Service Requests are logged at the IT Service Desk telephonically. However, there are few walk-ins. The following graph shows calls that are logged telephonically as this is the most used method. The walk in calls are very few that they're mostly done at an instance and resolved without being recorded. All the calls in the below graph were reported telephonically.

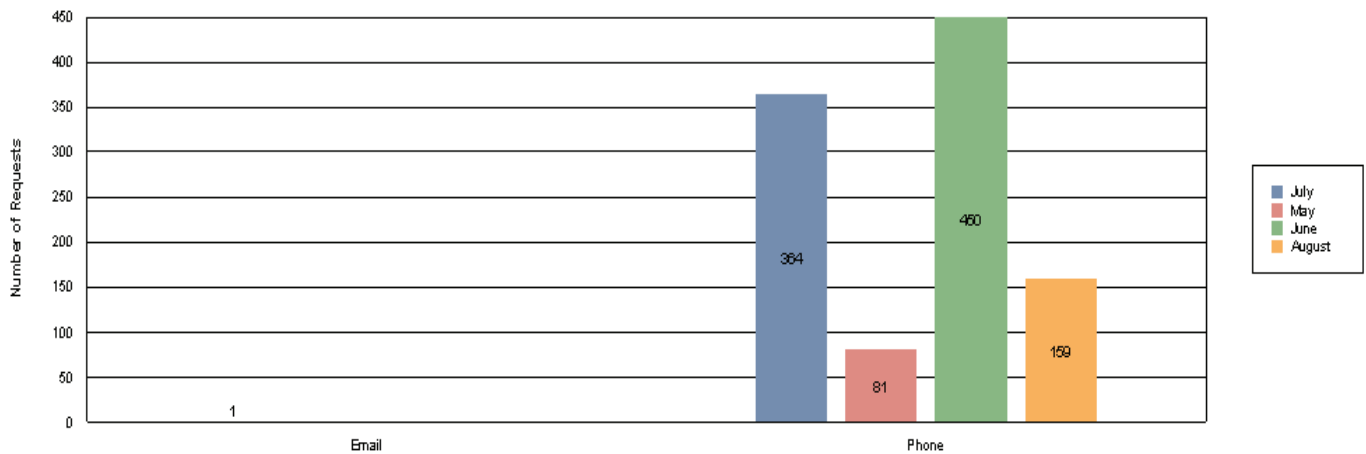
2.3 Routing Of Incidents

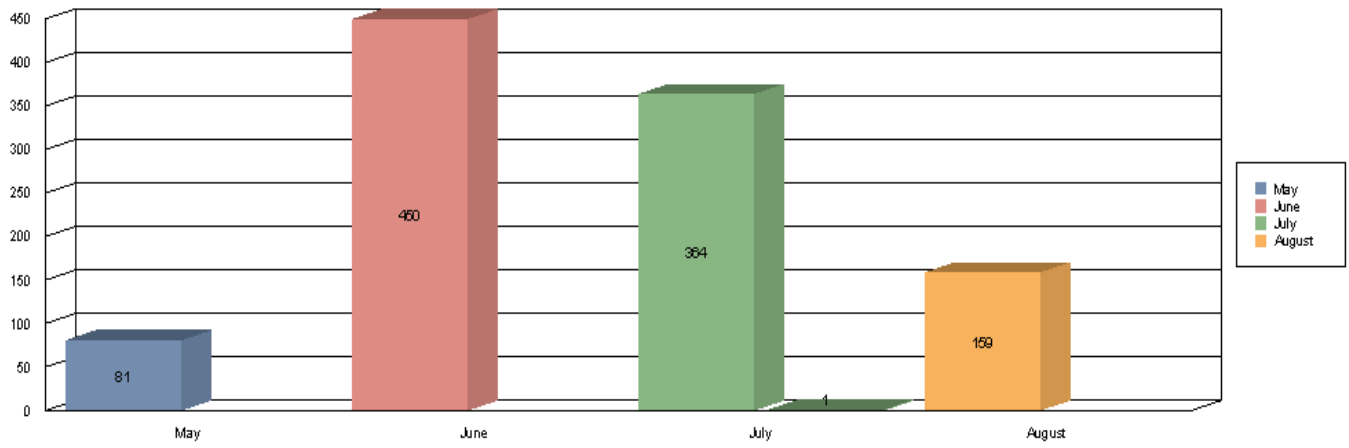
The following graphs show separately the routing of incidents and service requests that were raised by users by month.



2.4 Routing Of Service Requests

The method of incidents reporting over the past three months has shown that telephone reporting is the most popular form of issue reporting. However the graph also shows a few calls logged by email. These fall under HMC. These are grouped by Source and then sorted by month. The telephone method is the most popular.



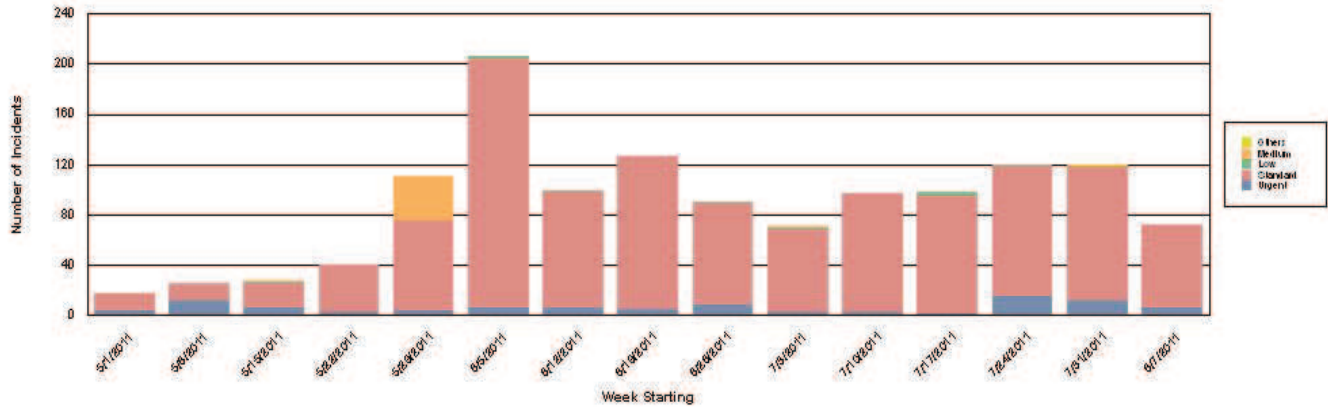


This data was pulled by grouping service requests received each month sorted by the source (i.e. email, phone)

2.5 Volume of Incidents by week

On the week of June 5 there was a sharp increase in low and standard incidents. This is due to new network point configurations, PABX and telephone as well as software installations.

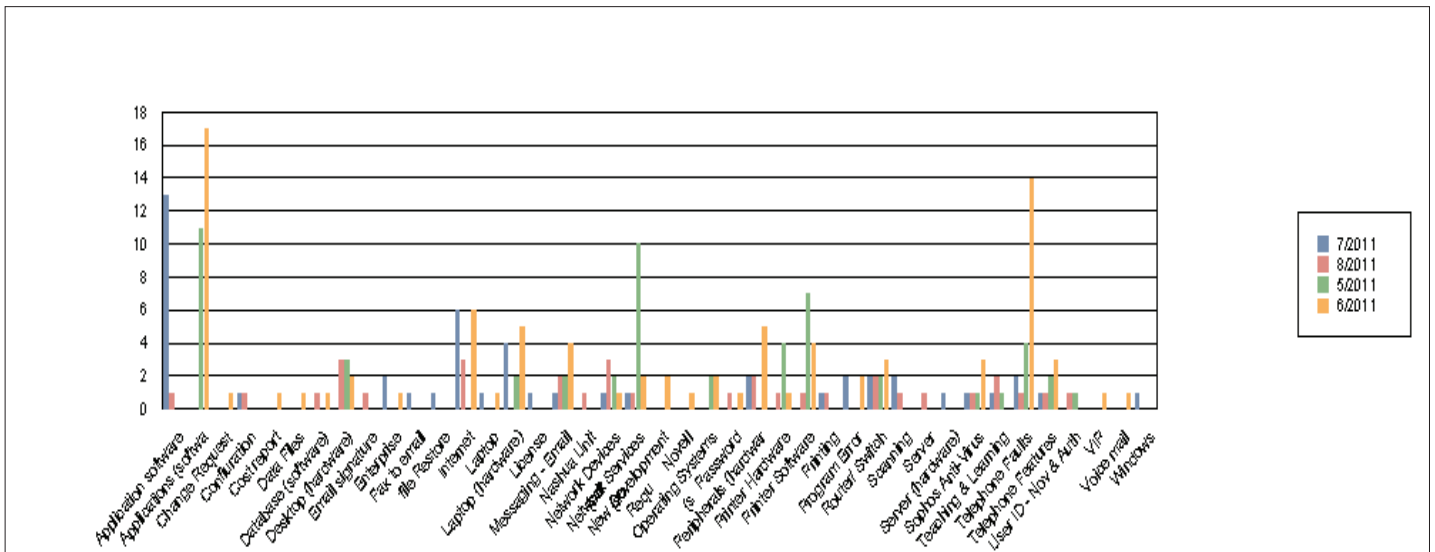
This analysis includes medium and low priority incidents that were closed within the reporting periods.



2.6 Requests by Business Service

Application software had a major increase in June with most software installations and configuration. This information is gathered by filtering the monthly requests logged into HEAT service Management system and sorting them into the business service categories.

Customer Type: All



2.7 Requests by Customer group

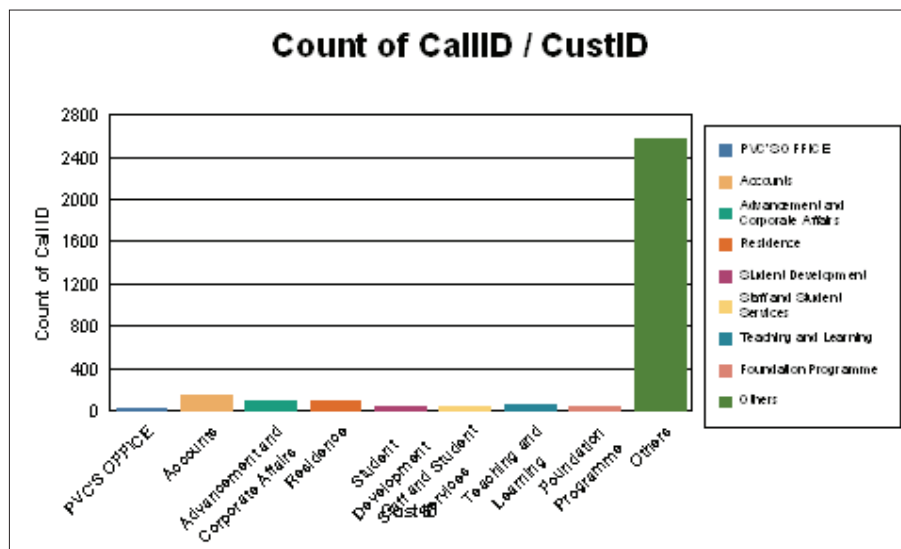
Due to the inability on HEAT to pull calls logged by Department, this had to be done manually.

So far the PVC office received lesser calls as compared to other departments. The most calls came from the Accounts department.

With printer calls contributing allot. The “others” graph will decrease as the various departments are extracted out manually.

All Customer Calls

For Calls Received between 2011-05-01 and 2011-08-13



2.8 Calls by Status

More calls were closed in June than any other month. There were still outstanding open calls from May, June and July as well as the current Month (August).

In the month of June we had the most suspended calls that still needed to be executed.

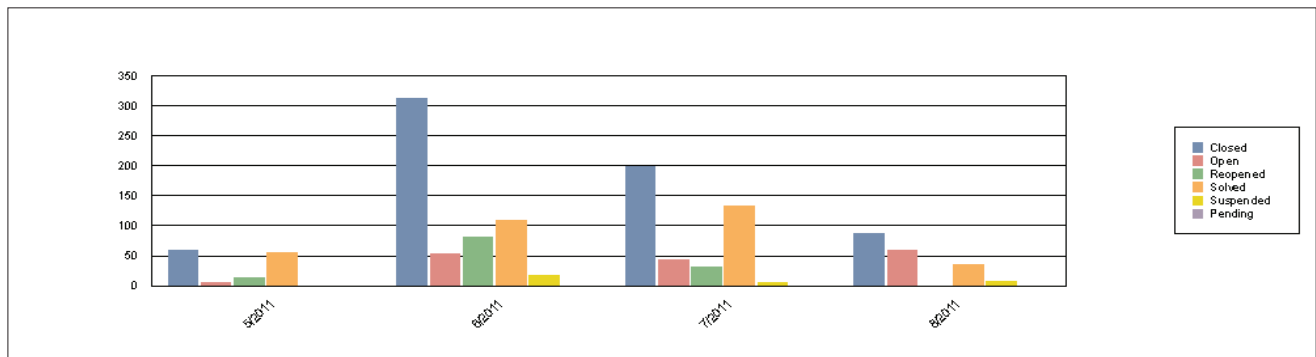
In this figure we see more calls resolved in July.

We experienced allot of calls re-opening in June, which has reduced and gone down in August.

The amount of suspended calls slightly peaked as compared to other months as a result of fax related issues (scan-to-email call logged with the supplier) as well as new configuration of laptops.

For Calls between 2011-05-01 and 2011-08-12

Customer Type: All



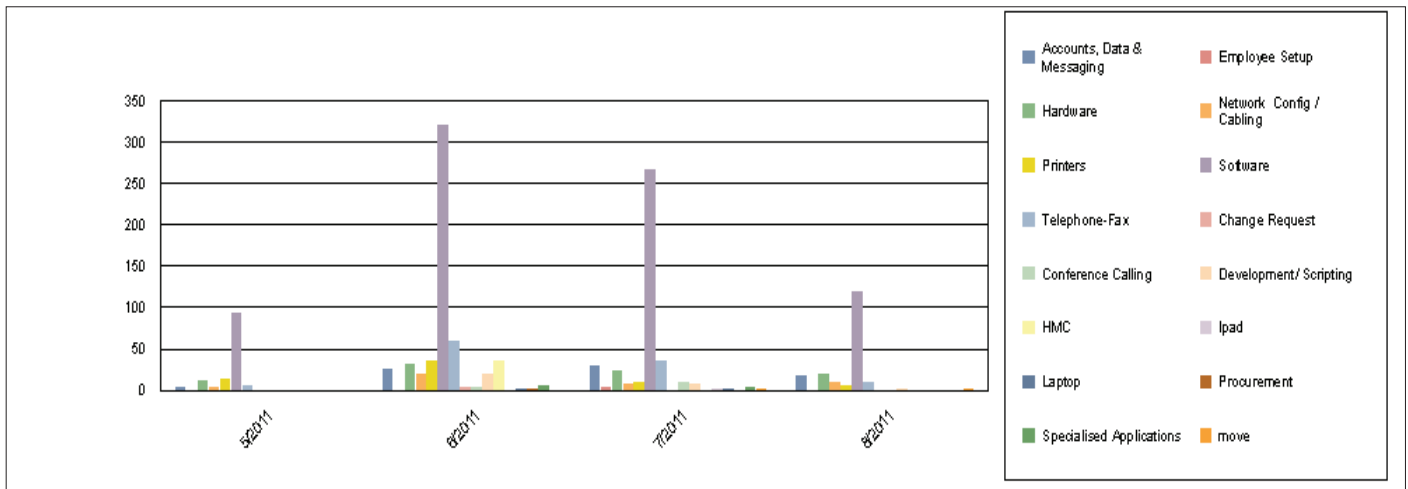
2.9 Calls by Type

Software calls had a major increase in June with software installations accounting for a high percentage of these requests.

Printer calls (incidents were a bit more around June as the students were preparing for exams.

We had a peak also in HMC calls, which might mean that most of telephone calls were missed.

Customer Type: All
 2011-05-01 - 2011-08-12



3.0 Incidents vs Requests

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There were more requests than incidents in the past 3 months. This reflects the normal ratio between incidents and requests. June saw a peak in requests which was twofold due to the start of logging calls via the Helpdesk and the start of semester. The rest of the calls fall within HMC (Heat messaging centre - email) and a few employee setups.

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Customer Type: All
2011-05-01 - 2011-08-12

