ITS Support Overview

December 18, 2018
Agenda

- ITS overview
- Front-line ITS support staff
- What we do
- How we measure success at the Service Desk
ITS Organization

Information Security Office
Infrastructure & Operations
Applications Development
Project Management Office
Enterprise Support
The majority of the campus community only interacts with the Enterprise Support team
Front Line Teams: ITS Service Desk

- 5 full-time staff members, 20-25 student employees

Ardelia Parker-Killings
Kim Clingerman
Logan Thompson
Scotty Williams
Vacant
Front Line Teams: ITS ResNet

- 1 full-time staff member, 40-50 student employees
- Residential network support, personal device support, Institute-owned desktop support

Knycos Ferguson
Other Customer-Facing Support Team Staff

- **Desktop Support**
  - Alan Blumenstock
  - John Mander
  - Christopher Nardi
  - Joanna Prescott

- **Communications Support**
  - Char Ipacs

- **College Support**
  - Charles Hall
  - Paul Magnani
  - Len Levaskevich
  - Ethan Wingenbach
Fast Facts – Support Volume

• Approximately 37,000 calls, 18,000 emails per year to the Service Desk

• Support requests by affiliation to RIT:
  o 65% Faculty/Staff
  o 20% Student
  o 15% all others (alumni, retirees, parents, etc.)
Fast Facts – ITS Services

• Over 56,000 active RIT Computer Accounts
• On a typical day, about 26,000 unique devices are concurrently connected to our wireless network
  o More than 41,000 unique devices use our wireless network per week
• 1.5 million incoming email messages per day
  o Approximately 1.2 million are junk that never reach RIT inboxes
What We Do

• Support requests (aka “tickets”) are categorized by ITS upon receipt
• 80% of the volume falls into these 6 categories:
What We Do

• 30% Account Management
  o Passwords
  o New accounts
  o Changes to existing accounts
  o Multi-factor authentication
What We Do

• 20% Computer/Mobile Device
  o Software installation or removal
  o New computers/computer setup
  o Hardware or software issues
What We Do

• 10% Applications
  o Enterprise-wide applications
  o Applications specific to business needs of departments/divisions/colleges
What We Do

- **10% Network/Connectivity**
  - How-to questions for wired and wireless networks
  - Issues with wired and wireless connectivity
  - Requests in support of campus events
What We Do

• 5% Email
  o How-to questions about accessing and using RIT email
  o Creating or changing distribution lists
  o Trouble with email
What We Do

• 5% Telecommunications
  o Campus phone changes
  o Voicemail changes or how-to questions
  o Phone service issues
How We Measure Success – Service Desk

• Availability
  o Abandoned call rate – Percentage of calls where the caller hung up before speaking to an Analyst
    • Target: 5% or less
  o Responsiveness to inbound email
    • Target: 85% processed within 1 hour
How We Measure Success – Service Desk

• **Effectiveness**
  
  o First Level Resolution – Of support requests that started at the Service Desk, what percentage were resolved/fulfilled there
    
    • Target: At least 70%
  
  o Reopen Rate
    
    • Target: 5% or less
How We Measure Success – Service Desk

• Effectiveness
  o Customer Satisfaction Surveys
    • Response rate 10-15%
    • I look at all of them
    • Results are very good, but it’s more important to me that the results are accurate
    • If time permits, please fill them out!
How We Measure Success – Service Desk

Survey Responses: 222
Surveys Submitted 12/1/2018 to 12/17/2018

- Courtesy / Professionalism: 98% Positive
- How Well We Resolved Request: 97% Positive
- Timeliness of Our Response: 98% Positive
- Effectiveness of Our Communication: 95% Positive

Survey data updates once per day
Last Updated: 12/18/2018 5:01:34 AM

Communication question added November 2018. All prior surveys have a “no answer” response.
Questions?