
ANNEX 3

KPI Performance September 2016

Updated 24/10/2016

GP	MCC	TCBC	BGC
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SRS PERFORMANCE MEASURES

KEY

Title	P1 (Hours)	P2 (Hours)	P3	P4 (Working days)	P5 (Working Days)	Orders (Working Days)
Response Time	1	4	4 Hours	2	2	2
Fix	4	8	3 Working Days	5	7	10
Priority Level	1	2	3	4	5	6

Incidents		Urgency			
		Critical	High	Medium	Low
Impact	Catastrophic/Widespread	P1	P1	P2	P4
	Significant/Large	P1	P2	P3	P4
	Moderate/Limited	P2	P2	P3	P4
	Minor/Localised	P2	P3	P3	P4



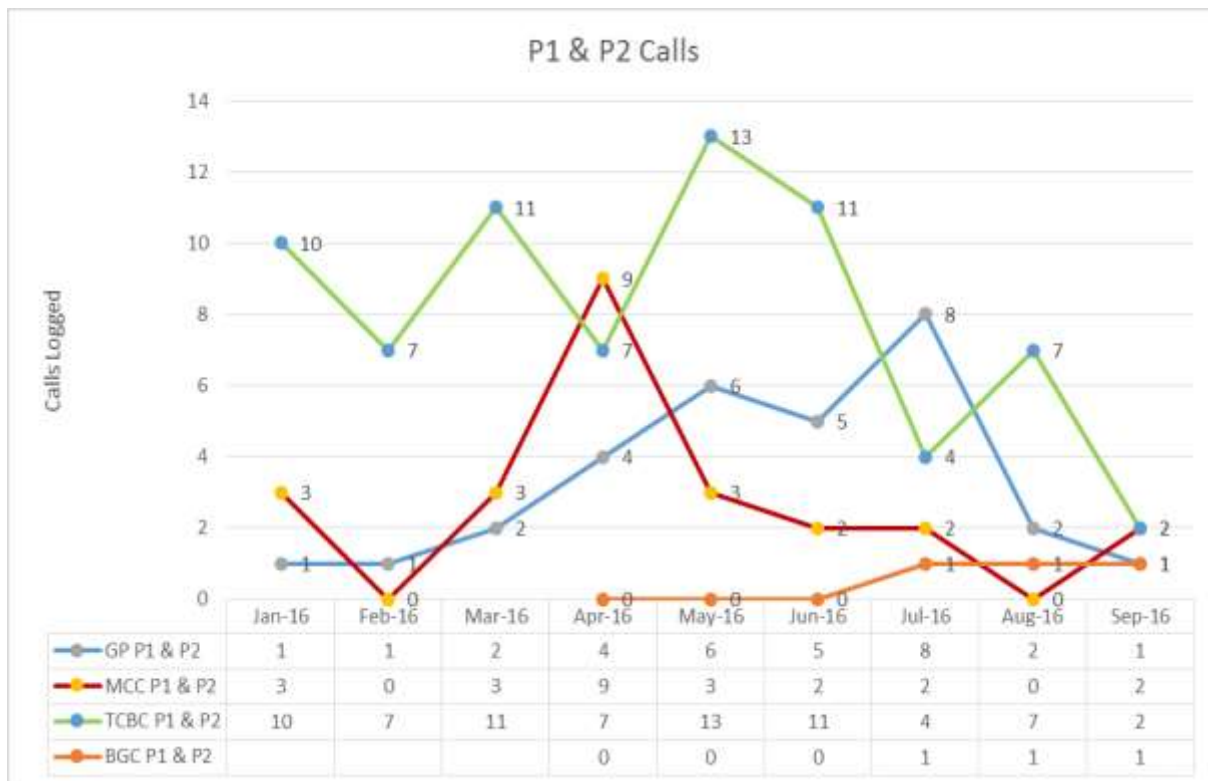
PERFORMANCE

1. Major Incidents

Number of Major Incidents that have resulted in an outage of a corporate system (Target <10)

	GP	MCC	TCBC	BGC
P1		1	1	
P2	1	1	1	1
Total	1	2	2	1

For more information about these incidents see [Appendix A](#).



2. Network Availability

The % availability of the whole network between the hours 08:00 – 18:00, Monday to Friday excluding planned downtimes (Target 95%)

GP	MCC	TCBC	BGC
100%	100%	97.4%	100%

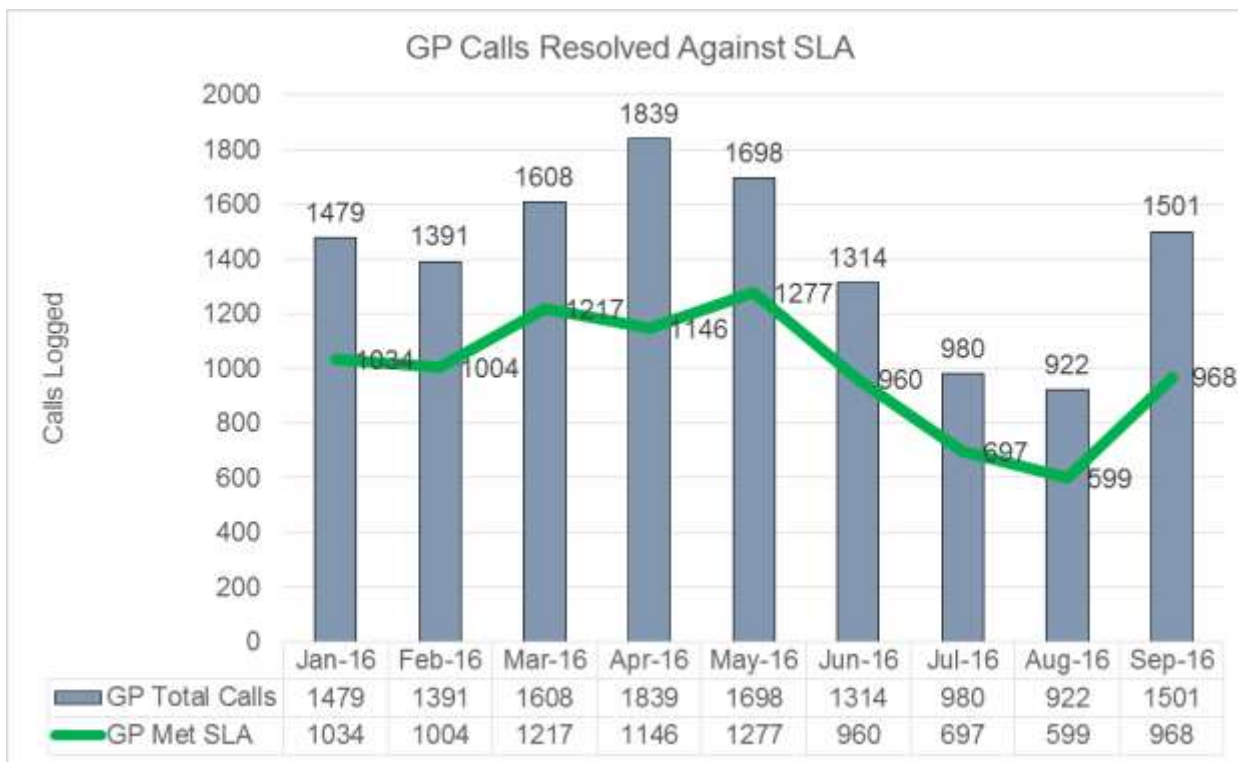
Network failure for TCBC of 5 hours 15 minutes on 9th September.



3. Calls Resolved against SLA

The % number of calls resolved within timescales set out in the SLA

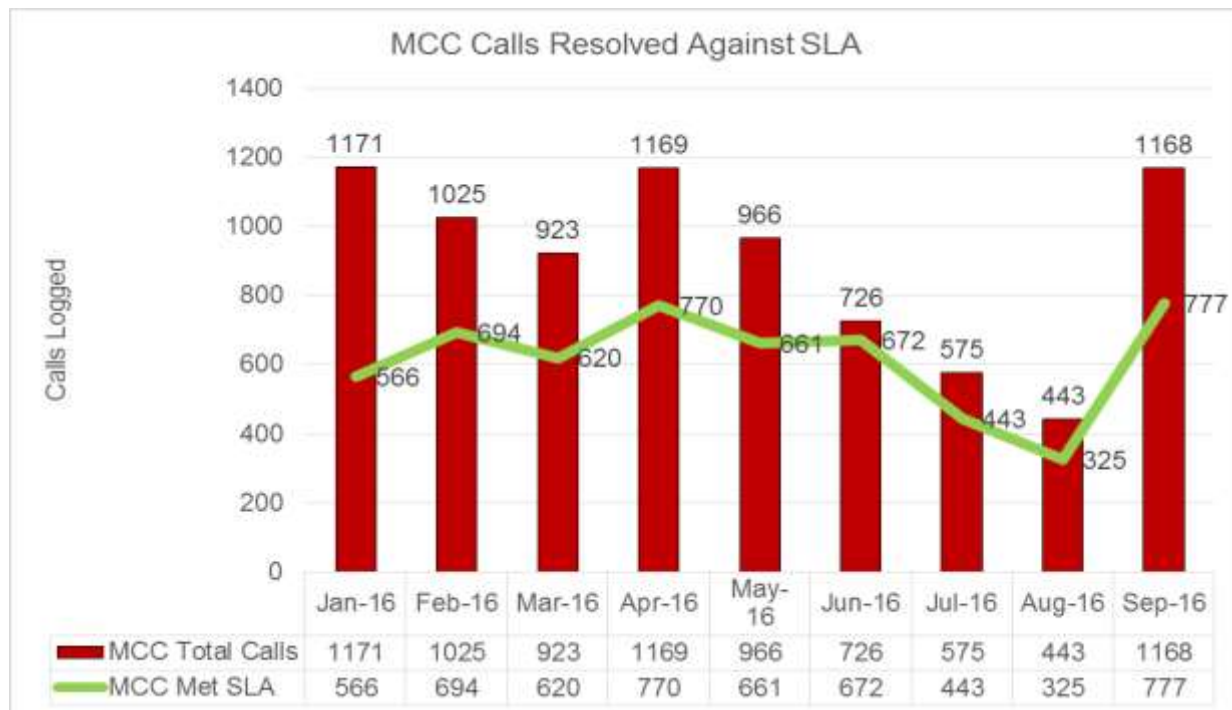
GP	PRIORITY	Met	Fail	Grand Total	% Resolved
	P1				0%
	P2	1		1	100%
	P3	1	4	5	20%
	P4	485	318	803	60%
	Standard Request	476	202	678	70%
	Back Office Request	5	9	14	36%
Total		968	533	1501	64%





The % number of calls resolved within timescales set out in the SLA

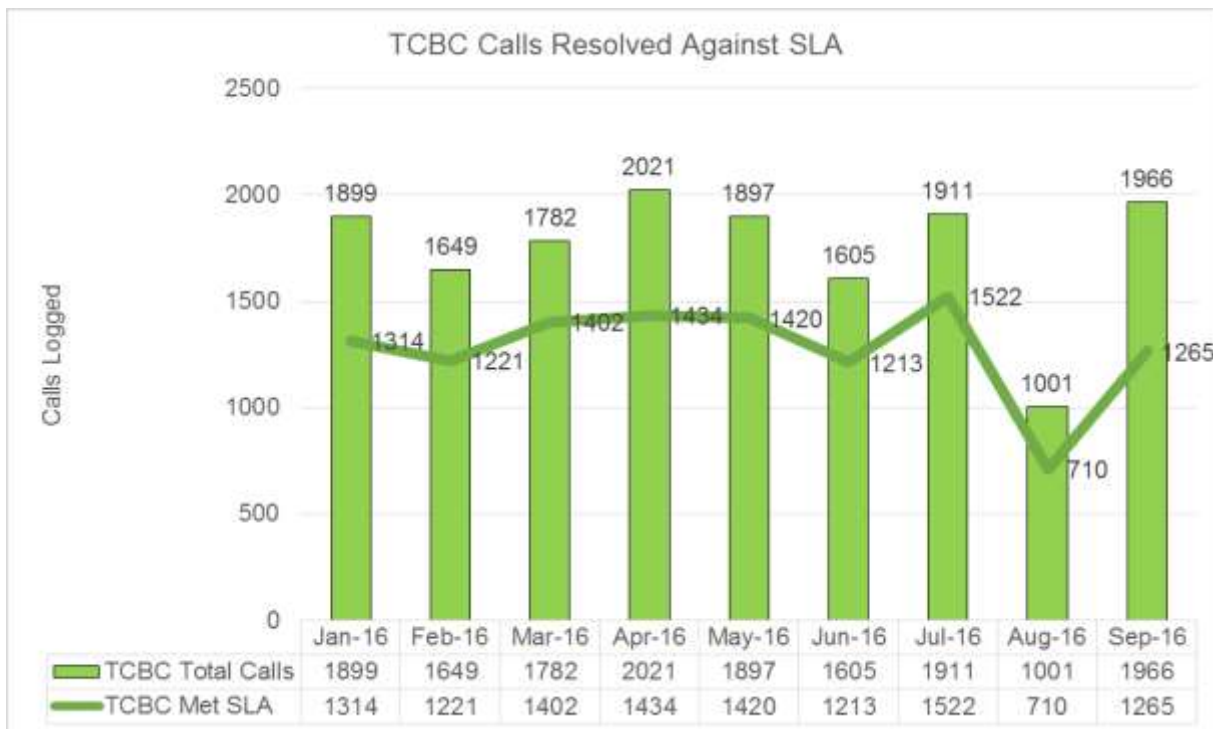
MCC	PRIORITY	Met	Fail	Grand Total	% Resolved
	P1	1		1	100%
	P2		1	1	0%
	P3	1		1	100%
	P4	501	244	745	67%
	Standard Request	273	144	417	65%
	Back Office Request	1	2	3	33%
Total		777	391	1168	67%





The % number of calls resolved within timescales set out in the SLA

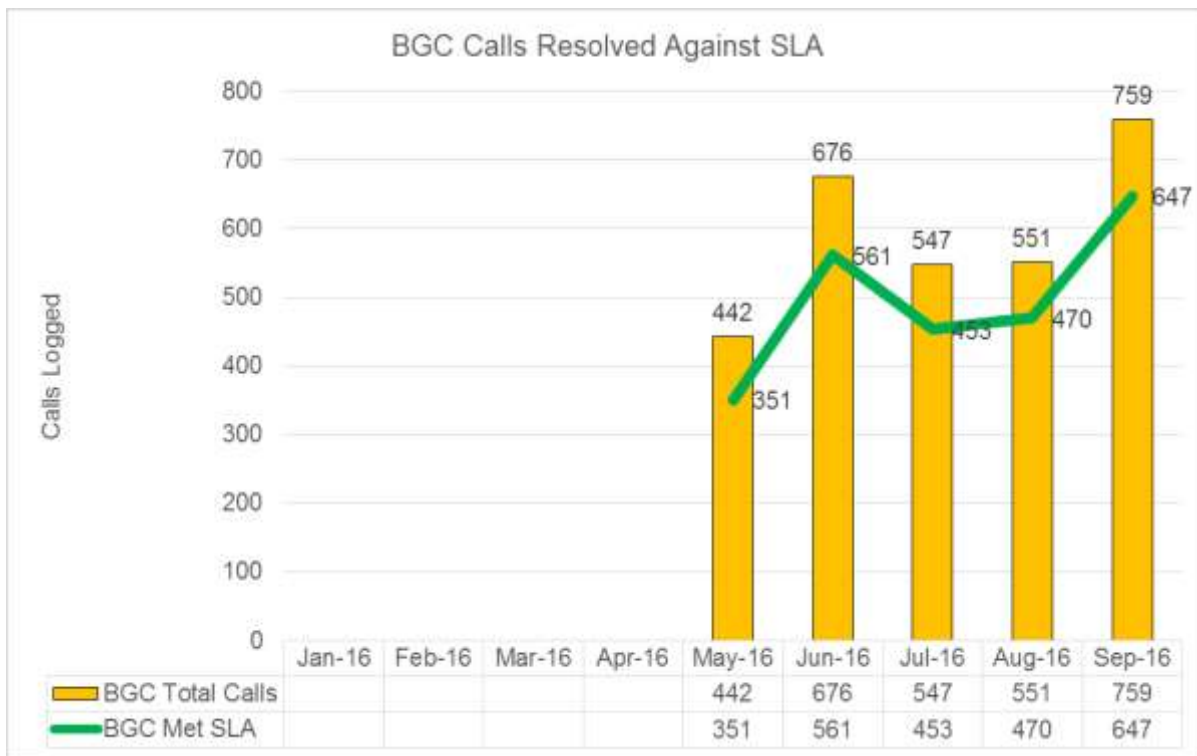
TCBC	PRIORITY	Met	Fail	Grand Total	% Resolved
	P1	1		1	100%
	P2		1	1	0%
	P3	17	5	22	77%
	P4	769	405	1174	66%
	Standard Request	460	268	728	63%
	Back Office Request	18	22	40	45%
Total		1265	701	1966	64%





The % number of calls resolved within timescales set out in the SLA

BGC	PRIORITY	Met	Fail	Grand Total	% Resolved
	P1	1		1	100%
	P2				
	P3	6		6	100%
	P4	442		442	100%
	Standard Request	198	112	310	64%
	Back Office Request				
Total		647	112	759	85%



4. Customer Satisfaction

Customer satisfaction rating (ICT Services) from ServicePoint questionnaires (% of those returned Target 80%)

DATE	Org	Completely Satisfied	%	Partly Satisfied	%	Partly Dissatisfied	%	Completely Dissatisfied	%	Undecided or Not Complete	Grand Total
	GP	18	82%	2	9%	1	5%	1	5%	81	83
	MCC	28	82%	1	3%	2	6%	3	9%	297	302
	TCBC	38	79%	6	13%	3	6%	1	2%	243	247
	BGC	60	91%	5	8%	1	2%	0	0%	416	417
Total		144	85%	14	8%	7	4%	5	3%	1,037	1,049

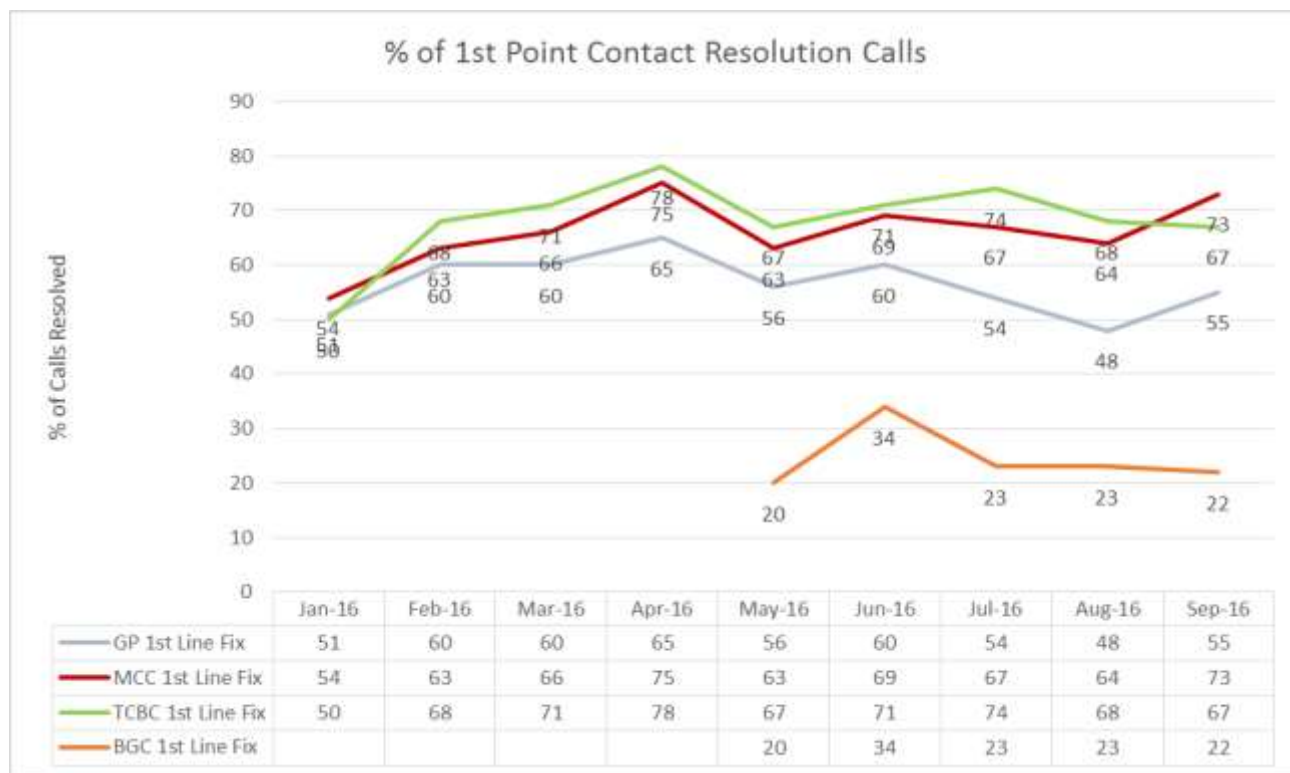
For more information about these results see [Appendix B](#).



5. % Calls Resolved at 1st Point of Contact

The % customer calls resolved during the initial call – that is that the call remains with the Service Desk until resolved and closed (Target 70%)

2016	GP	MCC	TCBC	BGC
Logged	1501	1168	1966	759
1 st Point Fix	821	854	1322	169
	55%	73%	67%	22%



6. Average Call Response Time

Average call response time in seconds for calls to the Service Desk – Average answer time when a user calls the Service Desk (Target <=90 seconds)

2016	GP	MCC	TCBC	BGC
Time (seconds)	00:02:17	00:02:46	00:02:15	00:01:20



Top 10 Classifications

Period 01/09 to 07/09		Period 08/09 to 14/09		Period 15/09 to 21/09		Period 22/09 to 28/09	
Classification	GP	Classification	GP	Classification	GP	Classification	GP
VoiP	30	New Account	20	Modify Account	26	New Account	27
Niche	29	Niche	17	Niche	25	Niche	26
Windows OS	22	Windows OS	16	PC	24	Windows OS	26
Password Reset	21	PC	15	Windows OS	20	Modify Account	22
Unlock Account	11	VoiP	14	New Account	20	PC	13
E-Mail Account	10	Network Drive/Folder/File	12	VPN	16	Unlock Account	10
Modify Account	9	Galaxy Note 4 - Password/Passcode Reset	10	Network Drive/Folder/File	14	E-Mail Account	9
Network Drive/Folder/File	9	DACC	9	Galaxy Note 4 - Password/Passcode Reset	13	Filtering	9
ORIS	8	Modify Account	9	Password Reset	12	Password Reset	8
Galaxy Note 4 - Password/Passcode Reset	8	Storm	8	Non-Chargeable	10	Galaxy Note 4 - Application Standard Galaxy Apps	8

- Niche – There does not appear to be any clear patterns with the Niche calls this month – a steady 6 or 7 calls logged each day rather than a downtime which impacted the service.
- Windows Operating System – Having been through the 88 calls they are a mix of machines that have dropped off the domain and also that have “trust” relationship errors. It is my understanding that this is normally attributed to occasions when machines are installing windows updates and customers shut the machine down rather than letting the updates complete. This results in a machine rebuild as does machines that have not been used on the network for some time will be defaulted from the network for security reasons and this requires the machine to be rebuilt so that it has the latest software.
- New Account – There were high numbers of new accounts being created this can be attributed to the new recruits joining the force this month.



Period 01/09 to 07/09		Period 08/09 to 14/09		Period 15/09 to 21/09		Period 22/09 to 28/09	
Classification	MCC	Classification	MCC	Classification	MCC	Classification	MCC
Password Reset	42	Windows OS	40	Windows OS	44	Windows OS	32
Printing	18	Password Reset	23	Password Reset	26	Password Reset	17
VoiP	16	Unlock Account	18	Microsoft Office	20	Laptop	15
Windows OS	14	Network Drive/Folder/File	15	E-Mail Account	19	Modify Account	14
New Account	12	VoiP	15	Application	19	Unlock Account	13
Filtering	11	VPN	12	Modify Account	17	E-Mail Account	13
Unlock Account	10	Delete Account	10	New Account	12	Microsoft Office - Outlook	10
Drivers	10	Modify Account	9	Filtering	11	BitLocker	9
E-Mail Account	9	Laptop	8	Laptop	11	New Account	9
Network Drive/Folder/File	9	E-Mail Account	7	VPN	10	VoiP	9

- Windows OS – Having been through the 132 calls they are a mix of machines that have dropped off the domain and also that have trust relationship errors. It is my understanding that this is normally attributed to when machines are installing windows updates and customers shut the machine down rather than letting them finish. This results in a machine rebuild. Also machines that have not been used on the network for some time will also drop off the network giving them the trust relationship error and also then require rebuilds. We also had a quick call which should have been set to Citrix Client rather than Windows OS and we had some citrix issues mid-September. This has now been set back.
- Password Reset – 113 calls. Discussions are under way about how we try to encourage staff to firstly register to use the password reset tool to minimise phone calls to the desk for this reason. We have also put in place checks to ensure that the tool is working following recent failures. There do seem to be a few duplicate calls on the list – this may be due to the fix not being implemented properly or repeat offenders (it is hard to tell)
- Unlock Account – Having reviewed the 56 calls I have been unable to determine the direct reasons for this high number of locked accounts. The information has been passed to our Problem Manager for a record to be raised and investigated further to ensure there isn't an underlying cause for this many lockouts.

SRS Core Report

KPI Performance September 2016



G.P

MCC

TCBC

BGC

Period 01/09 to 07/09		Period 08/09 to 14/09		Period 15/09 to 21/09		Period 22/09 to 28/09	
Classification	TCBC	Classification	TCBC	Classification	TCBC	Classification	TCBC
Password Reset	61	Modify Account	59	Modify Account	56	Modify Account	50
Modify Account	44	Citrix (Client Issue)	25	Microsoft Office	30	E-Mail Account	21
Microsoft Office	25	Mail Filter	24	Citrix (Client Issue)	28	Password Reset	18
New Account	22	Microsoft Office	23	Windows OS	24	VoiP	18
Network Drive/Folder/File	21	E-Mail Account	22	E-Mail Account	22	New Account	17
Windows OS	19	Filtering	21	Network Drive/Folder/File	21	Microsoft Office	17
VoiP	18	Password Reset	19	Filtering	21	Windows OS	16
E-Mail Account	15	VPN	18	New Account	17	Network Drive/Folder/File	13
VPN	14	Windows OS	17	Password Reset	17	Filtering	12
Stuck Session	14	Printing	14	Drivers	13	Laptop	11

- Modify Account – I have been through the 230 calls. There have been a lot of amendments to accounts and Active Directory as it is being cleaned up – a lot of accounts needed access to new areas of the file structure following the ABS review work.
- Password Reset – 120 calls Discussions are under way about how we try to encourage staff to firstly register to use the password reset tool to minimise phone calls to the desk for this reason. We have also put in place checks to ensure that the tool is working following recent failures. There do seem to be a few duplicate calls on the list – this may be due to the fix not being implemented properly or repeat offenders (it is hard to tell)
- Microsoft Office – A lot of issues with Microsoft outlook have been logged under this classification. I have noticed that some calls for specific applications seem to have been logged under this classification incorrectly and this will be fed back to Firstline Staff.



Period 01/09 to 07/09		Period 08/09 to 14/09		Period 15/09 to 21/09		Period 22/09 to 28/09	
Classification	BGC	Classification	BGC	Classification	BGC	Classification	BGC
Password Reset	20	(blank)	15	Password Reset	16	(blank)	18
Windows OS	17	VoiP	13	Windows OS	15	Modify Account	10
(blank)	10	DO NOT USE	9	DO NOT USE	14	Network Drive/Folder/File	9
Microsoft Office	9	Authority Purchasing	9	Network Drive/Folder/File	14	Authority Financials	9
DO NOT USE	8	Modify Account	8	(blank)	12	Open Options	9
Filtering	8	Password Reset	7	VoiP	10	Local Software	8
VoiP	7	Windows OS	7	Connectivity	9	Authority Purchasing	7
Modify Account	6	Authority Financials	7	Authority Purchasing	8	Windows OS	7
Authority Purchasing	6	Printing	6	E-Mail Account	8	Password Reset	6
Local Software	6	New Account	6	Microsoft Office	7	VoiP	6

- Blank – BGC have the same amount of classifications as the SRS partition in ServicePoint but this is more of a training issue – When calls are logged by UltraLite it puts the call into a state with no Service (this should be determined and allocated by the person picking the call up) at this stage the call should be classified correctly and this does not seem to be happening. Service Desk Manager is in the process of developing guidance for all Service Desk Staff on both partitions of how to properly deal with Self Served calls. Hopefully this will help going forward.
- Password Reset is also heavily used which is a little annoying as this was put in so people did not use it and chose an appropriate option. It would appear that there are some training requirements for the proper use of ServicePoint for BGC staff. More 1st Liners have been added into the instance and sessions will be held to improve the call logging aspect of the service.
- Windows OS – a number of requests have come in requesting access to specific file locations. Many of the network calls and VOIP calls can be attributed to the “Work Place Transformation” work and admin review which has meant a lot of people changing departments and new kit such as phones being provided.

SRS Core Report

KPI Performance September 2016



G.P

MCC

TCBC

BGC

Appendix (A)

GP

Call ID	CDATETIME	FULLNAME	PRIORITY	@Team	CLASSIFICATION	DESCRIPTION	@Failed	DETAILS
139283	27/09/2016 14:52	(GP)	P2	Applications/Database Support	Storm	Functionality Issue	0	Tecnos Alarms. Fix complete.

MCC

FID	CDATETIME	FULLNAME	PRIORITY	@Team	CLASSIFICATION	DESCRIPTION	@Failed	DETAILS
138100	21/09/2016 10:23	(MCC)	P1	Applications/Data base Support	Filtering	Login/Access Issue	0	User is experiencing problems whilst attempt to access a website. Public-facing access now available.
138214	21/09/2016 13:37	(MCC)	P2	Applications/Data base Support	Monicca	Printing	1	User is experiencing problems whilst printing from an application. resolved.

SRS Core Report

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G.P

MCC

TCBC

BGC

TCBC

FID	CDATETIME	FULLNAME	PRIORITY	@Team	CLASSIFICATION	DESCRIPTION	@Failed	DETAILS
138962	26/09/2016 14:33	(TCBC) (1212228)	P1	Applications/Data base Support	Paygate	Functionality Issue	0	Users unable to login to Paygate. Rebooted and tested, now ok.
137382	19/09/2016 08:52	(TCBC) (1205761)	P2	Applications/Data base Support	Winrocc	Functionality Issue	1	Problem with Uni. sql database was restored.

SRS Core Report

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G.P

MCC

TCBC

BGC

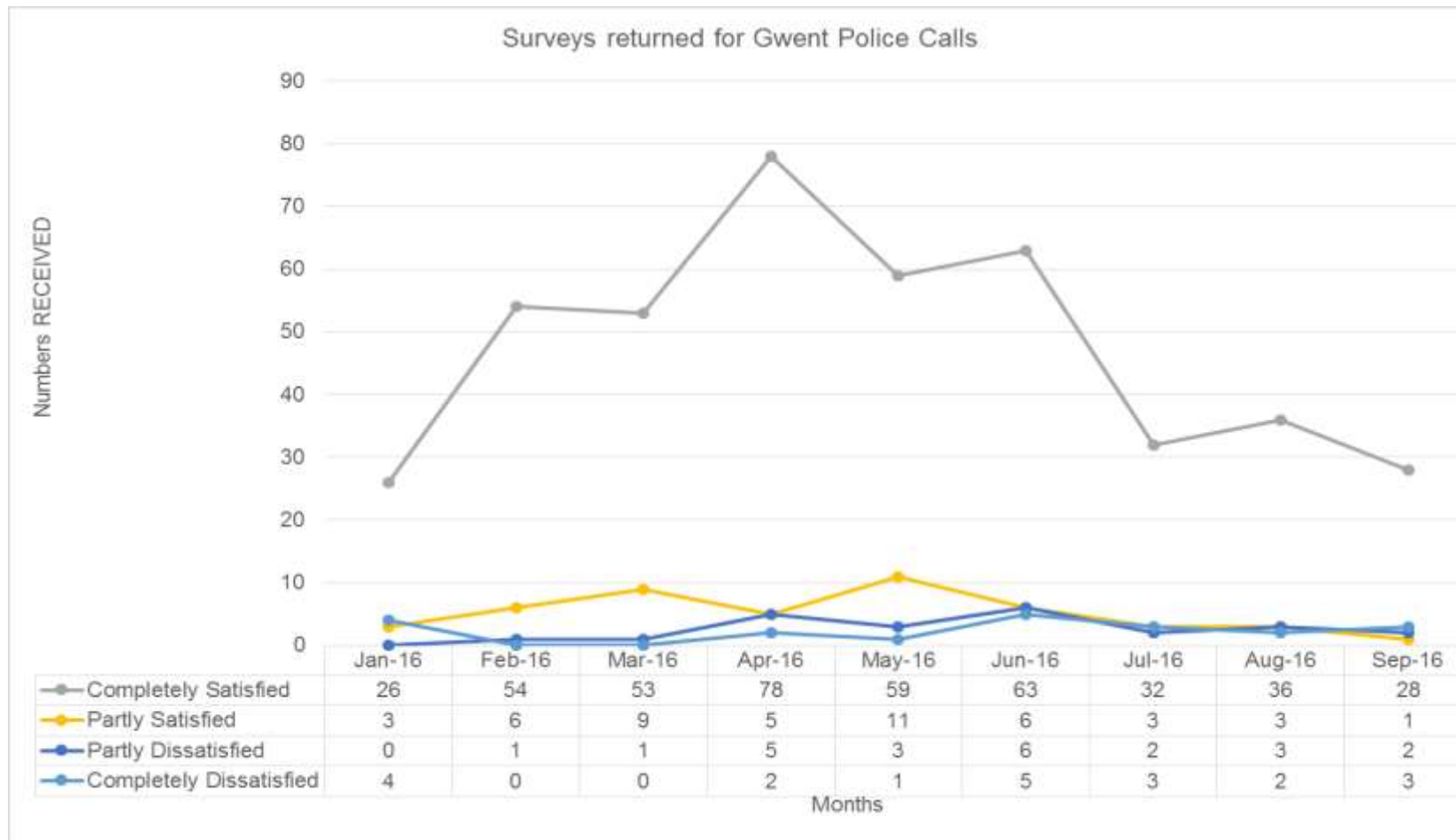
BGC

FID	CDATETIME	FULLNAME	PRIORITY	@Team	CLASSIFICATION	DESCRIPTION	@Failed	DETAILS
135091	06/09/2016 16:31		Gold	BGC Server Support	Exchange	Functionality Issue	0	Corrupt account - User account disabled and dealt with by server team.



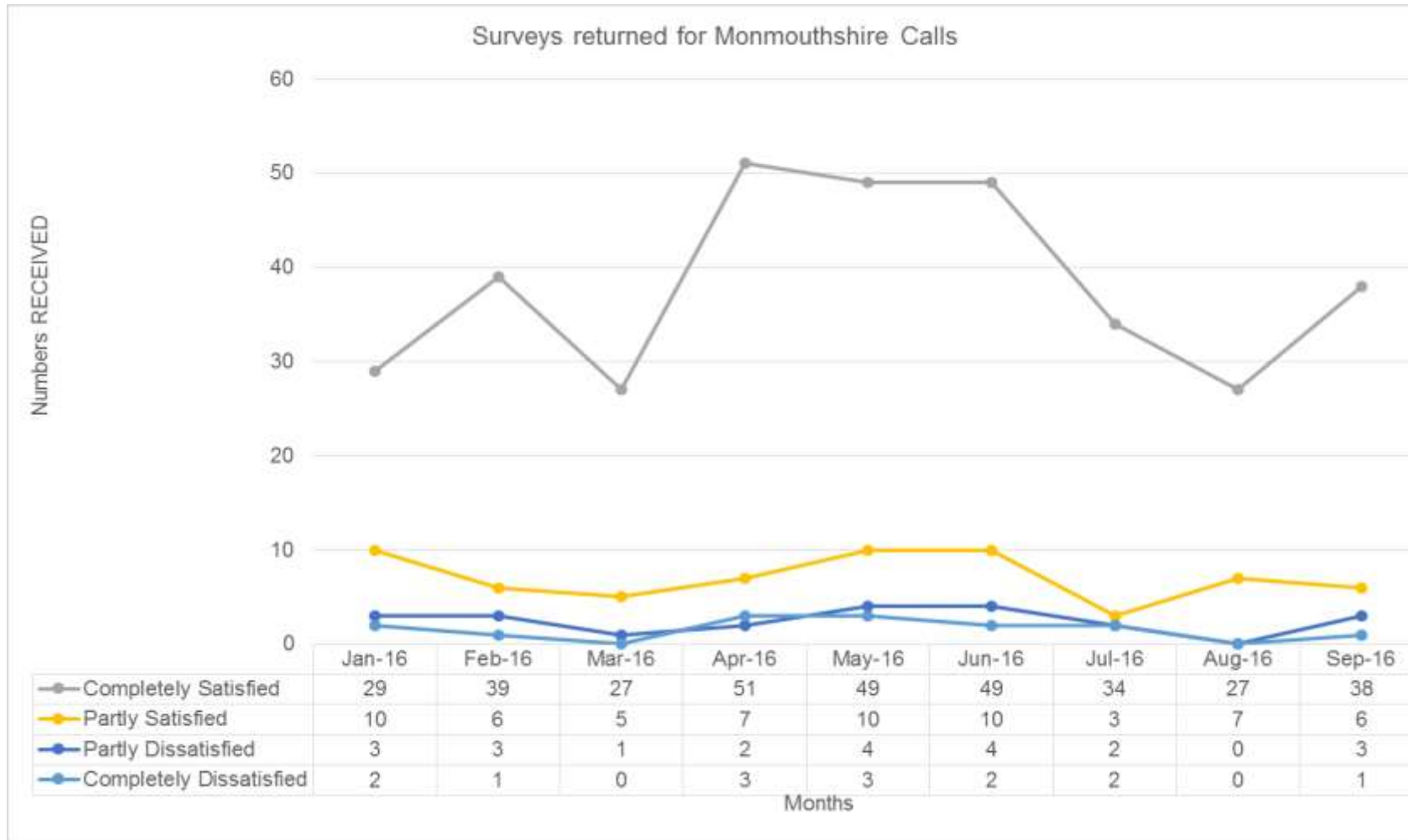
Appendix (B)

GP



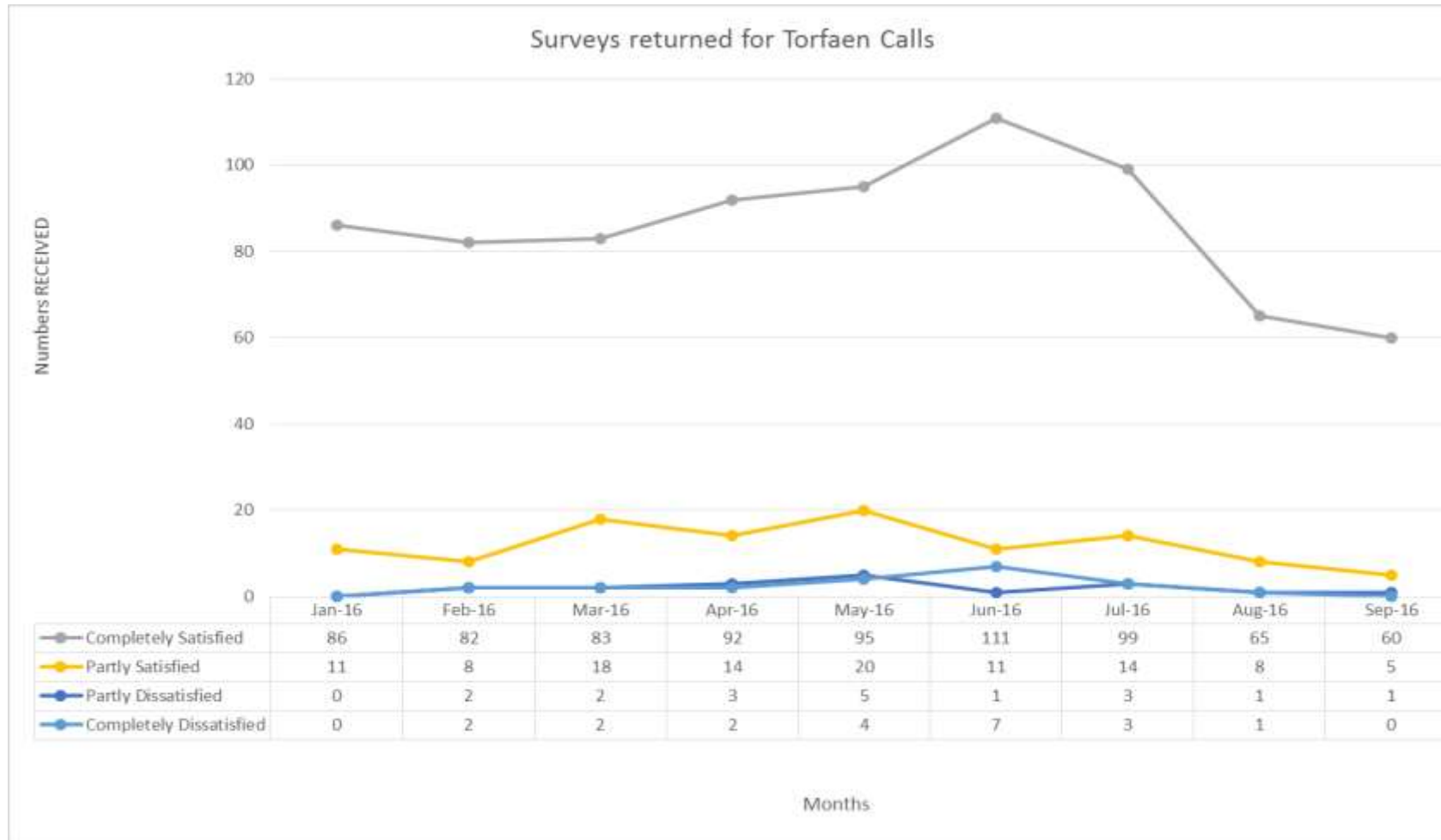


MCC





TCBC





BGC

