



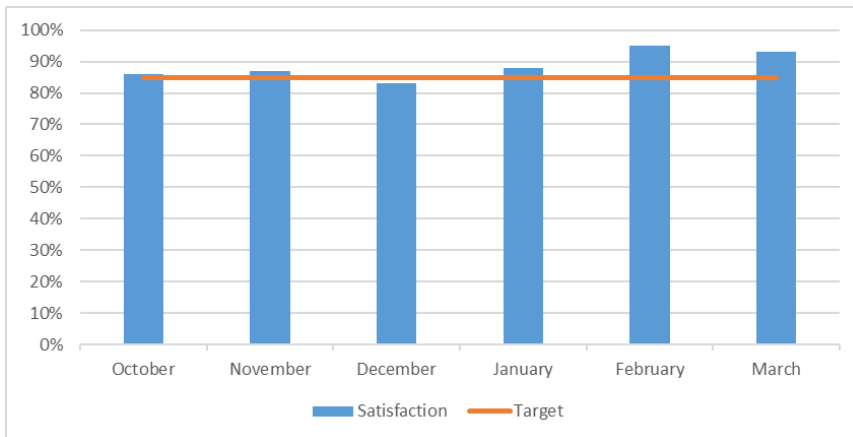
Information Services Performance Standards

We have set targets for the timeliness, quality and reliability of our services. We monitor these to ensure that our customers receive a level of service that we can be proud of. We review the standards on a regular basis. At these regular reviews we review our performance and look to implement actions which we feel will improve the standards and hence our performance. We currently have three standards.

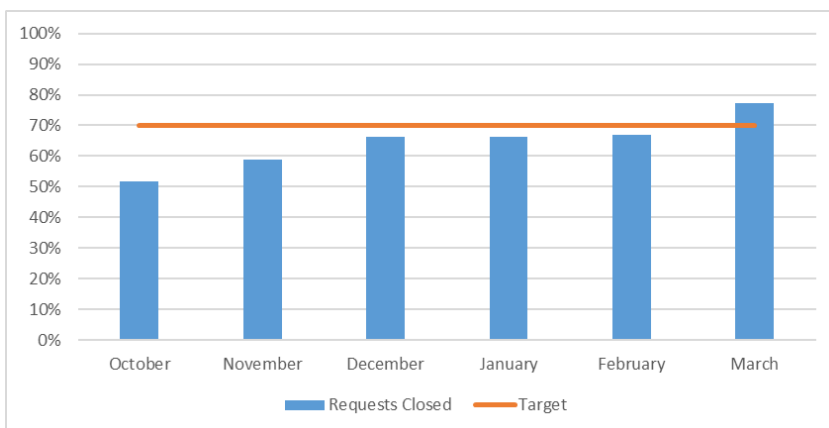
- Customer Satisfaction. When an incident is closed the customer is sent a survey asking whether they were satisfied with the service. The percentage of satisfied customers is our standard and our target is 85%.
- Request Completion. The time it takes for us to complete requests raised through our service portal [MyService](#). The target is 70% of our requests are completed within 7 days.
- Incident Resolution. Incidents are raised (via phone, email or through the [MyService](#) portal) when staff and students have an IT issue. The target is dependent on the priority of the incident. We rate the priority of the incident based on Impact (how many students are impacted) and Urgency (how important is the issue) and the resolution times for each priority is below. The target is 70% of our requests are completed within the corresponding times.
 - Priority 1 – 4 hours
 - Priority 2 – 1 day
 - Priority 3 – 3 days
 - Priority 4 – 7 days

Below is the performance of Information Services over the past six months.

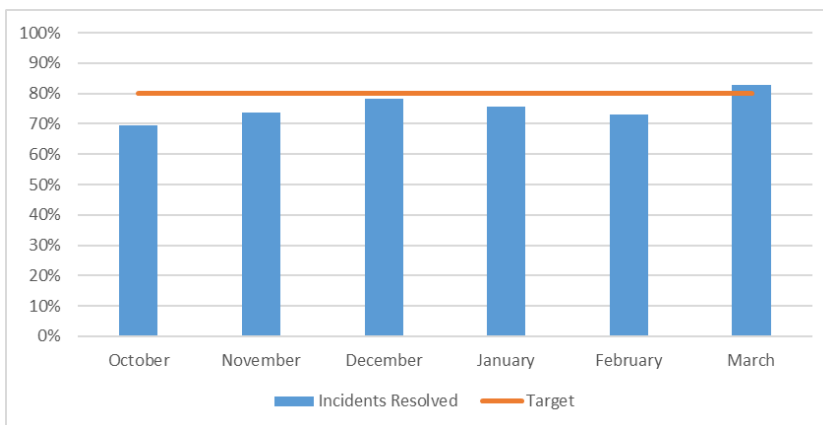
Customer Satisfaction (October 2021 – March 2022)



Request Completion (October 2021 – March 2022)



Incident Resolution (October 2021 – March 2022)



Actions

To improve performance in these standards the following actions have been put in place. Our actions are reviewed regularly for progress and to dig into the numbers behind these standards to see what other actions can be implemented.

Student Service Desk – Implementation of a face-to-face student IT support service.

Request Automation – Review of the requests we currently have in our portfolio and to see whether or not these requests can be automated dramatically reducing the time of request completion.

Current project to automate our Admin Rights procedure in progress. Release date May/June 2022.

Customer Handling Procedure Review – Overhaul of the way Information Services deals with incident and requests. Case managers in each team ensure the procedure is followed and also review current workloads in each team.

Reporting – New reporting created to show at-a-glance performance of incident and request volumes. This is reported weekly to Information Services management.