

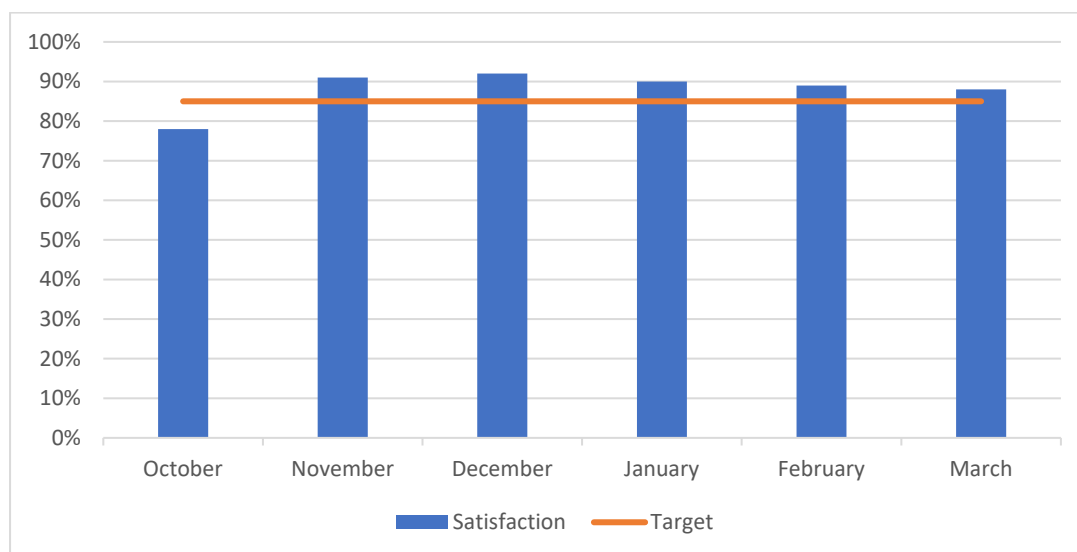
Information Services Performance Standards

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.

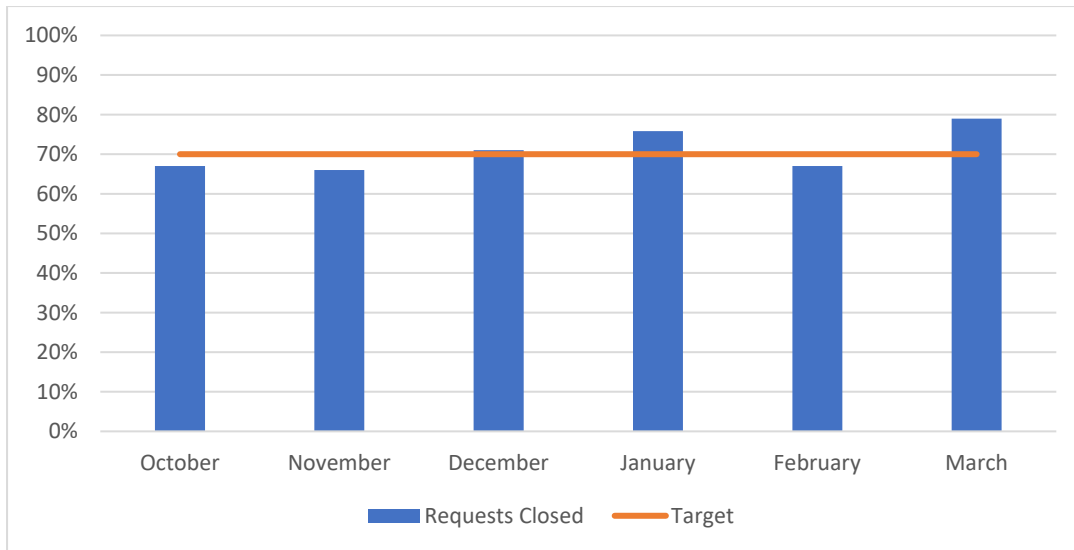
- **Customer Satisfaction.** When an incident is closed the customer is sent a survey asking whether they were satisfied with the service. The percentage of satisfied customers is our standard and our target is 85%.
- **Request Completion.** The time it takes for us to complete requests raised through 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

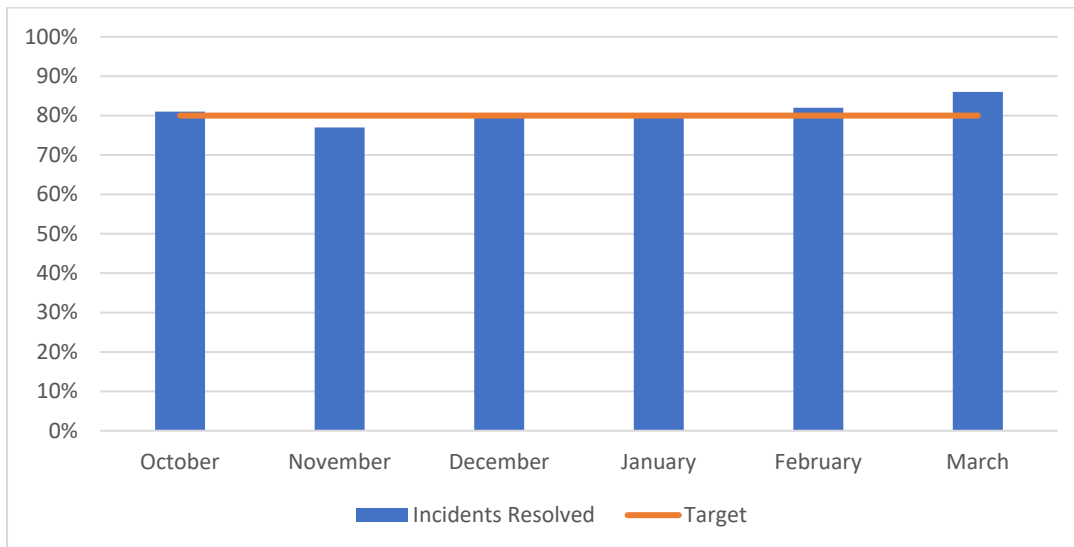
Customer Satisfaction (October 2022 – March 2023)



Request Completion (October 2022 – March 2023)



Incident Resolution (October 2022 – March 2023)



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.

ITSM replacement – Our current ITSM will be replaced with Service Now. Allowing greater functionality, the ability for automation of requests, improved reporting and much more

Expansion of our face-to-face service – Our current service is for students which has been received very favourably. This will be rolled out to staff and expanded to provide an Apple store type experience and with a dedicated area in IT for customers to use our services.

Extension of operating hours – We are finding that our service is being used more and more outside our normal hours. Implementation of Norman managed service to provide support to students and staff outside our normal 8:30am-5pm operating hours.