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 and implement actions which we feel will improve 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 both satisfied and very 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. The target is 70% of our requests are completed within 7 days.
- **Incident Resolution**. Incidents are raised (via phone, email or through the ServiceNow 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), the resolution times for each priority are below. The target is 70% of incidents are resolved within the corresponding times.
    - Priority 1, 4 hours
    - Priority 2, 1 day
    - Priority 3, 3 days
    - Priority 4, 7 days

Below are the results for Information Services from October 2023 to March 2024.

Customer Satisfaction (target 85%)

Feedback	Metric Result Count	Percentage of Metric Results
Very Satisfied	249	77%
Satisfied	42	13%
Neutral	4	1%
Dissatisfied	8	2%
Very Dissatisfied	16	5%
N/A	4	1%
Total	**323**	**100%**

Request Completion within 7 days (target 70%)

October	November	December	January	February	March
50%	76%	83%	82%	79%	85%

Incident Resolution within 7 days (target 70%)

October	November	December	January	February	March
100%	88%	75%	74%	75%	84%

Actions

To improve the performance of the above metrics the following actions have been put in place.

- Weekly meeting with management team to discuss the current open incidents and tasks.
- Rollout of knowledge articles within ServiceNow to allow staff and students to assist themselves with resolving IT issues.
- Implementation of CyberArk security solution to allow customers to manage their IT credentials.