2012-2013 Assessment Report
Department/Unit: Information Systems Support

Associate VP Business & Finance

Information Systems Support

Expected Outcome 1: Detailed monitoring of requests for Banner programming and development

Banner Finance and HR programming/development requests will be managed by ISS via an online Request Tracking System (RTS), with 80% of requests completed by the user’s specified “desired completion date.”

Assessment Method 1: Analysis of existing data

Assessment Method Description
Between August 6, 2012 and May 6, 2013 a total of 594 requests were entered into the RTS. The RTS allows for ISS programmer/analysts to monitor requests at a detailed level and communicate as needed with the requestor throughout the full lifecycle of the request.

Findings
Of the 594 requests the average time to complete a request was 17 days, while the median was 2 days. It is important to note that Banner programming/development requests range from the very trivial (ex., fix a typo in a report) to the complex (ex., develop a Self-Service Banner application to handle open enrollment for employee benefits). 242 requests were completed within 1 day, while 15 requests took over 180 days to complete. Only 30% of the 594 requests included a “desired completion date,” with 32% of those requests being completed by the desired date. Completing a request may be delayed due to the requestor not conducting testing in a timely manner when the request is in a status that is pending the user’s approval.

How did you use findings for improvement?
To better measure our efficiency of completing requests in a timely manner we will be requiring that all RTS requests include a “desired completion date.” When a programmer/analyst changes a request status to “Pending Approval” the requestor will have 5 days to provide testing feedback. If no feedback is provided within 5 days the priority of the request will be set to a lower value and the request status will be changed to “Held – pending user testing.” RTS requests will
continue to be reviewed on a monthly basis with the appropriate steering committees.

**Additional Comments**

ISS RTS Analysis for 2013 AY is available upon request.

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**Expected Outcome 2: Effective and efficient support of Business Office IT hardware and software**

Business Office IT hardware and software support will be managed by ISS via an online helpdesk ticketing system with 75% of requests completed within five (5) days of ticket submission.

**Assessment Method 1: Analysis of existing data**

**Assessment Method Description**

The ISS helpdesk ticketing system went live on December 3, 2012. Between December 3, 2012 and May 6, 2013 a total of 313 tickets were submitted electronically by Business Office personnel. The ticket system allows for ISS specialists to better monitor IT support requests from initial submission through problem resolution and ticket completion.

**Findings**

The average time to complete a ticket was 24 hours, while the median time to complete a ticket was 3 hours. The average time improved as users became more familiar with the ticketing system process. 95.2% of all submitted tickets were completed within 5 days. Users expressed an interest in being able to select a support category when submitting a ticket. Additionally, users would like to specify an associated priority for their request. Although desired, not all requests for IT support are submitted to the helpdesk ticketing system.

**How did you use findings for improvement?**

For a more complete and accurate measure of IT support turnaround times it is now required that all support requests be submitted to the helpdesk ticketing system before any action is taken. The user interface of the helpdesk ticketing system is being reviewed to determine how to best include IT categories (ex., CPU problem, peripheral problem, virus, spam, etc.), as well as inclusion of request priority (ex., 1=high, 2=..., 5=low). Additionally, an optional feedback
component is being considered so that ISS can capture user’s comments, concerns, etc., with the ticketing system and associated processes.

Additional Comments