2013-2014 Assessment Report

Associate VP Business & Finance
Information Systems Support

Expected Outcome 1: Detailed monitoring of requests for Banner programming and development.
Banner Finance and Banner HR/Position Control programming and development requests will be managed by ISS via an in-house developed Request Tracking System (RTS). 80% of requests will be completed by the user’s specified “desired completion date.”

Assessment Method 1: Analysis of existing data

Assessment Method Description
Between August 16, 2013 and August 15, 2014 a total of 793 requests were submitted to 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
42% of the 793 requests included a user-specified “desired completion date,” with sixty-five percent 65% of those requests completed by the desired date. Completing a request may be delayed by the lack of timely user testing and subsequent request approval. The average time to complete a request was 15 days, and the median was 2 days. It is important to note that Banner programming and development requests range from trivial (ex., fixing a typographical error in a report header) to complex (ex., developing a Self Service Banner application for Business Office security requests). 356 requests were completed within 1 day, while 15 requests took in excess of 180 days to complete.

- RTS Data
- RTS Statistics

How did you use findings for improvement?
In an attempt to better measure our efficiency of completing requests in a timely manner we will be requiring that all RTS requests include a user-specified “desired completion date.” If a date is not provided the assigned ISS programmer/analyst will establish a date, notify the requestor, and monitor progress of the request with the requestor and the appropriate
steering teams. When an ISS programmer/analyst changes an RTS request status to “Pending Approval” the requestor will have 7 days to provide testing feedback. If no feedback is provided within the seven 7 day window 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 bi-monthly with the appropriate steering teams. In addition, a user satisfaction survey is being created to measure satisfaction and collect user feedback on the RTS.

Additional Comments

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

All aspects of the Business Office’s IT hardware and software is managed and monitored by ISS personnel via ServiceDesk Plus, an online helpdesk ticketing and asset management application. 75% of all ServiceDesk Plus requests will be fully completed within 5 days of ticket submission.

Assessment Method 1: Analysis of existing date

Assessment Method Description

Between August 16, 2013 and August 15, 2014 a total of 415 tickets were submitted electronically by Business Office personnel. ServiceDesk Plus provides the tools and functionality to allow designated ISS specialists to better monitor IT support requests from the initial submission through problem resolution and ticket completion/closure.

Findings

The average time to complete a ticket was 25 hours, while the median time to complete a ticket was 5 hours and 13 minutes. The average time improved as users became more familiar with the ticketing system process. 97% of all submitted tickets were completed within 5 days of initial ticket submission. Support categories were not consistently utilized when users opened a new ticket. 43% of ticket submissions were categorized as software, 23% as hardware, and 34% were not categorized. Some users expressed an interest in associating a priority for their request (ex., 1 (high), 2, 3, 4, 5 (low)). The initial findings, as expected, showed that a majority of prioritized requests were prioritized by the user as a 1 (highest priority). Lastly, although desired, not all requests for IT hardware and software support were submitted via the ServiceDesk Plus ticketing system.
Service Desk Data, 2013-2014

How did you use findings for improvement?
For a more complete and accurate measure of IT support turnaround it is now required that all support requests be sent as an e-mail to isshelp@auburn.edu before any action will be taken. This e-mail submission process automates the creation of a new ticket in the ServiceDesk Plus ticketing system. All Business Office users utilize e-mail on a daily basis, and thus find it very efficient to submit an IT support request simply by sending an e-mail. In addition, a user satisfaction survey is being created to measure satisfaction and collect user feedback on the ServiceDesk Plus ticketing system.

Additional Comments