



## Assessment Report FY 2006-2007

### ***Mission Statement***

To provide excellent, highly-valued services and support as well as leadership in emerging technologies that enable the campus to fulfill its commitments to teaching and learning, research, student life, and community engagement.

### ***Goals and Outcomes***

Quality service consists of many components some of which are timeliness, accuracy, completeness and convenience. Each of the Information Technology Department's goals addresses one or more of these components of quality service.

**Goal 1:** To respond quickly to service requests and for the customer's first point of contact to frequently resolve those requests (timeliness).

**Outcome 1a:** Requests made to the Help Desk will be resolved by the Help Desk 75% of the time.

**Goal 2:** To perform all work correctly and completely the first time (accuracy and completeness).

**Outcome 2a:** Lifecycle PC installations will be performed without the need for a return visit to correct or complete the work 90% of the time.

**Goal 3:** To provide awareness, education and means for customers to access services at a time that best suits their schedule (convenience).

**Outcome 3a:** 90% of incoming students will setup user accounts without requiring Help Desk assistance and at their convenience by using the online network account creation tools (<http://itaccounts.iu.edu>).

### ***Methodology***

#### **Outcome 1a**

A standard monthly report from the help desk system (Falcon) was used to determine the number of contacts made with the help desk and the number of those contacts that were converted to incidents. In Falcon terminology a contact is any request made to the help desk



and an incident is a request that could not be resolved by the help desk and needed to be referred somewhere else for resolution.

The counts of contacts and incidents were totaled for the period of July 2006 through June 2007. The percentage of help desk requests that were resolved by the help desk was then calculated by subtracting the number of incidents from the number of contacts, then dividing that result by the number of contacts and multiply by 100 to convert it to a percentage.

### **Outcome 2a**

The data used to measure our performance with respect to this outcome was manually extracted from Help Desk records. First, the total number of desktop lifecycle installations during the period of July 1, 2006 through June 30, 2007 was determined. Then, for each of those installations it was determined if there was one or more Help Desk contacts related to the installation and within 15 days of the installation date. The percentage was calculated by taking the total number of installation performed in the period and subtracting the number that had one or more subsequent, related Help Desk contacts. This number was then divided by the total number of installations and multiplied by 100 to convert it to a percentage.

### **Outcome 3a**

The data used to measure our performance with respect to thid outcome was manually extracted from records maintained in the Falcon system and institutional data provided by Student Services. The total number of students admitted to IU Kokomo between 7/1/2006 and 6/31/2007 was supplied by the Student Services Data Management Specialist. Falcon contact records were used to determine the number of students who requested help with creating an ADS account during the same timeframe. The number of students who successfully created their accounts without requiring support was calculated by subtracting the contact records from the total number of students admitted. The percentage of students who successfully created an ADS account was calculated by dividing the number of successful creations by the total admitted students. The result was then multiplied by 100 to convert to a percentage.

## **Results**

### **Outcome 1a**

<b>Month</b>	<b>Contacts</b>	<b>Incidents</b>	<b>Percentage</b>
Jul-06	428	181	58%
Aug-06	1175	491	58%
Sep-06	446	173	61%
Oct-06	496	293	41%



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Nov-06	354	143	60%
Dec-06	329	97	71%
Jan-07	531	174	67%
Feb-07	258	139	46%
Mar-07	350	227	35%
Apr-07	393	133	66%
May-07	369	136	63%
Jun-07	299	158	47%
<b>Totals</b>	<b>5428</b>	<b>2345</b>	<b>57%</b>

Clearly we did not achieve the desired outcome. In fact, the best month, December of 2006, we only achieved 71%.

### **Outcome 2a**

There were 19 lifecycle PC installations performed in the period of July 1, 2007 to June 30, 2007. Help Desk logs indicate that for 2 of these we had to make follow-up visit for a purpose related to the Lifecycle PC installation; thus, the percentage of the time that we performed all work correctly and completely the first time is 94% (17/19\*100).

The analysis above demonstrates that the desired outcome was achieved.

### **Outcome 3a**

During the period of July 1, 2006 and June 30, 2007 there were 1745 newly admitted students. Help Desk records indicate that during this same period 188 students asked for assistance with creating an account. On the surface it would appear that 89% of incoming student were able to setup their accounts without requiring Helpdesk assistance, and that we fell slightly short of achieving the desired outcome. There is, however, an unforeseen factor that would indicate the percentage actually achieved may be higher.

Of the 1745 newly admitted students, 349 were ACP students (students taking courses at their High School) who are only told about the ADS account if they want to be able to pay their bills online. If an ACP student choose to do so, Student Services refers them to the help desk to set up an ADS account. Fo these students, IT never has the opportunity “to provide awareness, education and means for customers to access services at a time that best suits their schedule” as stated in Goal 3.

To get an accurate percentage for this outcome, the ACP students should be excluded from the numerator and the denominator of the calculation. Unfortunately, do not know how many of 188 students that used Helpdesk assistance to set up their ADS account were ACP



students. We can determine, however, that if as few as 15 (8%) did so, we would have successfully achieved the desired outcome (calculated by using the revised formula).

## **Next Steps**

### **Outcome 1a**

At the beginning of the fall 2007 semester we began staffing the help desk with student workers and we expanded the help desk operating hours to match the hours that the Learning Commons is open. We provided the students workers with extensive training so that they could resolve the most-common requests received at the help desk. We will no longer monitor our performance with respect to this outcome.

### **Outcome 2a**

As we determined that we are achieving the desired result, we will no longer monitor our performance with respect to this outcome.

### **Outcome 3a**

Based on the difficulty of obtaining an accurate measure and the question about the value of this measure, we will no longer monitor our performance with respect to this outcome. We have learned, however, that we need to include the Advanced College Placement students in our routine communications and that we need to collaborate with Student Services to determine if ACP students could be directed to use the online ADS account management system rather than the Helpdesk.

## **Service Level Agreements**

In 2008, IT will begin developing service level agreements (SLAs). An SLA is a formal document that defines the level of service that the recipients of a particular service can expect from IT. Typically, SLAs specify quantitative measures that can be accurately determined using existing records, such as those from Helpdesk software or monitoring tools. Sometimes SLAs contain more qualitative measures that can be measured, perhaps less accurately, only through periodic user surveys.

All SLAs will be submitted to the IT Advisory Committee for their review and input prior to being published. Additionally, they will be reviewed on a routine basis. Those that are no longer relevant will be discontinued and new ones will be developed as new services are established.

These SLAs will be the basis for the long-term, ongoing measures of IT's performance and will be used in IT's assessment plans and reports.



### ***Dissemination of Results***

The results of our assessment activities and, in the future, the results of our performance with respect to the established SLAs will be posted on the IT website ([www.iuk.edu/it](http://www.iuk.edu/it)).

Submitted by:

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