

User Support Unit 2009 Q2 Report

This report covers the period from Monday 6th April to Friday 26th June

Operational:

During this period, 693 RT tickets were submitted and 96% of these tickets were resolved in the same time period. A total of 681 tickets in the support queue were resolved in this quarter. These figures are much lower than the previous quarter but are similar to the Q2 figures for 2008.

There were 2 lab exams during this quarter. The decision to have a 15 minute 'log in' period before the start of the exam proved successful so will continue for any future exams.

AV documentation has been published and all CSOs have had some training in the AV setup. The documentation will need to be updated and further training given once Mediascape complete their work.

All CSOs have now had TiBS training.

Staff/Organisational

Time monitoring figures can be found at:

http://wiki.inf.ed.ac.uk/pub/DICE/CEGUnitReports2009Q1/times_for_Q22009.pdf

It had been hoped that more CSOs would attend the ITIL training sessions but this didn't happen.

All the senior CSOs are scheduled to spend 50% of their time on Unit work. Taking into account holidays and emergencies, this target has been reached.

Recruitment of a full-time CSO to cover CSBE support for 3 days per week continues.

Projects

For information on CSO involvement in Unit projects, please refer to the Unit reports.

Aims for next Quarter

Complete the annual replacement of lab desktops.

Make significant progress with the annual replacement of office desktops.

CSOs to attend ITIL training.

Continue to schedule 50% of Senior CSO time to Unit work but improve the monitoring of this.