

User Support Unit 2014 T3 Report

This report covers the period from 1st September until 23rd December 2014

Operational:

During this period, 974 RT tickets were submitted and remained in the support queue with 921 (95%) of these tickets being resolved within this operational period. A total of 993 tickets in the support queue were resolved in this period. Overall, 1293 tickets were created in this period.

More detailed figures are included in a separate report. The figures for tickets that have not seen any update for more than 7 days is still quite high for some Units. Although there can be legitimate reasons for this, we need to keep an eye on them. This has been added as an action for the Support Unit.

Staff moves

A number of C(S)Os moved to level 8 in AT.

Sheila left us at the end of December. She will be sorely missed on a personal level and also as a key member of the team. We hope to recruit a replacement for her as soon as possible.

On-line exams

These ran successfully in December.

Pcounter

Ross allocated print credit to UG/MSc students for semester 1 which came to a total of £3607.50.

Discussion Forum

There has been further take up of the discussion forum for a number of teaching courses. Feedback, so far, has been very positive. The intention is to expand the use of the discussion forum for more general use in T1, 2015. Some minimal customisation is planned to give it a more University-themed look – see <http://forteviotvb3.inf.ed.ac.uk/drupal/>. We also want to make the addition of drupal roles to accounts more automated.

User documentation has been written but not yet published.

See <https://wiki.inf.ed.ac.uk/DICE/DiscussionForumSetup>
<https://computing.help.inf.ed.ac.uk/discussion-forum>

for further details.

In total, the project has taken 5.4 weeks so far and is scheduled to complete by end of March 2015.