

# 51 responses

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## Summary

### Ticket Number

16083

16604

16286

15951

15957

16007

16076

16339

15542

15741

15926

15928

16166

15612

16555

15698

16454

15871

15907

15765

15766

15971

16374

15970

15711

15813

15814

15876

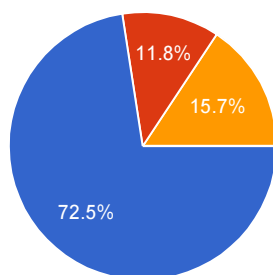
16100



15912  
 15779  
 15474  
 16430  
 15700  
 15805  
 15868  
 16329  
 16026  
 16112  
 15588  
 15589  
 16427  
 15788  
 15508  
 16115  
 15599  
 16616  
 15269  
 16097  
 15594  
 16599



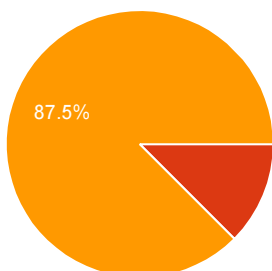
**Which method of contact did you use to contact IT?**



The Self Serve Portal via the Intranet	<b>37</b>	72.5%
Contacted Member of I.T. Staff Directly	<b>6</b>	11.8%
Called the I.T. Helpdesk on Ext.4444	<b>8</b>	15.7%

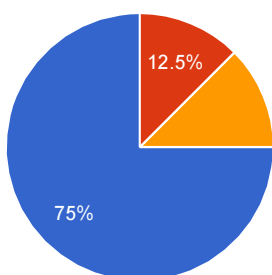
## Helpdesk Call Handling (CSC)

**Was it easy to find the contact number for the I.T. Helpdesk?**



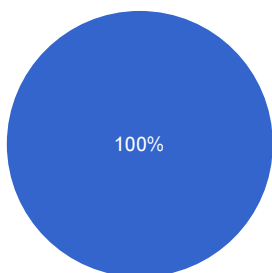
Yes	0	0%
No	1	12.5%
Already knew the number	7	87.5%

**Was the call answered promptly?**



Very Quickly	6	75%
Within 4 rings	1	12.5%
Short wait in a queue	1	12.5%
Waited in a queue longer than expected	0	0%

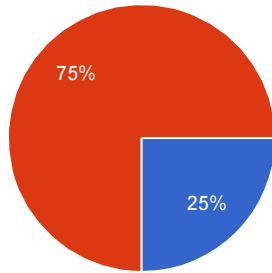
**Did the CSC representative explain what they were doing?**



Yes	8	100%
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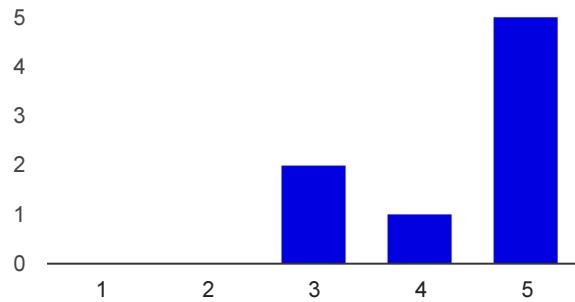
No 0 0%

**Did the CSC representative deal with the issue or pass it on to the IT Team?**



CSC resolved the issue 2 25%  
 Logged and passed to the I.T. Team 6 75%

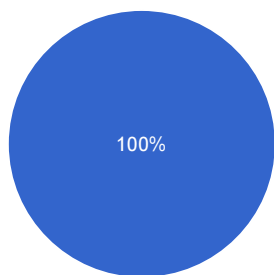
**How polite was the CSC representative while dealing with your call?**



Not Polite: 1 0 0%  
 2 0 0%  
 3 2 25%  
 4 1 12.5%  
 Very polite: 5 5 62.5%

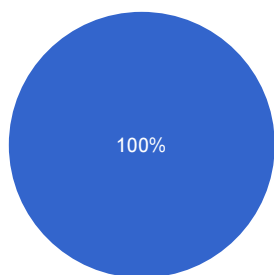
### Self Service Portal

**Did you find the distinction between the 4 Categories easy to understand? Incident, Service Request, Feature Request and Information Request**



No 0 0%

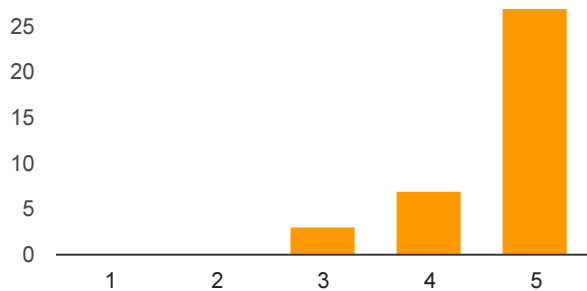
**Once you submitted the form, did you get a confirmation email with the Ticket Number?**



Yes 37 100%

No 0 0%

**Was the I.T. Self Serve Portal easy to find on the Intranet?**



Hard to find: 1 0 0%

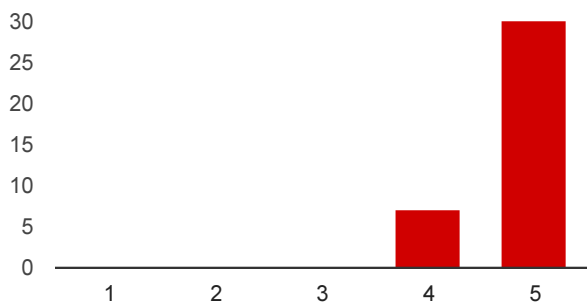
2 0 0%

3 3 8.1%

4 7 18.9%

Easy to find: 5 27 73%

**How easy did you find the Self Serve Portal to use?**



Not Easy: 1	<b>0</b>	0%
2	<b>0</b>	0%
3	<b>0</b>	0%
4	<b>7</b>	18.9%
Very Easy: 5	<b>30</b>	81.1%

**Would you like to see any improvements to the I.T. Portal (optional)**

Nothing comes to mind

No but you might like to check the spelling of "improvements".

no

Maybe have a link more prominent on the intranet webpage

No, it is very straight forward.

None

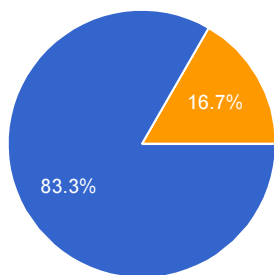
No its a good system and excellent service

Could 'activate account' be added as a resource item please. If I need to request for the acolaidsuper account to be activated for IDOX either for maintenance or to fix something, at the moment I log it under 'Acolaid'. As a user, 'activate account' feels more relevant but from your perspective, you may wish to leave it as the software that is being worked on.

No very good with excellent service

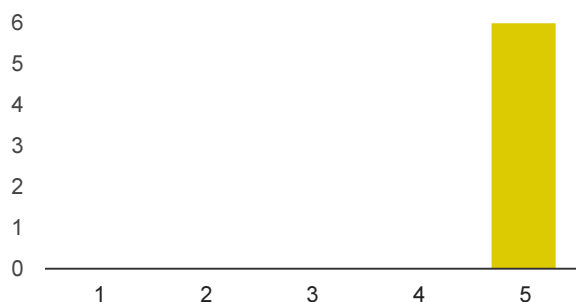
**I.T. Direct**

**How did you approach the I.T. Team Directly?**



Phone Call	<b>5</b>	83.3%
the department	<b>0</b>	0%
Visited I.T. Department	<b>1</b>	16.7%

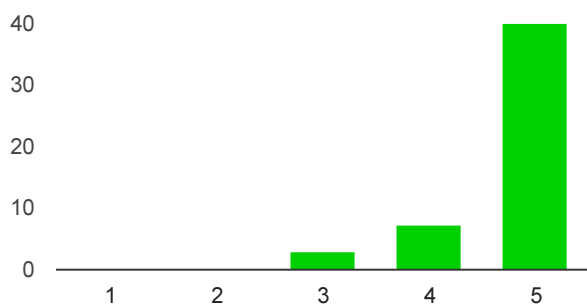
**How polite was the I.T. Officer while dealing with your issue?**



Not Polite: 1	<b>0</b>	0%
2	<b>0</b>	0%
3	<b>0</b>	0%
4	<b>0</b>	0%
Very Polite: 5	<b>6</b>	100%

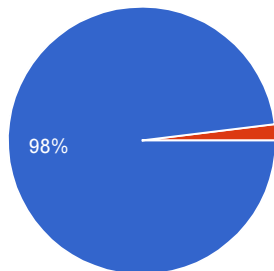
**General Expearence**

**Did you feel that I.T. kept you informed on the progress of your Ticket**



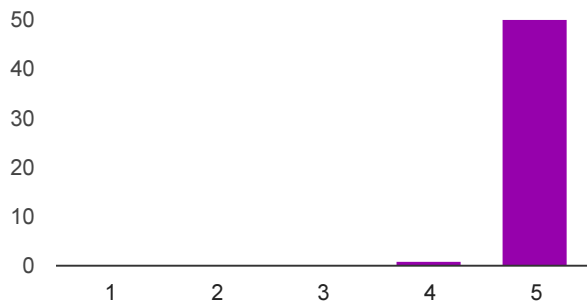
Not at all: 1	0	0%
2	0	0%
3	3	6%
4	7	14%
Completely: 5	40	80%

**Was your request dealt with promptly?**



Yes	50	98%
No	1	2%

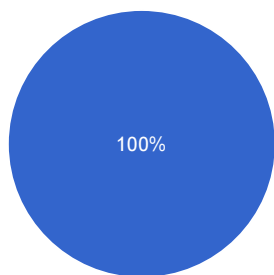
**Was the I.T. Officer helpful and polite in dealing with your request?**



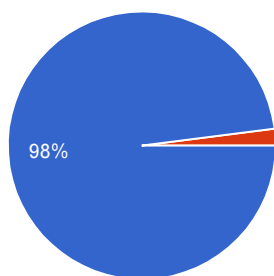
Not Polite: 1	0	0%
2	0	0%
3	0	0%
4	1	2%
Very Polite: 5	50	98%

**Do you feel that your call was resolved and to your satisfaction?**



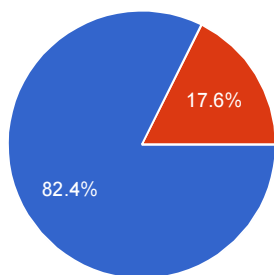


**Did you know at all times what was happening with your ticket and which I.T. Officer it was assigned to?**



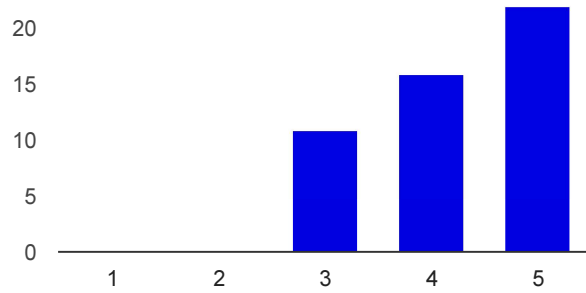
Yes	<b>49</b>	98%
No	<b>1</b>	2%

**Was your call a Hardware or Software Fault?**



Software	<b>42</b>	82.4%
Hardware	<b>9</b>	17.6%

**Do you feel that the IT Helpdesk Service has improved in the last 12 months?**



Improved Considerably: 5 **22** 44.9%

### Please let us know of any ways you feel we can improve the IT Helpdesk Service

always been very prompt and helpful so unable to answer previous question as did not need to improve

i tel kevin because i could not get access to intranet & when tel 4444 they could also not get access.

None

I have always found the IT Helpdesk service to be very good so I did not know how to answer the last question as its always been good

(I have only been here since april so cant comment much on improvements- hence score of 3 for previous question)

I think some telephone handling training would be beneficial for the newer members of the team. Sometimes when a call is picked up, there is loud clattering as someone has pressed 'call pickup' before lifting the receiver. The caller gets deafened with the sound before they receive the corporate greeting. Several members of our team have commented on it, and it doesn't provide a professional impression of the helpdesk team.

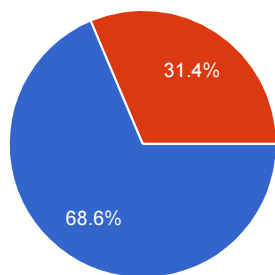
Re question about improvement, only marked 3 as new to organization so no previous knowledge.

I really like the on-line reporting facility and the fact that a request results in an automatic acknowledgement. The officers dealing with requests are usually very quick to respond and generally resolve issues very promptly as far as they are able to. Altogether an excellent service.

The service from staff is normally very, very good. Its just a shame that it appears that the issues are generally always the same - (slowness in applications as a result of Egress being the main one!)

Keep going excellent service thank you

### Would you like to answer some additional questions to improve our service?



No thank you	<b>35</b>	68.6%
Yes please	<b>16</b>	31.4%

## NHDC I.T. Helpdesk Survey - Additional questions

**Is there any I.T. Officer that you would particularly like to praise?**

Roy Russell & Kev Abbiss

they are all very good

All of them

All of them are brilliant

Kevin is always very helpful

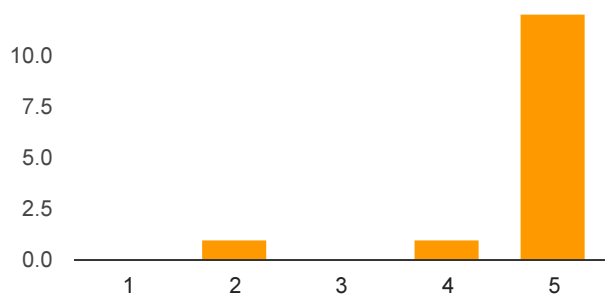
Lee Spice

Kevin

All very good.

Kevin Abbiss

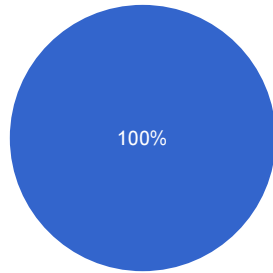
**knowledge and professionalism of the Help Desk Support Staff?**



Below average: 1	<b>0</b>	0%
2	<b>1</b>	7.1%
3	<b>0</b>	0%
4	<b>1</b>	7.1%

Excellent: 5 **12** 85.7%

### How did you find the communication and follow-up on problem resolution?



Good **15** 100%  
Bad **0** 0%

### Do you have any recomendations for improvment

no

the only problem was that IT forwarded/contacted CSC regarding me being unable to log into CRM/Achieve and this was then left with CSC to sort, but I have still not heard anything back from them. I checked myself to see if I could log in and found it had been sorted by CSC but I was not advised

See previous comments



### Number of daily responses

