Service Desk Procurement

Review of Service Desk Performance

Contents

Objective:

Provide a summary of data for potential bidders as part of the Service Desk Tender.

Volume Overview

Below are the ticket volumes for the previous 9-month period period broken down by channel.

This consists of Incidents and Requests that have been logged.

Month	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Phone	5081	5884	5026	5639	6152	5754	5638	5627	2780
Email	164	222	201	199	191	167	145	150	96
Webchat	59	51	72	89	118	59	47	73	20
Self Service Portal	3765	4268	3733	4423	4555	4807	4665	4856	5068
Other	36	48	27	45	48	39	48	40	36
Virtual Agent				1	0	0	0	0	0
	9105	**10473**	**9059**	**10396**	**11064**	**10826**	**10543**	**10746**	**8000**

Average tickets logged per month = 10,024

Volume Breakdown

Please see Appendix 1 for a high level heatmap and daily and hourly volumes broken down over a year period for all supplier managed channels.

Outcome:

Telephony

- 9am - 11am is a pinch point every weekday and more so on Mondays.

- Majority of calls come through during core business hours 8am-4pm

- 90% plus calls are received 'In Hours'. The exception is during months with Bank Holidays.

Webchat

- No clear pattern however, similar to Telephony more chats hit in the morning and highest volumes being between 9am-1pm.

- Volumes not of any major resource concern as relatively small throughout however would still need to meet SLA's.

Email

- Like Webchat there is no clear pattern

- Busiest periods are core business hours as expected - 9am-4pm

*Spec/Requirements discussions suggest CPS no longer want email therefore there will be a channel shift. Therefore, this behaviour is likely to transfer to items being raised via the Self-Service Portal in Service Now. Due to the nature of an email (non-urgent) its highly likely this is the route that should and will be taken.

Average Handling Time

Telephony

Measured from the time the call connects to the point it is ended/resolved and/or ticket raised and passed to appropriate team.

	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22
AVG AHT (secs)	476.41	512.41	518.77	524.2	554.69	545	541	562.25	528.24	491.91	425.67	398.49	513.44

Yearly average per call = 507.11 seconds/8mins 57secs

Webchat

Measured from the time the chat connects to the point it is ended/resolved and/or ticket raised and passed to appropriate team.

	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22
AVG AHT (secs)	959.89	813.64	845.83	832.13	815.83	920.54	919.17	901.21	798.99	872	900.08	1021.5	1005.99

Yearly average per chat = 892.83 seconds/14mins 52secs

Email

Measured from the time the email is received to the point it is closed/resolved and/or ticket raised and passed to appropriate team.

	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22
AVG AHT (secs)	1850.93	1848.71	490.46	1487.03	1648.06	1561.19	2369.37	1400.59	2473.41	1564.29	2934.23	2623.12	1631.28

Yearly average per email = 1837.12 seconds/30mins 37secs

Benefit:

This information may be of value to suppliers in order for them to assess in line with their resourcing models as suppliers may be set up differently.

It also provides more information to CPS on the behaviour of our staff and may highlight internal improvement that can be made to reduce the number of tickets created.

It provides financial value as the data can be used to adequately resource and estimate that cost of resourcing.

It may be a prerequisite to bring a Service Desk in-house. There may be a possibility of utilising this data along with Erlang B or C formulas to establish internal resourcing needs for a CPS Service Desk.

Incident & Service Request Overview

Below is the Incident Management & Service Request Activity from a recent 9-month period.

Month	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Incidents Logged	4093	4416	4004	4525	4890	4789	4643	5219	4038
Incidents Resolved	4166	4520	3915	4333	3148	4685	4454	4773	4038
Service Requests Logged	5012	6056	5054	5872	6174	6062	5897	5527	3962
Service Requests Completed	4659	5853	4663	5642	5779	5727	5552	5129	4149

Average Incidents resolved per month = 4,226

Average Service Requests resolved per month = 5,239

The Incidents/Service Requests are not broken down by channel however they do not necessarily need to be as it is assumed that the supplier will have multiskilled staff who will be handling both types of enquiries. E.g. the same resource/person assigned would answer a ticket whether incident or service request.
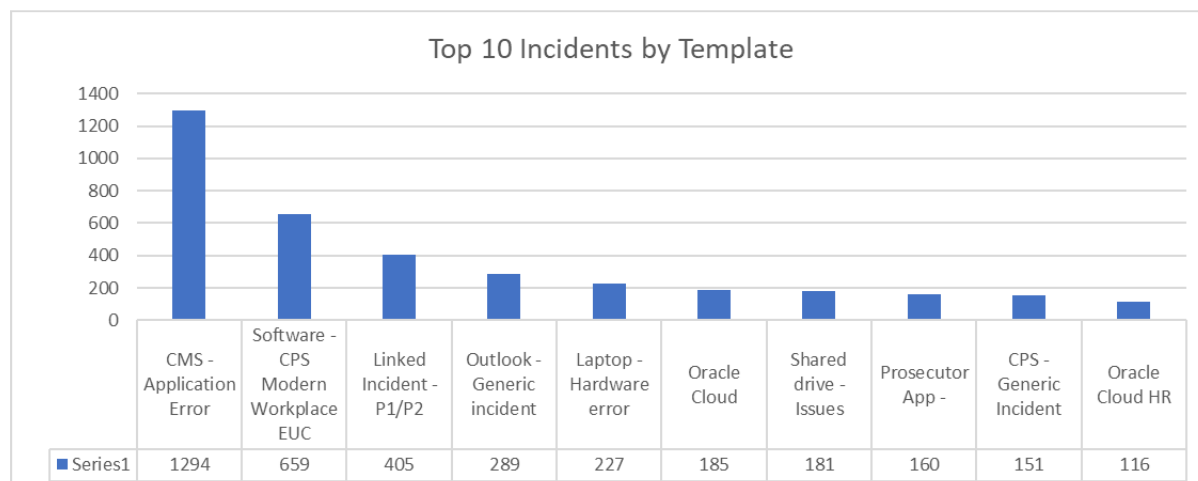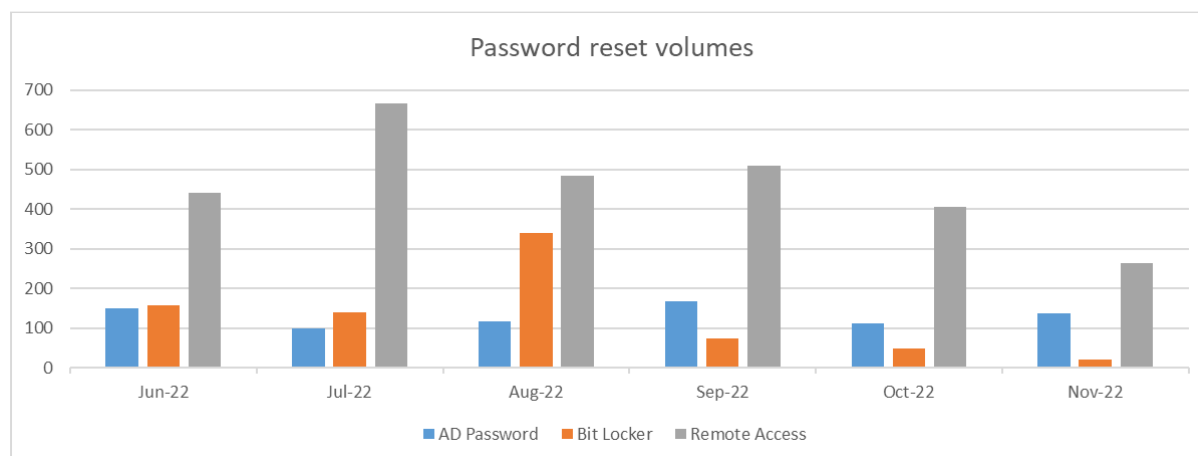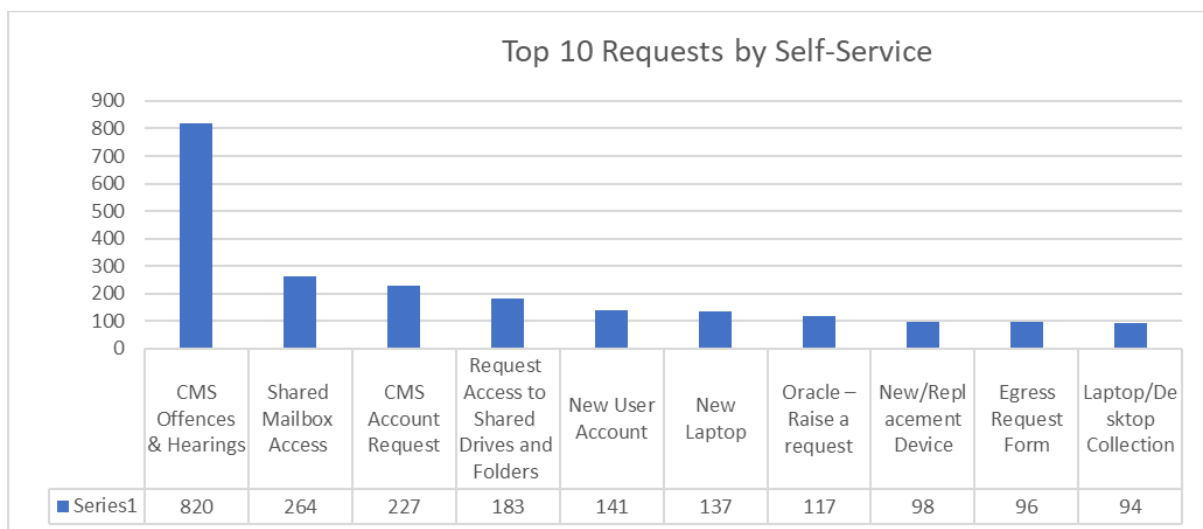
Incident & Service Request Breakdown

Password Reset Request

Password	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22
AD Password	151	99	117	169	112	137
Bit Locker	158	141	340	74	49	21
Remote Access	442	666	484	510	407	265

Note 1: The change to task on November 28th has led to us not being able to split passwords out in the same way. November's data above and below is from 01/11 – 28/11.
Password data is not currently available for December 2022 reporting.

Password reset volumes

Top 10 Incidents by Template

	CMS - Application Error	Software - CPS Modern Workplace EUC	Linked Incident - P1/P2	Outlook - Generic incident	Laptop - Hardware error	Oracle Cloud	Shared drive - Issues	Prosecutor App -	CPS - Generic Incident	Oracle Cloud HR
Series1	1294	659	405	289	227	185	181	160	151	116

Top 10 Requests by Template

	CPS Advice Call (T1)	CPS - Jras - Temporary password	AD Password Reset - T3	JRAS Setup	Security Question not set up	Bitlocker - Unlock	BAU - Project Call	AD Account Unlock - T3	Gov WiFi	DCS - Digital Case System
■ Series1	1160	266	122	38	26	21	19	15	15	9

Top 10 Requests by Self-Service

|	CMS Offences & Hearings	Shared Mailbox Access	CMS Account Request	Request Access to Shared Drives and Folders	New User Account	New Laptop	Oracle – Raise a request	New/Replacement Device	Egress Request Form	Laptop/Desktop Collection
■ Series1	820	264	227	183	141	137	117	98	96	94

Outcome:

The graphs suggest it is 'Advice calls' which could cover a wide range of queries.

It's suggested that improved self-service information such as employee accessible Operating Instructions or Knowledge Articles built into ServiceNow could alleviate some calls, specifically the 'How-to' calls. In addition to this, effective comms campaigns agency wide could encourage a change in behaviour aiding the objective of reducing the calls to the service desk by the next tender. All urgent calls are still expected to be phone calls in the first instance.

Problem Management

Category	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-222	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Problems Raised:	1	3	2	2	2	3	2	3	1	3	2	0	0	2	4
Problems Closed:	1	1	1	1	2	2	1	2	3	2	2	1	2	4	0
Active Tickets:	9	11	12	13	13	14	15	16	14	15	15	14	12	10	14
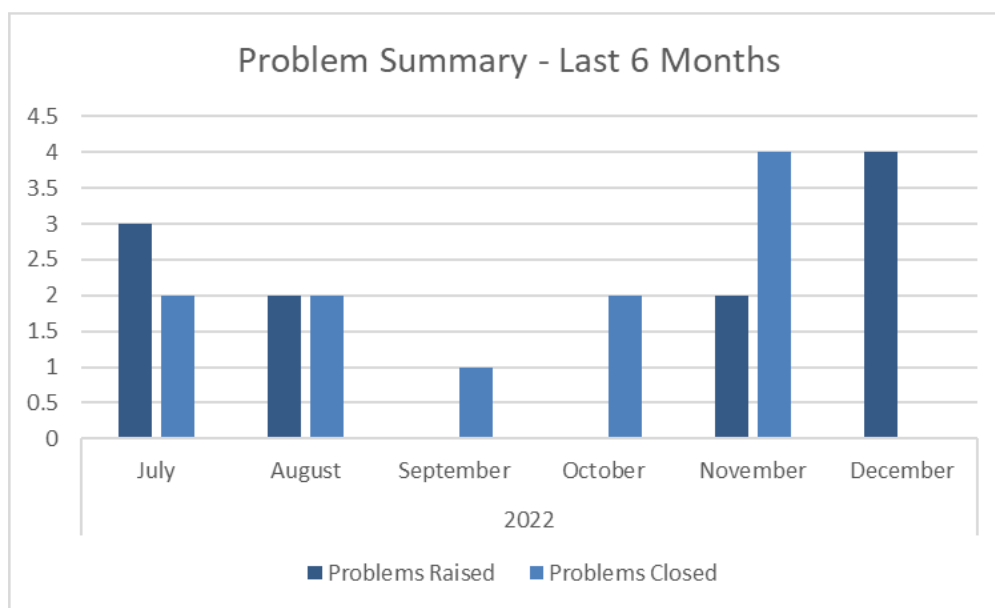
MIM Data

	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
High:	19	32	18	20	23	32	29	55	20	19	23	12	20	23	13
Critical	1	1	0	0	0	7	1	0	0	2	0	0	1	0	5