

Bergen Community College

ASSESSMENT REPORT FORM ADMINISTRATIVE AND EDUCATIONAL SUPPORT

Assessment Period: 2014-16

AES Department: Information Technology

Department Head: Sharyne Miller

Department Assessment Liaison: Lisa DiGaetano

Date Submitted: 4/20/16

❖ **Mission/goal statement or description of the Department:**

The Help Desk area is a support unit which is committed to delivering quality customer service and technical solutions in support of campus wide technology. To ensure the best possible support, the Help Desk provides Bergen Community College Faculty and Staff with a Service Level Agreement outlining specific services, priorities, and responsibilities related to the support of technology.

❖ **Department's Core Objectives/Outcomes:**

The Help Desk is committed to provide support to faculty and staff in a timely and a courteous manner.

SEMESTER 1: CREATING A DEPARTMENT-LEVEL ASSESSMENT PLAN

- Department's Goal(s) or Outcome(s) to be assessed (from the above section):** It is the goal of the support service area to decrease the response time for tickets that are generally categorized as "normal" from a 3 day response time to 2 day response time.
- Means of Assessment:** The IT department is currently implementing a new help desk ticketing system. This new system, Service Now will allow data to be collected and analyzed to see if we have meet the goals outlined.

- **Feedback from Vice President:**

SEMESTER 2: DEVELOPING ASSESSMENT TOOL (s) and TIMELINE

3A. Describe or attach assessment tool (s), including sources of data, timeline for data collection and how data will be analyzed.

Through our new ticketing system, Service Now a report was created to collect the corresponding data to our goal. We will collect the data on a daily basis but we will use the data on a semester to semester basis ie, Spring 2015, Summer Sessions and then Fall 2015. (Attached is a sample of the report that we are generating to support our goal)

3B. Desired results department and Vice President would like to see.

The IT department would like to see that the data supports our goal. Our initial goal was to provide a response time from 3 days to 2 days which is very aggressive considering the size of our population of end users and the size of our help desk.

- **Feedback from CIE:**

SEMESTER 3: COLLECTING AND ANALYZING DATA

4. Summary of Results (attach aggregated data table, survey tool, etc., to support the summary)

The goal of the Help Desk area was to improve upon our SLA's (Service Level Agreement) on a "normal" category incident from 3 days to 2 days. As seen by the attached overview report, a total of 9248 incidents created were deemed "normal", 84% of those incidents were resolved in under 24

hours. Of the remaining incidents, 5% were resolved within the 2-3 day mark and 10% were resolved in under 5 days.

5. Recommendations for Improvement:

The Help Desk will continue to strive for the 2 day incident resolution goal that was originally set. With the recent implementation of the new ticketing system, we are able to generate reports on a daily basis that track those incidents that may jeopardize our goal and complete them prior to them hitting outside our goal target.

▪ **Feedback from Vice President:**

SEMESTER 4: CLOSING THE LOOP AND SHARING KNOWLEDGE

- 6. Use of Results:** At the IT department meeting on Friday April 1, 2016, I shared the results of my assessment project with the department. The data clearly shows that 84% of all tickets are resolved within 24 hours which is consistent with semester 3 results. From the data collected, I was able to show the department the amount of incidents the department handled from the period of August through – March. Also, from the data collected we could break down the 18000 incidents into hourly increments per month (See Attached). This data is extremely valuable as it enables us to schedule our staff accordingly to best serve the needs of the College. IT will continue to strive to serve the college community with the highest level of customer service that we possibly can.

▪ **Feedback from CIE:**

Last Updated: August 2013