

# IT SERVICE QUALITY BENCHMARK SURVEY RESULTS HOW WE PERFORMED IN 2012

The IT Service Quality Benchmark survey is conducted annually and allows universities across Australia and New Zealand to independently survey, measure and compare their progress against a standard set of IT service quality measures, based on student and/or staff feedback. At the end of 2012 UWS participated for the first time in an IT Service Quality Benchmark Survey. The aim? To find out what our customers – students and staff – think of our current IT service delivery, so we can improve.

The IT Service Quality Benchmark Survey has been conducted annually, by an independent provider, since 2008. It allows Universities across Australia and New Zealand to compare their progress against a standard set of IT service measures.

## WHAT STUDENTS SAID...

In 2012 a total of 18 Universities surveyed their students, with 816 UWS students providing feedback.

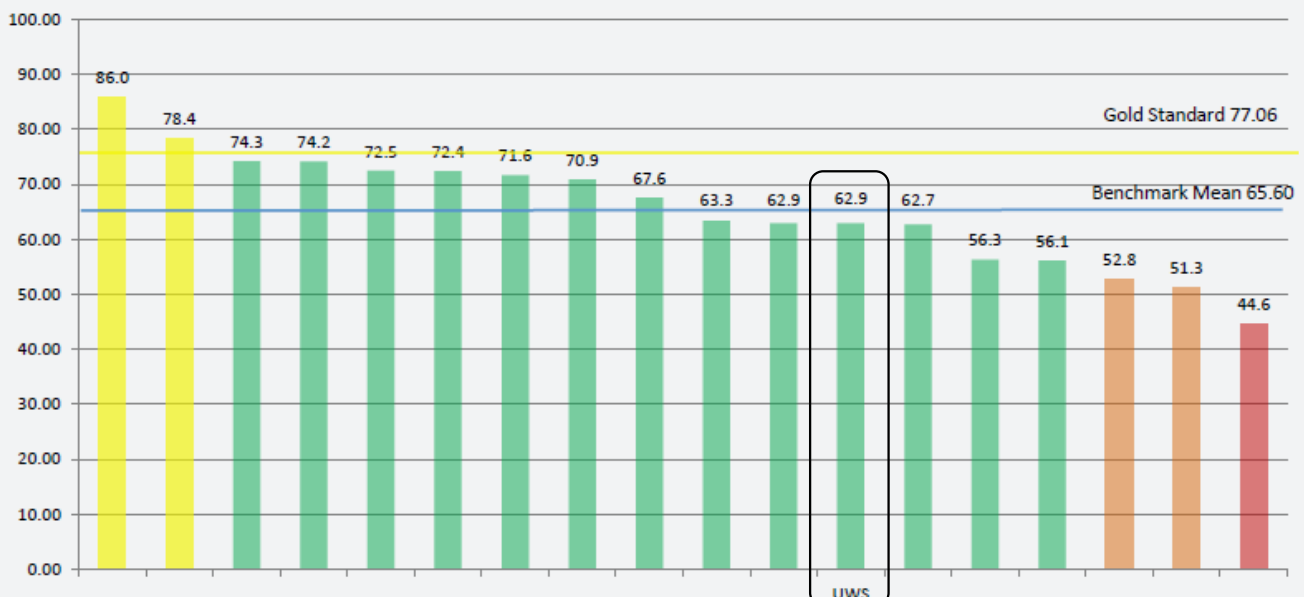
Overall UWS scored a 62.9% satisfaction rating, ranking 12th out of 18 Universities. Students rated the technical skills and helpfulness of our technology support people quite highly (i.e. 70.9% and 70.1% respectively). However our ability to diagnose problems quickly and understand the impact on customers did not rate as well (i.e. 49.1% and 61.3% respectively).

In addition to standard questions, students were also given an opportunity to provide free text feedback on what UWS technology support staff do well, and what could be improved.

## WHAT STUDENTS WANT...

- » Timely response and quick resolution, especially for recurring incidents
- » Clear and up to date instructions, communications and self-help material
- » Consistently helpful technology support staff

2012 Benchmark Scores



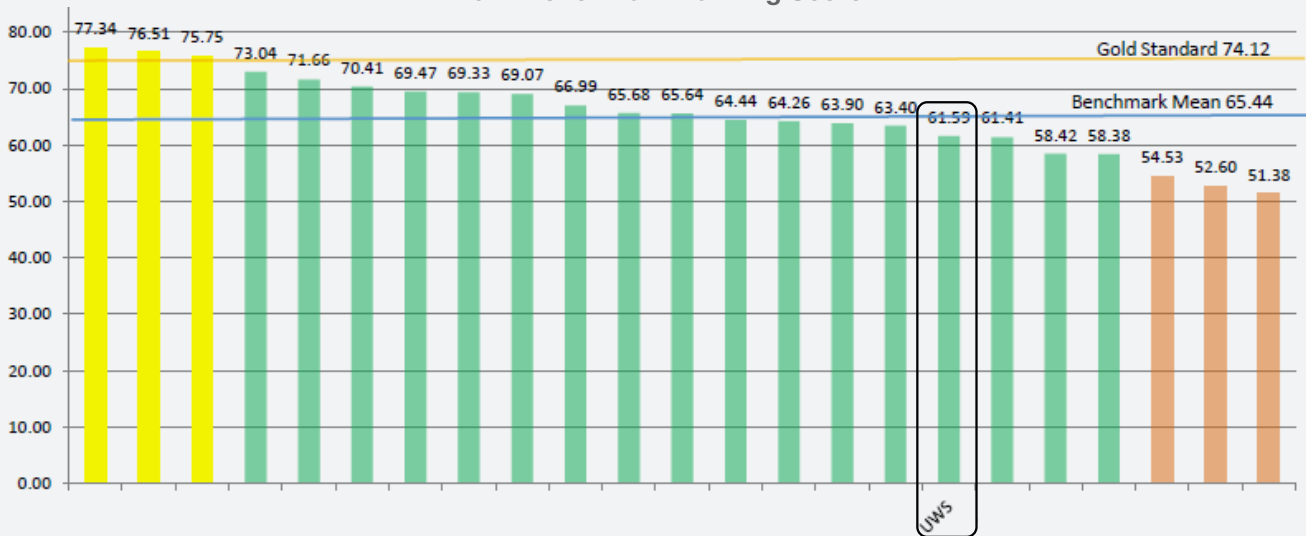
**WHAT STAFF SAID...**

In 2012 a total of 23 Universities surveyed their staff, with 564 UWS staff providing feedback.

Overall UWS scored a 61.59% satisfaction rating, ranking 17th out of 23 Universities. Although the staff survey

explored a broader range of measures to the student survey, it identified similar trends. Staff rated the technical skills and helpfulness of technology support staff quite highly with diagnostic capability, communication throughout complex problems and checking back with customers after final resolution being identified as areas for improvement.

**2012 Benchmark Ranking Score**



In addition, free text feedback also identified similar trends:

**WHAT STAFF WANT...**

- » Improved response and resolution times
- » Clear and up to date instructions and communications
- » Consistently helpful technology support staff

**WHAT UWS ITS IS DOING ABOUT IT...**

Since we participated in the IT Service Quality Benchmarking Survey, we have focused on improve our service delivery by:

- » implementing a new service management tool to help log, track and manage incidents and requests as well as keeping customers informed on progress

- » Implementing more streamlined processes, so we can progressively resolve more incidents at first point of contact
- » developing the skills and practice of the IT Service Desk and ITS staff more broadly, so we can improve out diagnostic skills

**What's next? Over the next twelve months we plan to:**

- » implement a on-line portal that allows customers to find and request IT services, log their own incidents on line and track progress
- » implement service quality training so that all staff and students receive consistently good service