

Q2 FY05 -- Key Indicators in Client Support

These metrics were selected to convey concisely the overall effectiveness of MIT's client-facing support efforts. Greater detail is available in related reports.

4.40

Target is 4.5

Overall Client Satisfaction with the Help Desk

FY04 Q2 was 4.47. While down 2%, it's essentially unchanged
Cases are sampled randomly and surveyed weekly right after they close.
Response rate regularly ranges from 25 to 40%.

16,477

Total Cases Created in Q2

FY04 Q2 was 20143. FY05 is down 18%.
There was no internet worm event this academic year, bringing case #s
more in line with typical rates.

59%

Target is 70%

Cases Solved in 24 hours

FY04 Q2 was 61%. The slight decline is notable when you consider the
number of staff hours in the Call Center is down 42% from FY04, and the
cases created per day is down only 17%.

49

Target is 60 seconds max

Average Time to Answer Phone, in seconds

FY04 Q2 was 46 seconds, slightly quicker than today.
(See the comment above about sustaining call center performance in the face
of sharply fewer staff hours devoted to the call center.)

13%

Target is 10%

Call Center Abandon Rate

FY04 Q2 is also 13%, unchanged.
(See the comment above about sustaining call center performance in the face
of sharply fewer staff hours devoted to the call center.)

54,803

Use of Self Help

Total on-campus web hits to our knowledge base repositories.
FY04 Q2 to the same sites was 64737. Overall decline in FY05 is 15%;
OLC answers is down 40% while ITINFO is down 6%.

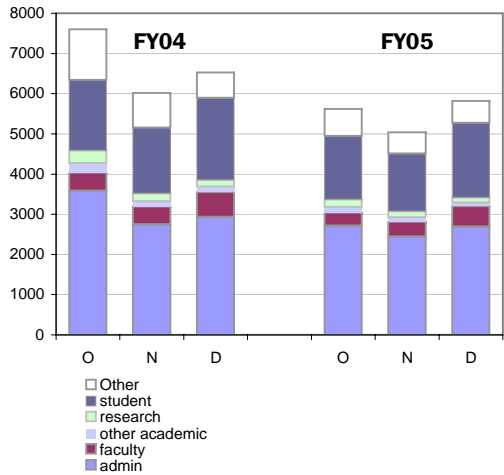
896

Requests for Volume Licensed Software

FY04 Q2 was 1317, a 32% difference, but taken over 2 Quarters, the FY05
total is 2072 versus FY04's 2173, a decline of just 5%.

CSS Scoreboard, Q2 FY05

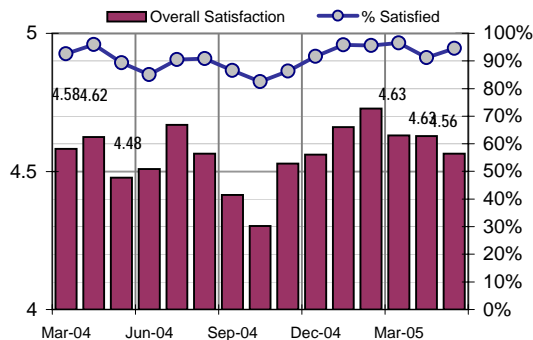
Cases Created



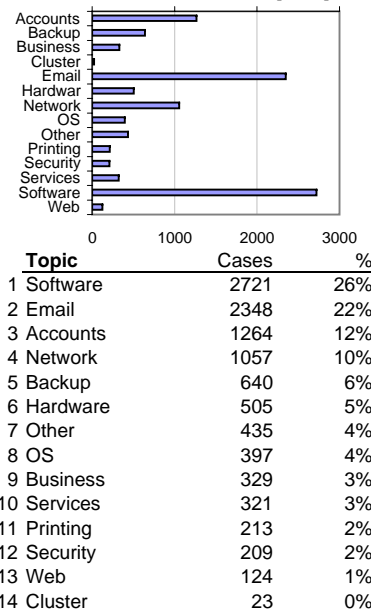
Cases	Q2 FY04	Q2 FY05	+ - %
Total	20143	16477	-18%
% Consult	72%	68%	-6%
% Request	28%	32%	14%

Client Satisfaction with Help Desk

	Q2 FY04	Q2 FY05	+ - %
Overall Client Satisfaction	4.47	4.40	-2%
% Satisfied	91%	90%	-1%



Top Topics



Use of Self-Help

	Q2 FY04	Q2 FY05	+ - %
ITINFO, hits from mit-only	46045	43420	-6%
OLC Answers, hits from mit-only	18692	11383	-39%
IST, hits from mit-only	132778	121077	-9%

Top Topics on IST web site

1 certificates	44616
2 services	36951
3 windows	12184
4 email	10668
5 start	8511

Platform Ratios

On-campus Hits to web.mit.edu pages		
Windows	1479605	83%
Macintosh	191403	11%
Linux	97014	5%
Other	8,690	0%

Help Desk

Top Clients in Consult Cases

Depts	Cases Q2 FY05	Rank in Q2 FY04
1 Sloan	272	1
2 Mech E	215	3
3 EECS	195	2
4 AeroAstro	123	5
5 Civil	196	7
6 Biology	150	4
7 Urban Studies	146	10
8 Chemistry	148	6
9 Architecture	147	11
10 EAPS	126	8

* excludes IS&T; bold moved up this FY

Call Center

	Q2 FY04	Q2 FY05	+ - %
Calls Offered, avg per day	119	98	-18%
Agent availability, hours / day	59	34	-42%

Wait Time, average in seconds

	46	49	7%
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% Cases Created in off-hours

	22%	22%	0%
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Direct Support of DLCs

Web Consulting	Q2 FY05
MIT sites launched	15
Continuing Support Clients	8
MIT Usability tests	12

DITR Clients

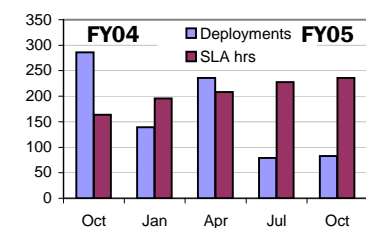
	Q2 FY04	Q2 FY05	+ - %
	24	28	17%

Machine Deployments

	286	83	-71%
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SLA Hours Worked

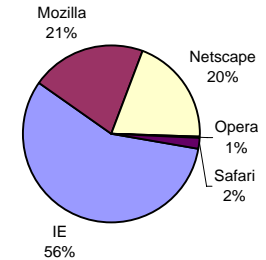
	164	228	39%
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Software

Browser Utilization

On-campus hits to web.mit.edu pages



	Q2 FY04	Q2 FY05	+ - %
Releases	6	4	-33%
Requests	1226	1432	17%
Items Sent		4300	

Top Licenses Issued

1 Filemaker Pro 7		419
2 Matlab*		393
3 Windows XP		380

Overall Client Satisfaction

n/a 3.89 and rising

Training

Q2 FY05	Oct	Nov	Dec
Training Classes Offered			
Across MIT	53	83	44
IS&T only	17	31	17
IS&T %	32%	37%	39%
Seats Filled			
Across MIT	399	1119	451
IS&T only	89	285	79
IS&T %	22%	25%	18%
Avg Seats per Class			
Across MIT	7.5	13.5	10.3
IS&T only	5.2	9.2	4.6

Security

Cases Created	Q2 FY04	Q2 FY05	+ - %
Net-Security	838	429	-49%
Stop-IT	287	350	22%
Net-Sec Backlog	1548	311	-80%
% Copyright infr.	46%	72%	57%