



UCISA Management Conference 2010

NorMAN Out of Hours Helpline

**An example of enhancing services in times of
financial constraint**

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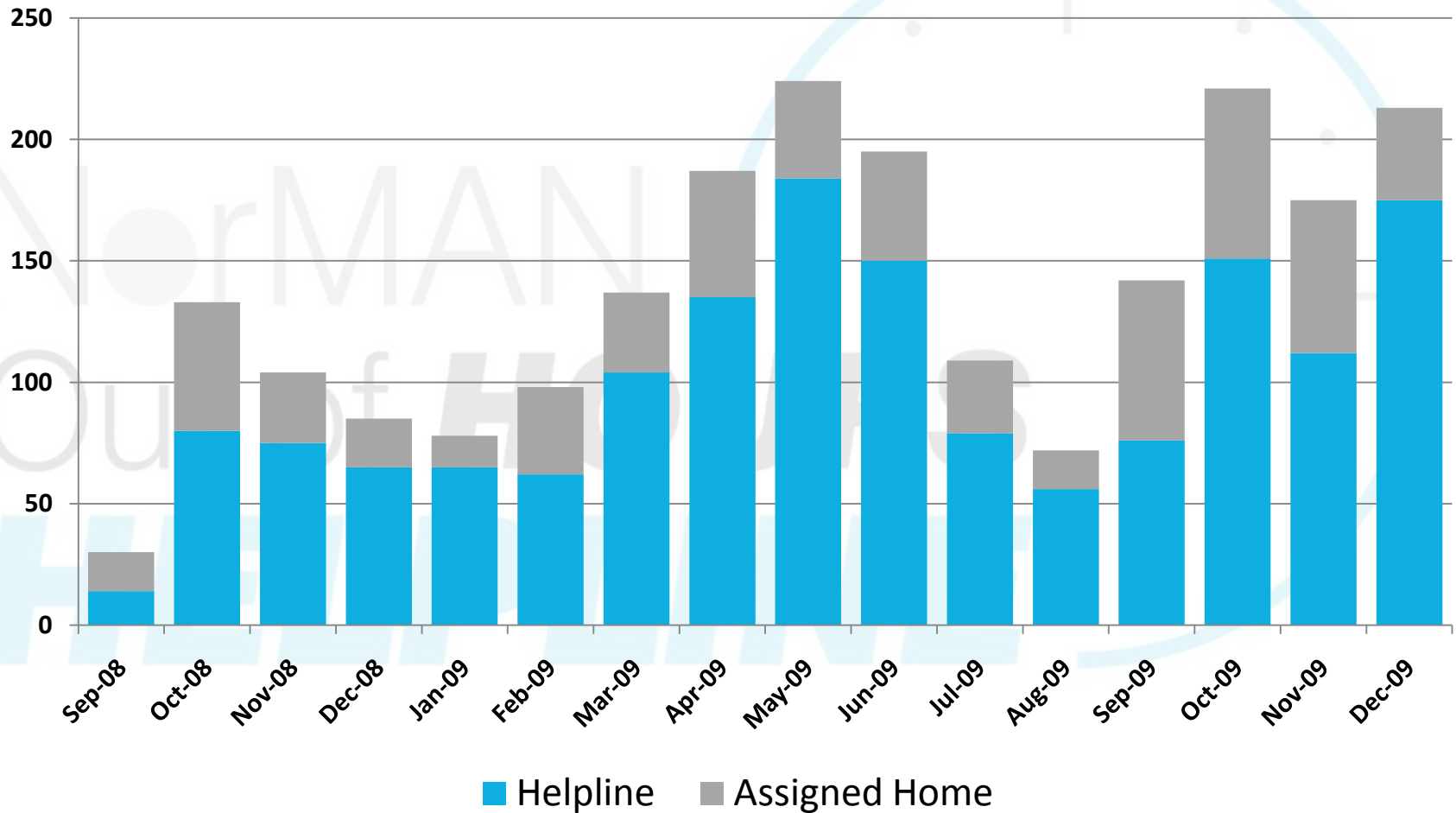


Shared Service Solution

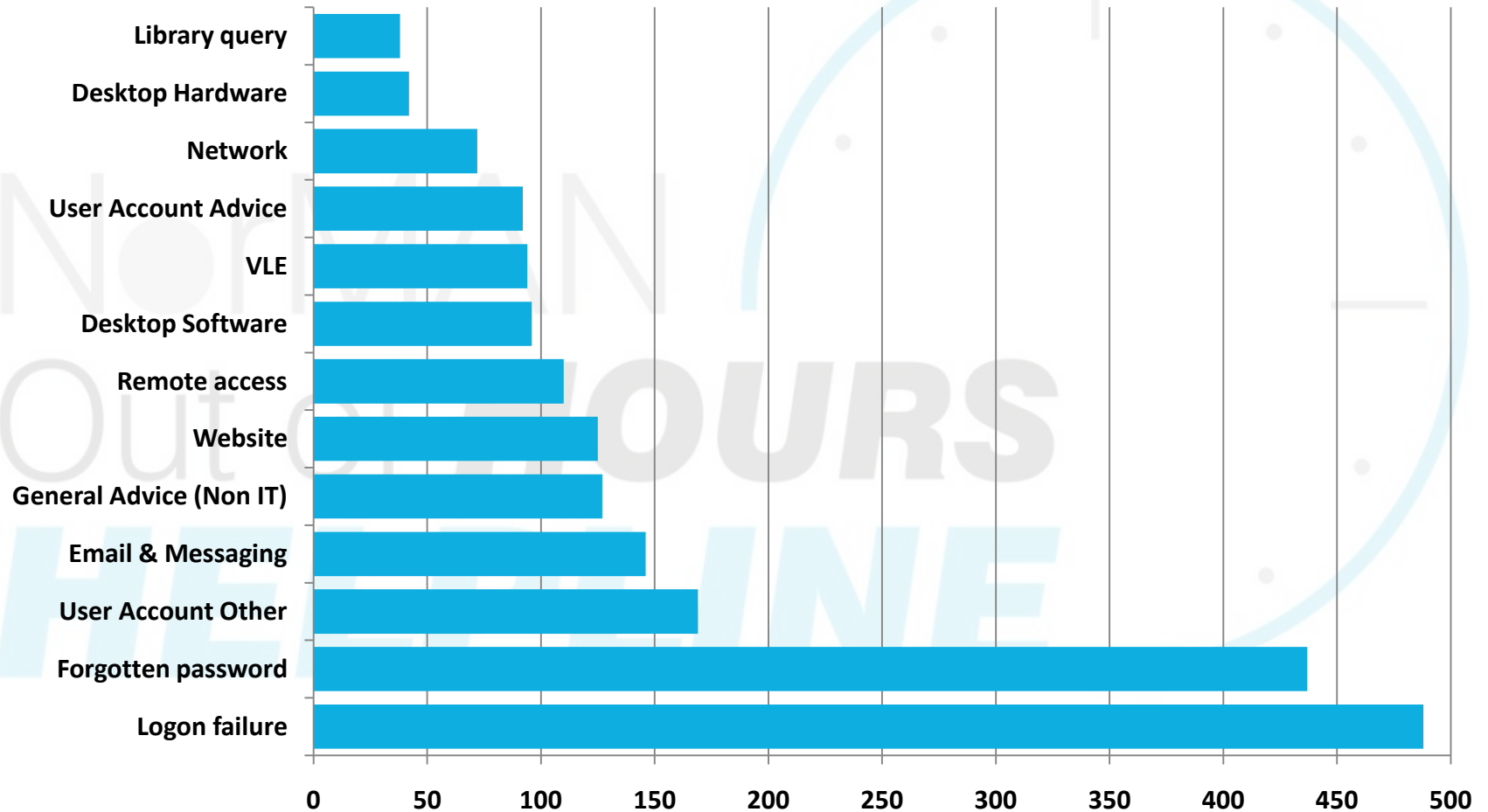
- 1st Line Support for IT and Library queries
- For both **staff** and **students**
- Major system fault **escalations**
- Weekdays 5 pm to 8 am
- Weekends and public holidays 24 hours
- Optional **extra weekday** hours
 - 8 am to 9 am or 10 am
 - 4 pm to 5 pm

- 24,000+ students
- 3 campuses
- converged Computing and Library Services
- 24 hour computer rooms
- Decision to join **June 2008**
- Service live **September 2008**
- Voluntary out of hours cover (evening and weekend) – fix from home if possible.

Out of Hours Helpline Calls Logged Sept 2008 to Dec 2009



Out of Hours Helpline Calls – Main categories



Huddersfield's View

- It pays to work on the scripts
- Give appropriate permissions to NorMAN
- Awareness takes a while – especially for staff
- Next steps?
 - Longer coverage period
 - Share knowledge base
 - Easier access from overseas
- Excellent value for money

Existing Subscribers



The Financials Self Provision

- Assumptions
 - £12.20 per hour (Helpline Advisor)
 - No supervisor or management overhead
- 4 Scenarios

	Weekday	Weekend/Public Holidays	Staffing Level
1	17:00 – midnight	08:00 – midnight	Single
2	17:00 – midnight	08:00 – midnight	Double
3	17:00 – 08:00	24 hours	Single
4	17:00 – 08:00	24 hours	Double

The Financials Self Provision

- Scenario Costs

	Weekday	Weekend/Public Holidays	Staffing Level	Cost
1	17:00 – midnight	08:00 – midnight	Single	£43,000
2	17:00 – midnight	08:00 – midnight	Double	£86,000
3	17:00 – 08:00	24 hours	Single	£78,000
4	17:00 – 08:00	24 hours	Double	£157,000

The Financials

Sharing the Cost

- Cost Comparison - NorMAN standard subscription including vat and 1st year setup, weekday 17:00 to 08:00, weekend/public holidays 24 hours

	Weekday	Weekend/Public Holidays	Staffing Level	Cost	Cost Reduction
1	17:00 – midnight	08:00 – midnight	Single	£43,000	£17,000
2	17:00 – midnight	08:00 – midnight	Double	£86,000	£60,000
3	17:00 – 08:00	24 hours	Single	£78,000	£52,000
4	17:00 – 08:00	24 hours	Double	£157,000	£131,000

For More Information

- Web

www.outofhourshelp.ac.uk

- Email

info@outofhourshelp.ac.uk