



UK Higher Education Service Desk Benchmarking Report 2014



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Give a little love
Why we should love our Service Desks



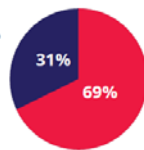


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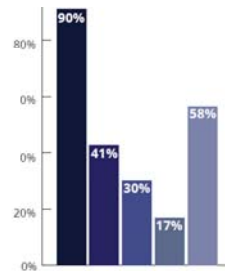
What are your opening hours/hours of service?

Higher Education	
Office hours 9am-5pm	37%
Extended office hours 8am-8pm	35%
24 hours	19%

Do you provide on-call support?
i.e. after hours.



■ Yes
■ No



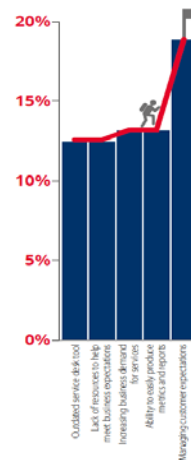
■ IT
■ Library
■ Student services
■ Student union
■ AV/media equipment



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Top 3 Challenges Faced by Service Desks

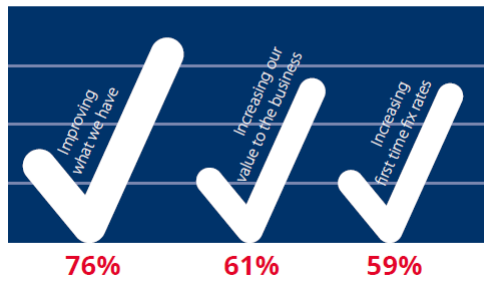
- 50% reported it was managing customer expectation
- 35% reported an increasing business demand for services
- 35% reported It was the ability to produce management information, metrics and reports





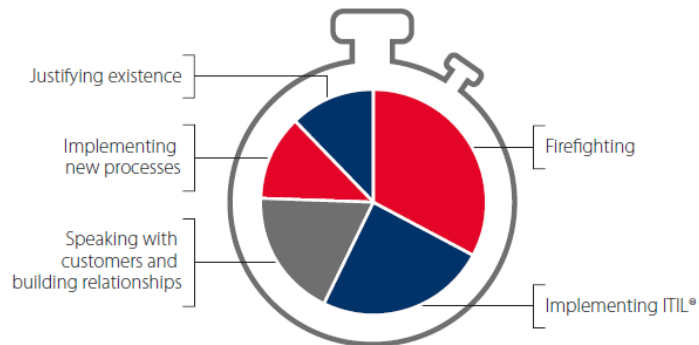
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What are your top 3 priorities for the 2013-2014 academic year?



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During the past 12 months, our Service Desk spent most of its time...





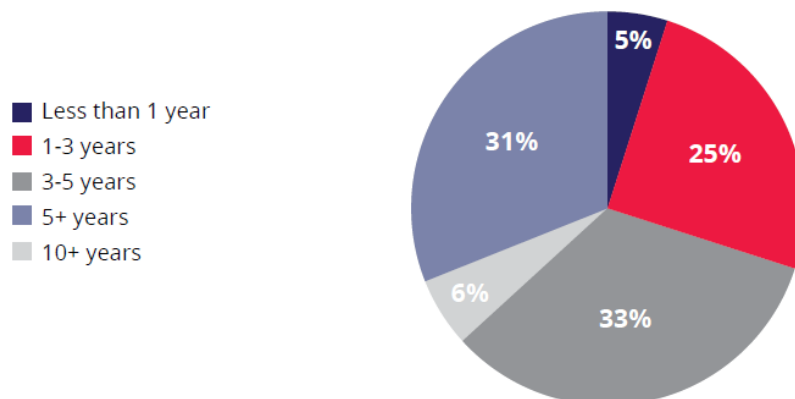
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	Higher Education	Industry
We do not adhere to any external quality standard	21%	12%
ITIL®	70%	62%
SDI Service Desk Certification/standards	19%	10%
ISO/IEC20000	4%	5%
ISO9000	3%	7%
EFQM	1%	0%
COBIT	1%	0%
MOF	2%	3%
COPC	1%	1%



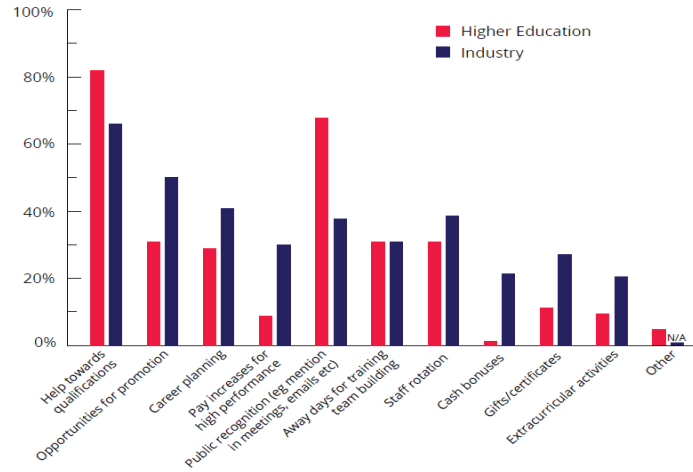
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What is the average time in role of your service desk analysts?





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What type of formal induction training, if any, is given to new service desk analysts?

	Higher Education	Industry
Service desk procedures	91%	75%
Buddy training	82%	N/A
Product/service information	52%	62%
Customer service training	45%	23%
Telephone skills	37%	38%
Computer skills	24%	11%
Problem solving	18%	N/A
Written communication skills	6%	
Other	6%	

A+ excellent!



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How do you measure customer satisfaction?

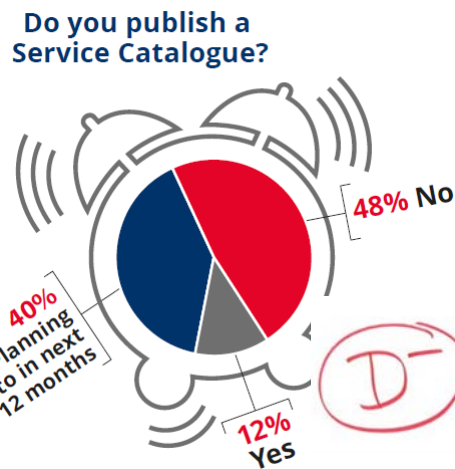
	Higher Education	Industry
Email/web based surveys	73%	79%
Call monitoring/listening in	14%	25%
Telephone surveys	7%	11%
Dedicated account/customer relationship managers	33%	30%
Social media monitoring	30%	N/A
We do not measure customer satisfaction	8%	10%



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Do you have formal, written SLAs with your customers?





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What is your biggest BYOD challenge?

- Support expectations
- Determine what we're going to support and what we're not going to support
- Data/Information security
- Security
- Customers managing their devices appropriately

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Blogger



Pinterest



delicious

Instagram

A+ excellent!



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