Helpdesk RT Metrics for FY2011

As of June 30th, 2011
Points of Interest

• Account issues still make up about 64% of all Helpdesk issues
  • The majority of account issues are password resets, and of those 70-80% appear to be related to the security questions
• There was a big jump in networking issues reported to the Helpdesk in September in line with the beginning of Fall Term, but we continue to see an elevated number in this category
• Walk in and phone are still the primary methods customers use to contact the Helpdesk
• Undergraduate students is the largest group of customers the Helpdesk serves, and the second largest group is Faculty
• The primary method of payment for hardware repair was cash/credit card/check
Points of Interest (cont.)

• Apple made up 49% of all hardware repair check ins, and of those 63% were out of warranty
• Of all tickets logged in RT, between 15-20% are entered at the IS Helpdesk
• Of the Helpdesk tickets, CAS customers make up about 40%
• Of all tickets logged in RT, Information Services enters 60-65%, but the percentage is diluting due to additional customers implementing the system
• New customers for FY11 include Business Affairs, Purchasing and Contracts Services, Athletics, The Alumni Association, and CAS
Helpdesk Tickets by Type Q1/Q2
Helpdesk Tickets by Contact Method Q1/Q2

- July: Email 240, Phone 289, Walk-in 108
- Aug: Email 313, Phone 402, Walk-in 69
- Sep: Email 339, Phone 668, Walk-in 736
- Oct: Email 475, Phone 492, Walk-in 475
- Nov: Email 231, Phone 441, Walk-in 234
- Dec: Email 214, Phone 378, Walk-in 160

Methods:
- Blue: Email
- Red: Phone
- Green: Walk-in
Helpdesk Tickets by Affiliation Q1/Q2

- July:
  - Undergraduate: 265
  - Staff: 39
  - Retired: 42
  - Graduate: 91
  - Faculty: 40
  - Community: 153

- Aug:
  - Undergraduate: 440
  - Staff: 37
  - Retired: 40
  - Graduate: 153
  - Faculty: 153
  - Community: 153

- Sep:
  - Undergraduate: 1384
  - Staff: 59
  - Retired: 74
  - Graduate: 211
  - Faculty: 79
  - Community: 153

- Oct:
  - Undergraduate: 934
  - Staff: 85
  - Retired: 59
  - Graduate: 189
  - Faculty: 79
  - Community: 153

- Nov:
  - Undergraduate: 527
  - Staff: 106
  - Retired: 86
  - Graduate: 164
  - Faculty: 86
  - Community: 153

- Dec:
  - Undergraduate: 367
  - Staff: 110
  - Retired: 58
  - Graduate: 197
  - Faculty: 58
  - Community: 153
Helpdesk Tickets by Affiliation Q3/Q4

Jan
Feb
Mar
Apr
May
Jun

Undergraduate
Staff
Retired
Graduate
Faculty
Community
Associate

840
517
617
735
657
552

83
80
115
150
123
130

292
206
338
267
209
230

84
29
75
95
72
89

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Helpdesk Issues by Affiliation
(1st Quarter)
Helpdesk Issues by Affiliation (2nd Quarter)
Helpdesk Issues by Affiliation
(4th Quarter)

- Account Issues: 696
- Applications: 117
- Email: 238
- Hardware: 183
- Networking: 127
- OS: 133
- Other: 207
- Security: 3
- Shell: 1
- Virus Removal: 1
- Web Development: 224

Affiliations:
- Undergraduate
- Staff
- Retired
- Graduate
- Faculty
- Community
- Associate
Hardware Q1

- **Desktop**
  - Apple: 28
  - Dell: 14
  - Other: 8

- **Laptop**
  - Apple: 81
  - Dell: 56
  - Other: 1

- **Other**
  - Hardware: 2
  - Printer: 3

- **Purchase**
  - Warranty: 9
  - Index: 1
  - CC/Cash/Check: 3
Hardware Q4

- Desktop
- Laptop
- Other
- Printer
- Purchase

Apple
Dell
HP
IBM/Lenovo
Other

CC/Cash/Check
Index
Warranty

0 20 40 60 80 100 120

8 16 17 2 1 2 4 41 41 3 1 3 6 1 5 60 12 1 3 13 2 6 1 3 2 3 2 3 3 24 39

CC/Cash/Check  Index  Warranty
Helpdesk Issues by School

- First Quarter FY11 A-D
- First Quarter FY11 E-U
Helpdesk Issues by School

- Second Quarter FY11 A-D
- Second Quarter FY11 E-U
Helpdesk Issues by School

- Third Quarter FY11 A-D
- Third Quarter FY11 E-U
Helpdesk Issues by School

- Fourth Quarter FY11 A-D
- Fourth Quarter FY11 E-U
Helpdesk Issues by School Q2

- CAS: 1223
- Undeclared: 472
- AAA: 381
- Journalism: 35
- Other Administrative: 40
- Business: 248
- Law: 176
- Education: 168
- Music and Dance: 104
- Affiliated: 83
- CEP: 202
- Information Services: 30
Helpdesk Issues by School Q4

- CAS: 1278
- Undeclared: 717
- AAA: 331
- Journalism: 276
- Other Administrative: 272
- Business: 243
- Law: 177
- Education: 162
- Music and Dance: 128
- Affiliated: 61
- CEP: 36
- Information Services: 36
Total Tickets by Dept Q3

- Health Center: 299
- Student Affairs: 412
- VPFA: 100
- Business School: 713
- Education: 1102
- Library: 593
- Rec Center: 29
- Music: 768
- Information Services: 407
- Portland Center: 662
- Enrollment Services: 192
- Honors College: 373
- Journalism: 190
- EMU: 98
- Law: 221
- HR: 282
- Housing: 29
- Blackboard: 0
- AAA: 0
- DPS: 0
- Business Affairs: 0

Total: 12088
For more information:

Information Services

Helen Chu  
Director, Academic Technology  
University of Oregon  
541-346-1235  
helenc@uoregon.edu

Sara Stubbs  
Assistant Director, Academic Services  
University of Oregon  
541-346-8023  
saras@uoregon.edu

Patrick Chinn  
Special Projects Coordinator  
University of Oregon  
541-346-0933  
pchinn@uoregon.edu

Geoff Mayes  
Web Applications Developer  
University of Oregon  
541-346-1614  
gmayes@uoregon.edu