



UAS staff survey: satisfaction with UIS services


December 2016

What you said... and what we're doing about it!



University Information Services (UIS) provides the UAS with its hardware, software, network access and core systems. In June, we asked you what you thought of our services and your experience of working with us.


IT equipment

 We asked whether you have the IT equipment you need to do your job effectively and efficiently. 80% said they did, but 20% didn't agree. In the latter group, a common theme in the comments was that staff had "old and slow" PCs, and that this was hampering their ability to do their job.

What we are doing about it:

- Replacing 150 of the oldest PCs by March 2017.
- Replacing more in 2017/2018.


IT systems

 When we asked whether you had the IT systems you needed, 77% of staff said they did. Of the 23% who didn't agree, some mentioned the need for updates to CamSIS, as well as for collaboration and document management tools.

What we're doing about it:

- Working in partnership with the Academic Division to improve the student administration services provided to students and staff around the Collegiate University – see www.camsis.cam.ac.uk/programme for further details.
- Ensuring UAS staff know which software tools are available to them, and how best to use them. We can use a variety of ways to let you know. Your Relationship Manager will discuss these with you to determine which will work best.


Helping you make good use of IT tools

 About 68% of you felt that you received the support you needed to make good use of the IT tools available to you, often citing the good range of training courses. However, 32% weren't as confident. Some weren't sure what training was available.

What we're doing about it:

- Making it clearer what training and support is available.
- Working across UAS to understand how training and support could be improved.

Speed and efficiency in resolving IT issues

 About 31% of survey respondents were critical of the current service from the Service Desk and the speed with which issues are resolved. This is an area we are keen to improve immediately.

What we're doing about it:

- Merging our three Service Desk teams into one and adding more staff, so that your call is answered more quickly.
- Giving our team more technical and customer service training, so that your issues are more likely to be resolved on the first call.
- Replacing our Service Desk system so your calls are less likely to be lost or delayed.

We'll be doing all of these things this month, so you should start to see a difference very soon. Next year, we're also intending to introduce more self-service features, such as a self-service password reset and online status tracking when you've raised an issue.

Responsiveness to your needs



When we asked whether you thought we are responsive to your needs, 65% agreed. Some noted that response times on the Service Desk were slow, and we're working to address this as a priority. Others pointed out that although we're responsive when reacting to day-to-day issues via the Service Desk, we're not as good at responding to more general queries.

What we're doing about it:

- The Service Desk changes outlined above will help make sure your call doesn't take too long to get resolved.
- Our team of Relationship Managers are also working to ensure general queries are dealt with quickly.

Ease of working with us

Most of you felt we are easy to work with, but 32% weren't so sure – noting that it can be difficult to know



who to contact. Many praised our new team of Relationship Managers, while commenting that other parts of our organisation are harder to engage with.

What we're doing about it:

- The Relationship Managers are spending increasing amounts of time visiting teams within UAS, building an understanding of what's important and feeding that back in to UIS.

Keeping you informed



Only 48% of you felt that we do a good job of keeping you informed about the things we're doing that are relevant to you and your role. This is something we're keen to improve on as soon as possible.

What we're doing about it:

- Providing regular, bite-sized updates via the UAS bulletin.
- Delivering more-detailed briefings like this one when we reach major milestones.
- Issuing a new survey in summer 2017 to get your feedback on how our improvement plan is progressing, and publishing the results.

You've told us what you thought, and we're listening.

We have much to do, but we're keen to address the issues you've raised. We'll keep you updated on our progress via the UAS bulletin. In the meantime, please feel free to contact your division's Relationship Manager, who can help you get the most from your IT and advise you on how IT can help you.

Your Relationship Manager, by division:



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