IT Services: Service Health Check Report

Status

☒ Stable
☐ Temporary/low risk to availability
☐ Ongoing/high risk to availability

Making steady progress on:

Our service documentation review; user testing for the coursework management refresh within Tabula; launch of Warwick Conferences site 11th Jan.

83% NPS score for the month of December.

Recent developments/successes:

User Experience (UX) – Prototype user testing results being analysed for the CM2 refresh within Tabula, no blockers encountered.

Support docs – New Search and revised documentation was launched. 90% of the way through SiteBuilder documentation revamp improving process to keep documentation in line with products and moving on to other service documentation. SiteBuilder Edit section documentation launch on hold awaiting the move to new world infrastructure and launch (edit section itself will require testing prior to launch).

Incidents/Risks

<table>
<thead>
<tr>
<th>Service Requests</th>
<th>Incidents</th>
<th>SLA 95% target</th>
<th>NPS 12 month rolling average</th>
</tr>
</thead>
<tbody>
<tr>
<td>426 - 47% ↑</td>
<td>211 - 53% ↑</td>
<td>99.99%</td>
<td>79 (312 users) ↑</td>
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Incident numbers up due to a significant outage with web sign PRB0008010 WSO having 169 incidents this month.

Upcoming changes/developments

Plagiarism – Identifying were Tabula support ends and plagiarism support begins

Tabula UX – Conversion of Tabula sections to ID7 is underway. Work on a Coursework Management revamp continues, user testing of prototype completed just analysing the results, initial feedback positive.

Support – Support load reduced slightly during vacation.


Resources

Very tentatively opening our doors to new project work, though would like to complete documentation refresh first, there hasn’t been a mad rush, this is a good thing.