

# DTS Survey 2021 Results

## DTS Staff Survey 2021 results

Every year, DTS (Digital Technology Services) sends a survey to customers to ask their opinion on DTS service.

The responses help inform priorities and areas of improvement for the next 12 months.

Here are the results of this year's survey, together with an update on what has happened since the 2020 DTS Survey.

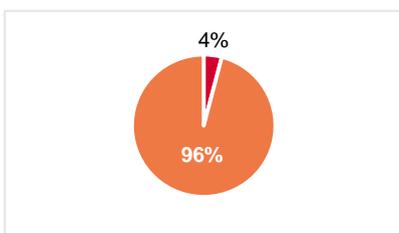
### Respondents

The survey this year had 34 questions on all aspects of IT. It ran during November and December 2021.

We asked you which area you were from, and replies were roughly equal in each area:

- Academic: 35%
- Admin/support: 23%
- Management/Professional: 42%

We had a low turnout, with 184 respondents. This is up 5% on last year, but only represents 4% of staff. Chart for perspective:



## Overall Results

How would you rate the overall support provided by DTS over the past 12 months?

Everyone answered this question, and so we had 184 responses.

All scores are out of 5, where 1 is poor and 5 is excellent.

<b>2021 Overall Rating:</b>	<b>3.2</b>
Quality and reliability	3.5
Timely manner	2.6
Help provided	3.4
Introduction of services	3.2
Research support	2.9
Support for remote working	3.9

### Comments

We asked people to give us comments about their experience of DTS. We can group these into several positive and negative themes:

#### Positive:

-  In person support
-  Library helpdesk
-  Working from home support
-  Knowledgeable staff

#### Negative:

-  6262 telephone number
-  Slow response to tickets
-  Insufficient IT training
-  Lack of communication

Some topics divided your opinions:

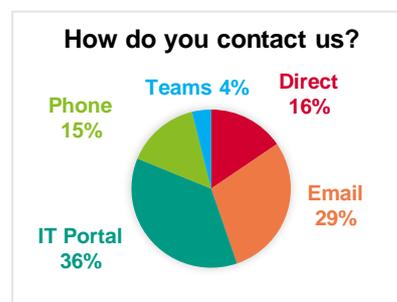
-   Staff device replacement
-   Teams and Office 365

See the "You said...we did" section to see what we are doing to address your concerns.

## The IT Service Desk

The IT Service Desk is the main way most staff deal with DTS, for help and support with all aspects of IT.

We have been doing a lot of work on the Self Service Portal recently, which we hoped would be reflected in the responses.



In the above chart, you can see **most people surveyed in 2021 contact us by writing**, through the IT Self Service Portal and email.

Direct contact includes visiting us at the Library counter, which was not available during lockdown.

### How has this changed?

Comparing the results from the 2020 survey, noting that some differences will be due to lockdown when there were few staff on site.

	2020	2021
<b>Teams</b>	3%	4%
<b>Direct</b>	8%	16%
<b>Email</b>	39%	29%
<b>IT Portal</b>	28%	36%
<b>Phone</b>	22%	15%

The use of Teams messaging has increased, as expected as everyone now has the chat facility.

There is a drop for people using the phone as well as email, perhaps due to the rise in the people using the IT Self Service portal. The number of people using the IT Self Service Portal has been steadily increasing since the survey began in 2018.

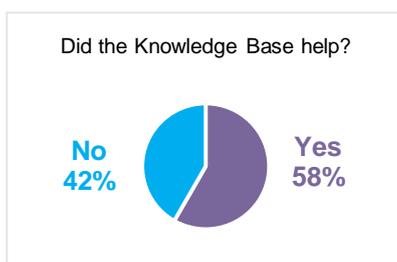
## IT Knowledge Base

The IT Knowledge Base contains hundreds of articles and user guides. It has many answers to frequently asked questions, such as how to add an account in Outlook or give an external guest access to your Team.

We wanted to know whether you knew about the Knowledge Base, and if so, whether you found it useful.

**95% of people** who answered the survey were aware of the Self Service Portal, and of these **57% were aware of the Knowledge Base.**

Knowing about the Knowledge Base and it being useful to you are two different things, so we also asked you whether you found what you were looking for.



During 2022 we will be working with all DTS teams to make sure that the information contained in the Knowledge Base is up to date, and promoting its use amongst DTS and staff.

## DTS Communication

We asked you how you found out information, updates and news. We have asked this so we can find out what works well for you, what isn't working so well, and so decide on where we need to concentrate in the future.

	2020	2021
DTS-info email	58%	54%
Staff Portal	53%	50%
In Brief	40%	37%
IT Portal	40%	37%
IT Status page	29%	27%
DTS website	17%	16%
Business Relationship Managers (BPs)	10%	10%
Twitter	9%	8%
Cross functional working groups	8%	8%
IT Blog	2%	2%

**The top three information channels are the DTS-Information email, the Staff Portal and In Brief monthly email.**

## What next?

The DTS Staff Survey gives us information about what we need to be doing to improve our service to you.

### Where do we need to improve?

The top issue we see from the survey is the **long wait times** to get tickets sorted. We are looking to tackle this in a number of different ways, which are already showing improvements in ticket resolution times.

## What would you like from us?

The main request we received from the survey was to provide you with more **information and training**. Many of you felt that you were expected to use new software without receiving any information or guidance about it. This applies to Research software as well as Microsoft Office 365.

To help support you, we plan to:

- Organise the DTS websites (including the ARC pages) to make them easier to navigate and find information
- Publicise IT training (using LinkedIn Learning/Microsoft Viva)
- Revamp and update the Knowledge Base

## Conclusion

Thank you for taking part in this year's DTS Staff Survey.

The years 2020 and 2021 were exceptional, with many people working from home for a significant amount of time. This led to different pressures on DTS Services, with many new requirements for remote access and mobile equipment. Perhaps understandably, our service took a hit from this. However following this period of dramatic change and instability we are now in a position to re-group and put support in place for the future of working, teaching, learning and research at the UOR.

I look forward to hearing from you again in late 2022 for the next DTS Staff Survey! It really is important to us to hear from our users.

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## You said...We did

This section provides an update on progress since the 2020 DTS Staff Survey. "You said" gives some edited comments; "We did" is what we are doing to address them.

You said	We did
<p><b>Service Desk – telephone line</b></p> <p>Poor experience on the phone, long wait times, calls being cut off unanswered, no idea of whether you will reach someone or not.</p> <p>Unable to get through on 6262, even on priority teaching option.</p>	<p>We have invested in new Call Centre telephone system that went live in February 2022.</p> <p>This has real time reporting so we can put more people on the phone if there are calls waiting to be answered. For example, current stats show:</p> <ul style="list-style-type: none"> <li>• Average wait time = under one minute</li> <li>• Average number of calls waiting = usually none</li> </ul> <p>It also has a "call back" feature if you are busy and can't hold for an agent. Someone will call you back as soon as they are free.</p>
<p><b>Service Desk - long response time for tickets</b></p> <p>Have to wait weeks for tickets to be replied to, and need to chase them up</p> <p>Do not know what is going on with my ticket for weeks on end</p>	<p>We are making several improvements to help tickets move faster through the process:</p> <ul style="list-style-type: none"> <li>• Increase number of staff: We are in the process of recruiting additional staff for: IT Service Desk, User Support, Academic &amp; Research Computing</li> <li>• More efficient ticket routing: straight to second and third line teams rather than waiting on Service Desk to triage</li> <li>• More training for Service Desk analysts</li> <li>• Improved Knowledge Base so answers are more useful (this will help Service Desk as well as users)</li> <li>• New Service Desk emails will provide a one click "track my ticket" button so you can check to see what is happening.</li> </ul> <p>We will also be giving you more information about how the Service Desk works, as well as standard SLAs for common requests.</p>
<p><b>Service Desk - Tickets being closed with no explanation</b></p> <p>Often get e-mail saying item is closed before the e-mail from DTS support.</p>	<p>You should always be given a reason for a ticket closure. We are asking all support staff to make sure they put useful information in the ticket response, including making clear any information we need to get from you before we can progress your ticket, and full reasons for closure.</p>
<p><b>User support – Expecting user to have extensive IT Knowledge</b></p> <p>Please provide information at a level I can understand</p>	<p>All Knowledge Base articles are peer reviewed, not just for spelling mistakes!</p> <p>We plan on working with users to ensure the content of the Knowledge Base is user friendly (at all levels) and meets your needs.</p>
<p><b>User support - Lack of availability of new equipment and help to set it up</b></p> <p>Raised an order for laptops in July and five months later they have not materialised</p> <p>Procurement has been terrible</p>	<p>There was and continues to be a global supply chain issue.</p> <p>We pre-purchased 750 devices to replace the oldest devices through Staff Device Replacement programme, and "loaned" some of this stock to areas who told us they had urgent requirements.</p>

	<p>We have improved the information on devices available on the DTS website, and asked XMA to ensure they provide clear information on peripherals needed on their website.</p>
<p><b>DTS general - not enough communication about what DTS is doing</b></p> <p>I do not find the communication regarding issues to be timely or clear</p> <p>Lack of communication to staff when they need to do something</p>	<p>Here are some of the actions we have taken:</p> <ul style="list-style-type: none"> <li>• Additional resources for communication and change analysis in both projects and day-to-day activities.</li> <li>• More emphasis on communicating with staff earlier on in the projects or the change process</li> <li>• Better use of our communications channels to get to as many people as possible.</li> </ul> <p>We are looking at setting up a user group to foster two-way communication and help us spread information throughout the University.</p>

## Being Positive!

It wasn't all bad 😊 Here are some of the nice comments we received in the 2021 Survey, see if you can spot yours!

"Friendly, supportive and happy to help"

"Any time I have had an actual interaction with a staff member of DTS, the service has been first-rate. The staff are helpful, encouraging, knowledgeable and patient."

**"Given the very difficult circumstances, the support has been excellent"**

"I am grateful for their support"

"Amazing work during the pandemic in supporting our work online! Great training sessions! Many thanks!"

"In my experience, responses are to a very high standard, and staff are always helpful."

"Greenlands DTS are always happy to help and solve problems"

"Generally excellent (problems are more with suppliers like Microsoft!)"

"DTS have been fantastic over the past year. Providing support entirely remotely must have been a challenge, but every colleague I have spoken to has done their utmost to help."

"Excellent. No major complaints."

"Huge resilience!"

"Always quick and efficient. DTS staff are very helpful and friendly."

"Staff are helpful, polite and nice to work with. It seems they do their best, especially in the remote sessions."

**"You've done a stunning job in really difficult circumstances. Whilst things have taken a while to get fixed, and occasionally it can be frustrating to get the problem across upon occasion if it isn't a simple answer, you've put in all of the effort, and you should be applauded for it."**