

IT Help Desk Management Survey Questionnaire

January 2007

Thank you for participating in the IT Help Desk Management study being conducted by the EDUCAUSE Center for Applied Research, or ECAR. This survey is a critical part of the study and seeks to understand the support services your institution provides to users of IT resources.

Help desks—sometimes called call centers or service desks, among other names—typically provide a first line of assistance to users of IT systems. Help desks vary widely in scope and effect; part of the purpose of this survey is to assess that range of variation.

This survey focuses on IT help desk services provided to the institution either directly through a central IT organization or through an outsourcing agreement. If your institution has no such mechanism for providing central IT help desk services, please do not complete the survey. Instead, please send an e-mail message to ECAR so that we can contact you:
ecar@educause.edu

If your central IT organization has more than one help desk, please respond from the perspective of the one with which you are *most familiar*.

Several of our questions are grounded in the IT Service Management areas outlined in the IT Infrastructure Library (ITIL) framework developed by the United Kingdom's Office of Government Commerce and codified in the ISO/IEC 20000 standard published by the International Organization for Standardization and International Electrotechnical Commission. While ITIL has been adopted worldwide as a framework for understanding and improving IT Service Management, *familiarity with ITIL is not required to complete this survey.*

Our testing suggests that it will require about 45 minutes to complete this survey. This survey should be completed by the highest ranking IT officer in your institution, i.e., the chief information officer or equivalent, or delegated as that officer sees fit.

Our survey software allows you to:

> **Print.** To *print a blank copy of the survey* before completing it, click "Printable version of this survey" in the header. Once you have completed the online survey, *we strongly suggest that you print your responses by clicking the "Review" button at the end of the survey.*

> **Save partially completed surveys.** To save and return to a partially completed survey, set a Favorite (Bookmark) for the survey and then click the SAVE button. If cookies are enabled in your browser, when you return to the survey you will be taken to the place you left off.

> **Review, revise, and save responses.** You may review your answers before submitting your responses (i.e., before clicking the "Finish" button). Choose the "Review" button to review, print, and save your responses. *We strongly suggest that you print and save your responses before you submit them.*

Please complete this survey by Tuesday, February 13, 2007. As thanks for your time and valuable input, each participant is entitled to receive a summary of key findings from the study.

We appreciate your time and participation. If you have any questions or concerns, please e-mail ecar@educause.edu

Click the Next button to begin the survey. Once again, thank you for your input!

Section 1: Identification

1.1 Survey ID <Required> _____

1.2 Your name <Required> _____

Section 2: About the Central IT Organization

2.1 Which of the following statements best describes central IT organizations at your institution?

- We have only one central IT organization.
- We have multiple central IT organizations (e.g., academic and administrative).

2.2 Which of the following statements best describes unit-specific IT organizations (e.g., school, department, center) at your institution?

- We have no unit-specific IT organizations.
- We have one or more unit-specific IT organizations.

2.3 At your institution, who provides IT *infrastructure* such as data networks, Web and e-mail servers, and administrative data systems?

- Mostly central IT organizations (75–100%)
- A roughly equal mix of unit-specific and central IT organizations
- Mostly unit-specific IT organizations (75–100%)

2.4 At your institution, who provides IT *support services* such as application support, remote troubleshooting, and username/password assistance?

- Mostly central IT organizations (75–100%)
- A roughly equal mix of unit-specific and central IT organizations
- Mostly unit-specific IT organizations (75–100%)

2.5_2.8 Has your central IT organization adopted formal guidelines for the following?

	No	Yes	Don't know
2.5 Capacity planning (to ensure that systems and services are sufficiently robust to support the organization's commitments to users)			
2.6 System availability planning (to ensure that systems and services are available when, where, and to whom the organization says they will be)			
2.7 Change management (to ensure that changes to systems and services are orderly, support the organization's commitments, and so forth)			
2.8 Release management (to ensure that new systems and services are well tested, that version control is maintained, and so forth)			

2.9 What best describes your central IT organization's goals for IT?

- Provide reliable IT infrastructure and services at the lowest possible cost
- Provide appropriate IT infrastructure and services to different users, based on their needs
- Provide IT infrastructure and services that further the institution's strategic goals
- Provide IT infrastructure and services to create institutional competitive advantage

2.10_2.13 Recently, our central IT organization’s strategies for deploying central IT systems have been to:

	Almost never	Seldom	Sometimes	Often	Almost always	Don't know
2.10 Install vendor-supplied systems without substantial modifications						
2.11 Install vendor-supplied systems with substantial modifications						
2.12 Adapt open source systems						
2.13 Build our own systems						

2.14_2.17 In the foreseeable future, our central IT organization’s strategies for deploying central IT systems will shift more toward:

	No	Yes	Don't know
2.14 Installing vendor-supplied systems without substantial modifications			
2.15 Installing vendor-supplied systems with substantial modifications			
2.16 Adapting open source systems			
2.17 Building our own systems			

2.19 The priority our central IT organization places on deploying systems that are simple for the central IT help desk to support is generally:

- Very low
- Low
- Moderate
- High
- Very high
- Don't know

Section 3: IT Help Desk Services

Note: Help desks—otherwise known as call centers or service desks, among other names—typically provide a first line of technical support services to users of IT systems. We understand that your central IT organization may have more than one *central* IT help desk (administrative, academic, student, or others). Please respond to the remainder of this survey from the perspective of the help desk with which you are *most familiar*.

3.1 How are IT help desk functions organized at your institution?

- Central IT help desk(s) only
- Both *central* and *unit-specific* IT help desks

3.2 How many *central* IT help desks does your institution have?

- 1
- 2
- 3
- 4
- 5
- More than 5

3.3 To whom does the central IT help desk manager report?

- CIO or equivalent
- Head of a central IT service area, but not CIO
- Other IT supervisor/manager
- Non-IT management
- Other

3.4 Are any of your central IT help desk functions outsourced?

- None
- 1–25%
- 26–50%
- 51–75%
- 75–100%

3.5_3.16 Does your central IT help desk provide assistance with the following infrastructure/identity elements?

	Element not offered	Almost never	Seldom	Sometimes	Often	Very often	Don't know
3.5 The campus data network							
3.6 The campus voice network							
3.7 User account generation							
3.8 Username changes							
3.9 Password changes							
3.10 Security consultation (e.g., advice about protection and prevention)							
3.11 Security incidents (e.g., dealing with intrusions, infections)							
3.12 Central hardware (e.g., servers, printers)							
3.13 Presentation technologies (e.g., video projectors, "clickers")							
3.14 Other university-owned hardware							
3.15 Privately owned hardware							
3.16 Operating system software							

3.17_3.27 Does your central IT help desk provide assistance with the following applications?

	Application not offered	Almost never	Seldom	Sometimes	Often	Very often	Don't know
3.17 Campus e-mail applications							
3.18 Campus calendaring applications							
3.19 Personal productivity applications (e.g., Word, Excel)							
3.20 Campus Web applications (e.g., portal, e-portfolio)							
3.21 Programming languages							
3.22 Campus library applications							

3.23 Employee use of campus administrative applications							
3.24 Student use of campus administrative applications							
3.25 Campus instructional applications (e.g., course management system)							
3.26 Campus research applications							
3.27 Applications hosted off campus							

3.28 Which of the following best describes the availability of your central IT help desk?

- Less than standard campus business hours
- Standard campus business hours only
- More than standard campus business hours but less than 24 x 7
- 24 x 7

3.29 Does support from the central IT help desk vary according to the user's class (faculty, staff, student)?

- No
- Yes

3.30 Does support from the central IT help desk vary according to the user's departmental affiliation (e.g., administrative, instructional, research)?

- No
- Yes

3.31 Overall, how would you characterize the level of maturity of your central IT help desk?

- Initial*: Services are usually provided *ad hoc* and rely on individual efforts, and past successes are often not repeatable.
- Repeatable*: Service responsibilities are formally assigned, success is usually repeatable, and basic project management techniques are used.
- Standardized*: Service quality standards are in place and used, consistency of services is a priority, and process improvement is a goal.
- Managed*: Quantitative performance goals are in place, service performance is measured, and service quality is predictable.
- Optimized*: Services are closely aligned to business strategies, services are easily changed to meet emerging needs, and process improvement is continuous.

3.32 Do you have a documented strategic plan for the central IT help desk?

- We do not have a plan.
- Plan is being developed.
- We have a completed stand-alone plan for the central IT help desk.
- The central IT help desk plan is integrated into the central IT organization's strategic plan.
- Don't know

3.33_3.36 Please share your opinion about the following statements.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
3.33 The costs of our central IT help desk are well documented.						

3.34 The costs of our central IT help desk are well understood by our constituents.						
3.35 The value of our central IT help desk is well documented.						
3.36 The value of our central IT help desk is well understood by our constituents.						

3.37_3.46 What are the primary goals driving improvement of your central IT help desk? <Select up to three.>

- 3.37 Improving user satisfaction with existing help desk services
- 3.38 Meeting changing needs of faculty, staff, and/or students
- 3.39 Reducing help desk costs
- 3.40 Improving help desk efficiency
- 3.41 Motivating greater institutional support for IT initiatives
- 3.42 Meeting institutional strategic goals
- 3.43 Meeting central IT organization strategic goals
- 3.44 Staying current with generally accepted IT best practices
- 3.45 Other

3.46 If other, please describe. _____

3.47_3.59 What are the primary barriers to improving your central IT help desk? <Select up to three.>

- 3.47 Lack of adequate funding
- 3.48 Higher IT priorities for staff
- 3.49 Lack of acceptable return on investment
- 3.50 Rapid growth of user demand
- 3.51 Difficulties in working with other campus IT service providers
- 3.52 Lack of engagement by users
- 3.53 Technology issues
- 3.54 Lack of institutional leadership support
- 3.55 Lack of staff expertise
- 3.56 Difficulty developing IT policies and procedures
- 3.57 Immaturity of industry standards/best practices
- 3.58 Other

3.59 If other, please describe. _____

3.60 Do you have a standing committee within the central IT organization that is charged with improving the quality of central IT help desk services?

- No
- Yes
- Don't know

3.61_3.64 Are central IT help desk personnel adequately included in the central IT organization's:

	No	Yes	Don't know
3.61 Capacity planning activities (to ensure that systems and services are sufficiently robust to support the organization's commitments to users)			
3.62 System availability planning activities (to ensure that systems and services are available when, where, and to whom the organization says they will be)			

3.63 Change management activities (to ensure that changes to systems and services are orderly, support the organization's commitments, and so forth)			
3.64 Release management activities (to ensure that new systems and services are well tested, that version control is maintained, and so forth)			

3.65 Campus expectations of the central IT help desk are well aligned with the realities of the resources the help desk has to work with.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

Section 4: Help Desk Tools

4.1_4.5 Has your central IT help desk implemented automation of these functions?

	Not planning to implement	Planned for the future	Implementation is in progress	Feature is fully implemented	Don't know
4.1 Call logging					
4.2 Call routing					
4.3 Call escalation					
4.4 Call database					
4.5 Call database query and reporting tools					

4.6 Are the automated features of your help desk *currently* part of an integrated IT help desk system?

- No
- Yes
- Don't know

4.7 What is, or will be, your approach to implementing an integrated IT help desk automation system?

- No plans to implement
- Approach not yet determined
- Use open source software
- Use homegrown software developed at our, or another, institution
- Use commercial vendor software
- Other

4.8_4.11 Has your central IT help desk implemented these computer-telephony integration features?

	Not planning to implement	Planned for the future	Implementation is in progress	Feature is fully implemented	Don't know
4.8 Automatic call distributor, which queues calls and routes calls to available staff					
4.9 Automated attendant, which offers screening options and routes calls according to user input					

4.10 Interactive voice response system, which provides some help desk services automatically					
4.11 System status line, which offers regularly updated information about systems and networks					

4.12_4.17 Has your central IT help desk implemented these support tools for help desk staff?

	Not planning to implement	Planned for the future	Implementation is in progress	Tool is fully implemented	Don't know
4.12 Knowledge base or expert system					
4.13 Tools for remote access to users' devices					
4.14 Web site for staff access to help documents					
4.15 Online status monitors for individual systems					
4.16 Single online status monitor for multiple systems					
4.17 Large-screen video command center integrating system status monitors with related help desk resources					

4.18_4.21 Has your central IT help desk implemented these support tools for its users?

	Not planning to implement	Planned for the future	Implementation is in progress	Tool is fully implemented	Don't know
4.18 Web site for user access to help documents					
4.19 Web site for user access to knowledge base					
4.20 Intelligent, "learning and adapting" FAQ system, such as RightNow Service					
4.21 Web site for user tracking of trouble tickets or incident status					

4.22 Our institution effectively employs user self-service features to reduce central IT help desk demand.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

4.23_4.25 Has your central IT help desk implemented these service management tools?

	Not planning to implement	Planned for the future	Implementation is in progress	Tool is fully implemented	Don't know
4.23 Asset management database for recording what IT assets the institution owns, their age, value, location, and so forth					
4.24 Configuration management database for recording detailed attributes of assets, systems, employees, and so forth					
4.25 Customer relationship management database for recording user characteristics, preferences, contact history, and so forth					

4.26_4.32 How does your central IT help desk use these methods of communicating with users?

	Not planning to use	Planned for the future	Method is occasionally used	Method is routinely used	Don't know
4.26 In-person interaction at help desk location					
4.27 In-person interaction at users' locations					
4.28 Telephone					
4.29 E-mail					
4.30 Chat room					
4.31 Internet-based text/instant messaging					
4.32 Cell phone-based text/instant messaging					

Section 5: Help Desk Metrics

5.1_5.8 Approximately how often do central IT help desk personnel analyze these metrics?

	Not analyzed	Analyzed on an <i>ad hoc</i> basis	Analyzed once a year	Analyzed quarterly	Analyzed monthly	Analyzed weekly	Analyzed daily	Analysis is continuous
5.1 Call/contact load								
5.2 Number of users supported								
5.3 Number of devices supported								
5.4 Contacts per device								
5.5 Percentage of calls resolved during initial user contact								
5.6 Resolution time for calls not resolved during initial user contact								

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5.7 Telephone customer wait times								
5.8 Telephone customer call abandonment rate (customer hangs up)								

5.9_ 5.17 Which constituencies are regularly informed about central IT help desk metrics?

	No	Yes	Don't know
5.9 Senior administrators (president/chancellor, vice presidents, cabinet-level officers)			
5.10 Deans			
5.11 Faculty			
5.12 CIO or equivalent			
5.13 Central IT management other than the CIO			
5.14 Central IT staff			
5.15 Non-IT department-level management			
5.16 Non-IT staff			
5.17 Students			

5.18_ 5.24 How does your central IT help desk report metrics to its various constituencies?

	No	Yes	Don't know
5.18 Central IT help desk Web site			
5.19 Other Web sites			
5.20 Executive dashboard			
5.21 Campus portal			
5.22 IT newsletter			
5.23 Central IT organization's annual report			
5.24 Other			

5.25 Our central IT help desk uses metrics effectively to improve user service.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

5.26 How often are formal performance appraisals of central IT help desk staff conducted?

- Not conducted
- Less than once a year
- Once a year
- More than once a year
- Don't know

5.27 How often are formal performance appraisals of central IT help desk management conducted?

- Not conducted
- Less than once a year
- Once a year
- More than once a year
- Don't know

5.28_5.36 Which of the following does your central IT help desk currently use to assess user satisfaction?

	No	Yes	Don't know
5.28 Suggestion boxes			
5.29 Point-of-service forms			
5.30 Web-based feedback forms			
5.31 Formal surveys			
5.32 Formal focus groups			
5.33 Formal meetings with key users			
5.34 Informal meetings with users			
5.35 Unsolicited input from users			
5.36 Studies by external consultants			

Section 6: Service Level Agreements

6.1 Which of the following best describes the status of formal, documented service level agreements (SLAs) for central IT help desk services at your institution?

- No plans to use SLAs <Go to 6.2_6.11; then Section 7>
- Planned for the future <Go to 6.12_6.16; then Section 7>
- Implementation is in progress <Go to 6.12_6.16; then Section 7>
- SLAs are in use <Go to 6.17_6.25, through 6.25, to Section 7>

6.2_6.11 What are the primary reasons why your institution does not plan to use central IT help desk SLAs? <Select up to three.>

- 6.2 Lack of funding
- 6.3 Higher priorities for central IT staff
- 6.4 Lack of acceptable return on investment
- 6.5 Not compatible with institutional culture
- 6.6 Lack of engagement by users
- 6.7 Lack of institutional leadership support
- 6.8 Lack of staff expertise
- 6.9 Difficulty developing IT policies and procedures
- 6.10 Immaturity of industry standards/best practices
- 6.11 Other

<Skip 6.12–6.36. Go to Section 7>

6.12_6.16 My institution's effort to develop central IT help desk SLAs:

	No	Yes	Don't know
6.12 Has been assigned a completion date			
6.13 Has been assigned staff			
6.14 Has been allocated funds			
6.15 Has executive or management sponsor			
6.16 Has participation from functional business/academic units			

<Skip 6.17–6.36. Go to Section 7>

6.17_6.25 Does your central IT help desk have SLAs in place covering at least one service for:

	No	Yes	Don't know
6.17 The institution as a whole			
6.18 Constituent groups such as all students or all faculty			
6.19 Administrative departments			
6.20 Academic departments			

6.21 Institutional centers, institutes, and other organized research units independent of academic departments			
6.22 Other institutions within a system or consortium			
6.23 Affiliates such as a hospital teaching program or research organization			
6.24 External customers			
6.25 Other			

6.26_6.33 Do any of your central IT help desk SLAs include these specifications?

	No	Yes	Don't know
6.26 Fees for services			
6.27 List of supported hardware			
6.28 List of supported software			
6.29 Goals for the availability of services			
6.30 Goals for user support metrics such as response time			
6.31 Processes for monitoring and reporting against goals			
6.32 Schedule for review of terms			
6.33 Schedule for renegotiation			

6.34_6.36 Do any of your central IT help desk SLAs include these provisions?

	No	Yes	Don't know
6.34 Definition of complaint escalation process			
6.35 Conditions for refund/compensation to service recipient			
6.36 Terms under which service recipient may cancel SLA			

Section 7: Central IT Help Desk Funding and Staffing

7.1_7.6 What are the funding sources for the central IT help desk?

	Not a source of funding	Minor source of funding	Moderate source of funding	Major source of funding	Don't know
7.1 The central IT budget					
7.2 Recharges to individual unit budgets					
7.3 Student computing/technology fee					
7.4 Fees assessed for specific services					
7.5 Grants					
7.6 Other					

7.7 What is the current level of funding, as a percentage of the central IT budget, of the central IT help desk, including personnel, infrastructure, and services?

- | | | | |
|-----------------------------|------------------------------|------------------------------|------------------------------|
| <input type="checkbox"/> 0% | <input type="checkbox"/> 10% | <input type="checkbox"/> 20% | <input type="checkbox"/> 30% |
| <input type="checkbox"/> 1% | <input type="checkbox"/> 11% | <input type="checkbox"/> 21% | <input type="checkbox"/> 31% |
| <input type="checkbox"/> 2% | <input type="checkbox"/> 12% | <input type="checkbox"/> 22% | <input type="checkbox"/> 32% |
| <input type="checkbox"/> 3% | <input type="checkbox"/> 13% | <input type="checkbox"/> 23% | <input type="checkbox"/> 33% |
| <input type="checkbox"/> 4% | <input type="checkbox"/> 14% | <input type="checkbox"/> 24% | <input type="checkbox"/> 34% |
| <input type="checkbox"/> 5% | <input type="checkbox"/> 15% | <input type="checkbox"/> 25% | <input type="checkbox"/> 35% |
| <input type="checkbox"/> 6% | <input type="checkbox"/> 16% | <input type="checkbox"/> 26% | <input type="checkbox"/> 36% |
| <input type="checkbox"/> 7% | <input type="checkbox"/> 17% | <input type="checkbox"/> 27% | <input type="checkbox"/> 37% |
| <input type="checkbox"/> 8% | <input type="checkbox"/> 18% | <input type="checkbox"/> 28% | <input type="checkbox"/> 38% |
| <input type="checkbox"/> 9% | <input type="checkbox"/> 19% | <input type="checkbox"/> 29% | <input type="checkbox"/> 39% |

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- | | | | |
|------------------------------|------------------------------|------------------------------|-------------------------------------|
| <input type="checkbox"/> 40% | <input type="checkbox"/> 56% | <input type="checkbox"/> 72% | <input type="checkbox"/> 88% |
| <input type="checkbox"/> 41% | <input type="checkbox"/> 57% | <input type="checkbox"/> 73% | <input type="checkbox"/> 89% |
| <input type="checkbox"/> 42% | <input type="checkbox"/> 58% | <input type="checkbox"/> 74% | <input type="checkbox"/> 90% |
| <input type="checkbox"/> 43% | <input type="checkbox"/> 59% | <input type="checkbox"/> 75% | <input type="checkbox"/> 91% |
| <input type="checkbox"/> 44% | <input type="checkbox"/> 60% | <input type="checkbox"/> 76% | <input type="checkbox"/> 92% |
| <input type="checkbox"/> 45% | <input type="checkbox"/> 61% | <input type="checkbox"/> 77% | <input type="checkbox"/> 93% |
| <input type="checkbox"/> 46% | <input type="checkbox"/> 62% | <input type="checkbox"/> 78% | <input type="checkbox"/> 94% |
| <input type="checkbox"/> 47% | <input type="checkbox"/> 63% | <input type="checkbox"/> 79% | <input type="checkbox"/> 95% |
| <input type="checkbox"/> 48% | <input type="checkbox"/> 64% | <input type="checkbox"/> 80% | <input type="checkbox"/> 96% |
| <input type="checkbox"/> 49% | <input type="checkbox"/> 65% | <input type="checkbox"/> 81% | <input type="checkbox"/> 97% |
| <input type="checkbox"/> 50% | <input type="checkbox"/> 66% | <input type="checkbox"/> 82% | <input type="checkbox"/> 98% |
| <input type="checkbox"/> 51% | <input type="checkbox"/> 67% | <input type="checkbox"/> 83% | <input type="checkbox"/> 99% |
| <input type="checkbox"/> 52% | <input type="checkbox"/> 68% | <input type="checkbox"/> 84% | <input type="checkbox"/> 100% |
| <input type="checkbox"/> 53% | <input type="checkbox"/> 69% | <input type="checkbox"/> 85% | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> 54% | <input type="checkbox"/> 70% | <input type="checkbox"/> 86% | |
| <input type="checkbox"/> 55% | <input type="checkbox"/> 71% | <input type="checkbox"/> 87% | |

7.8 Funding for the central IT help desk is:

- Much less than adequate
- Less than adequate
- Adequate
- More than adequate
- Much more than adequate
- Don't know

7.9 Please estimate how your institution's spending, in dollars, on the central IT help desk has changed over the past three years.

- Decreased by more than 15%
- Decreased by 11–15%
- Decreased by 6–10%
- Decreased by 1–5%
- No change
- Increased by 1–5%
- Increased by 6–10%
- Increased by 11–15%
- Increased by more than 15%
- Don't know

7.10 Please estimate how you expect your institution's spending, in dollars, on the central IT help desk will change over the next three years.

- Decrease by more than 15%
- Decrease by 11–15%
- Decrease by 6–10%
- Decrease by 1–5%
- No change
- Increase by 1–5%
- Increase by 6–10%
- Increase by 11–15%
- Increase by more than 15%
- Don't know

7.11 What is the staffing level of the central IT help desk, in FTE equivalents, including students?

- | | | | |
|--------------------------------------|-----------------------------|-----------------------------|--|
| <input type="checkbox"/> Less than 1 | <input type="checkbox"/> 26 | <input type="checkbox"/> 52 | <input type="checkbox"/> 78 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 27 | <input type="checkbox"/> 53 | <input type="checkbox"/> 79 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 28 | <input type="checkbox"/> 54 | <input type="checkbox"/> 80 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 29 | <input type="checkbox"/> 55 | <input type="checkbox"/> 81 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 30 | <input type="checkbox"/> 56 | <input type="checkbox"/> 82 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> 31 | <input type="checkbox"/> 57 | <input type="checkbox"/> 83 |
| <input type="checkbox"/> 6 | <input type="checkbox"/> 32 | <input type="checkbox"/> 58 | <input type="checkbox"/> 84 |
| <input type="checkbox"/> 7 | <input type="checkbox"/> 33 | <input type="checkbox"/> 59 | <input type="checkbox"/> 85 |
| <input type="checkbox"/> 8 | <input type="checkbox"/> 34 | <input type="checkbox"/> 60 | <input type="checkbox"/> 86 |
| <input type="checkbox"/> 9 | <input type="checkbox"/> 35 | <input type="checkbox"/> 61 | <input type="checkbox"/> 87 |
| <input type="checkbox"/> 10 | <input type="checkbox"/> 36 | <input type="checkbox"/> 62 | <input type="checkbox"/> 88 |
| <input type="checkbox"/> 11 | <input type="checkbox"/> 37 | <input type="checkbox"/> 63 | <input type="checkbox"/> 89 |
| <input type="checkbox"/> 12 | <input type="checkbox"/> 38 | <input type="checkbox"/> 64 | <input type="checkbox"/> 90 |
| <input type="checkbox"/> 13 | <input type="checkbox"/> 39 | <input type="checkbox"/> 65 | <input type="checkbox"/> 91 |
| <input type="checkbox"/> 14 | <input type="checkbox"/> 40 | <input type="checkbox"/> 66 | <input type="checkbox"/> 92 |
| <input type="checkbox"/> 15 | <input type="checkbox"/> 41 | <input type="checkbox"/> 67 | <input type="checkbox"/> 93 |
| <input type="checkbox"/> 16 | <input type="checkbox"/> 42 | <input type="checkbox"/> 68 | <input type="checkbox"/> 94 |
| <input type="checkbox"/> 17 | <input type="checkbox"/> 43 | <input type="checkbox"/> 69 | <input type="checkbox"/> 95 |
| <input type="checkbox"/> 18 | <input type="checkbox"/> 44 | <input type="checkbox"/> 70 | <input type="checkbox"/> 96 |
| <input type="checkbox"/> 19 | <input type="checkbox"/> 45 | <input type="checkbox"/> 71 | <input type="checkbox"/> 97 |
| <input type="checkbox"/> 20 | <input type="checkbox"/> 46 | <input type="checkbox"/> 72 | <input type="checkbox"/> 98 |
| <input type="checkbox"/> 21 | <input type="checkbox"/> 47 | <input type="checkbox"/> 73 | <input type="checkbox"/> 99 |
| <input type="checkbox"/> 22 | <input type="checkbox"/> 48 | <input type="checkbox"/> 74 | <input type="checkbox"/> 100 |
| <input type="checkbox"/> 23 | <input type="checkbox"/> 49 | <input type="checkbox"/> 75 | <input type="checkbox"/> More than 100 |
| <input type="checkbox"/> 24 | <input type="checkbox"/> 50 | <input type="checkbox"/> 76 | |
| <input type="checkbox"/> 25 | <input type="checkbox"/> 51 | <input type="checkbox"/> 77 | |

Section 8: IT Governance and Leadership

8.1 Does your institution have a campus-level formal IT governance body?

- No <Go to 8.8_8.16>
 Yes <Go to 8.2_8.7>

8.2_8.7 What is the role of the IT governance body(s)?

	No	Yes	Don't know
8.2 Advisory			
8.3 Sets policy			
8.4 Sets priorities			
8.5 Adjudicates conflicts			
8.6 Authorizes funding			
8.7 Other			

8.8_8.16 Which constituencies most strongly influence central IT help desk priorities?

<Select up to three.>

- 8.8 Senior administrators (president/chancellor, vice presidents, cabinet-level officers)
 8.9 Deans
 8.10 Faculty
 8.11 CIO or equivalent
 8.12 Central IT management other than the CIO
 8.13 Central IT staff
 8.14 Non-IT department-level management

- 8.15 Non-IT staff
- 8.16 Students

8.17 The IT governance process at my institution is effective.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- Neutral

Section 9: Outcomes

9.1_9.8 How would users rate central IT help desk support assistance for these items:

	Assistance not provided	Poor	Fair	Good	Very good	Excellent	Don't know
9.1 Campus IT infrastructure (e.g., data and voice network, central printers, and servers)							
9.2 Identity management (e.g., accounts, usernames, and passwords)							
9.3 Administrative applications (e.g., HR, finance, and student records)							
9.4 Desktop essentials (e.g., operating systems, security, and privacy)							
9.5 Communication applications (e.g., Web browsers, portal, calendars, and e-mail)							
9.6 Personal productivity applications (e.g., Word, Excel, and PowerPoint)							
9.7 Instructional applications (e.g., course management system, and classroom technologies)							
9.8 Research applications (e.g., high-capacity computing, high-speed networking, and large-scale data storage)							

9.9 In terms of overall service quality, I believe our central IT help desk is:

- Poor
- Fair
- Good
- Very good
- Excellent

9.10_9.17 To what extent does the central IT help desk positively impact the following?

	Not at all	A little	Somewhat	Considerably	Extensively	Not applicable	Don't know
9.10 The institution's instructional activities							
9.11 The institution's administrative activities							
9.12 The institution's research activities							

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9.13 The general reputation of central IT services							
9.14 Campus perception of the value of current central IT services							
9.15 Campus administration's willingness to fund additional central IT initiatives							
9.16 The workload of central IT specialists (i.e., reducing it)							
9.17 The workload of unit-specific IT specialists (i.e., reducing it)							

9.18_9.26 Our central IT help desk meets its documented goals for the following:

	No documented goal	Almost never	Seldom	Sometimes	Often	Almost always	Don't know
9.18 Availability of support services for users (in hours per day)							
9.19 Percentage of total incidents resolved per unit time (service requests, trouble tickets, and so forth)							
9.20 Number of incidents handled per FTE staff member per unit time							
9.21 Percentage of calls resolved during initial user contact							
9.22 Resolution time for calls not resolved during initial user contact							
9.23 Telephone customer wait times							
9.24 Telephone customer call-abandonment rate							
9.25 Percentage of users indicating they are satisfied with services							
9.26 Percentage of SLA commitments fulfilled							

Section 10: About You and Your Campus

10.1 My position is:

- President/chancellor
- Vice president/provost/vice provost or equivalent (non-CIO)
- CIO or equivalent
- Highest ranking help desk administrator
- Director of another central IT service unit
- Other IT management
- Non-IT management
- Other

10.2 Is the institution's highest ranking IT administrator a member of the president/chancellor's cabinet?

- No
- Yes

10.3 What best describes the budget climate of your central IT organization in the past three years?

- Decreasing budgets
- Flat budgets
- Increasing budgets

10.4 What best characterizes your overall institution in terms of adopting new information technologies?

- Early adopter
- Mainstream adopter
- Late adopter

10.5 What best characterizes your central IT organization in terms of adopting new information technologies?

- Early adopter
- Mainstream adopter
- Late adopter

10.6 Which statement best characterizes the current overall organizational climate at your institution?

- Stable: Change is slow or rare.
- Dynamic: Change is continuous, orderly, planned, and navigable.
- Volatile: Change is episodic, discontinuous, and requires care.
- Turbulent: Change is often driven by events, is unpredictable, and can disrupt ongoing operations.

Section 11: Conclusion

11.1 May we contact you to obtain further insights or clarifications on your responses?

<Required>

No <Go to 11.3>

Yes <Go to 11.2>

11.2 What is your e-mail address? _____

11.3 If you have any other comments or insights about IT help desk management, please share them with us. _____

11.4 We are committed to continually improving our surveys. All comments are welcome and will be considered. _____

You have reached the end of the survey. Thank you!

Choose the "Review" button to review, revise, and print your answers. Always print a copy of your completed survey and retain it for your records. Once this is done, submit the survey by clicking "Finish."

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If you have any questions or concerns, please e-mail ecar@educause.edu

– END SURVEY –