

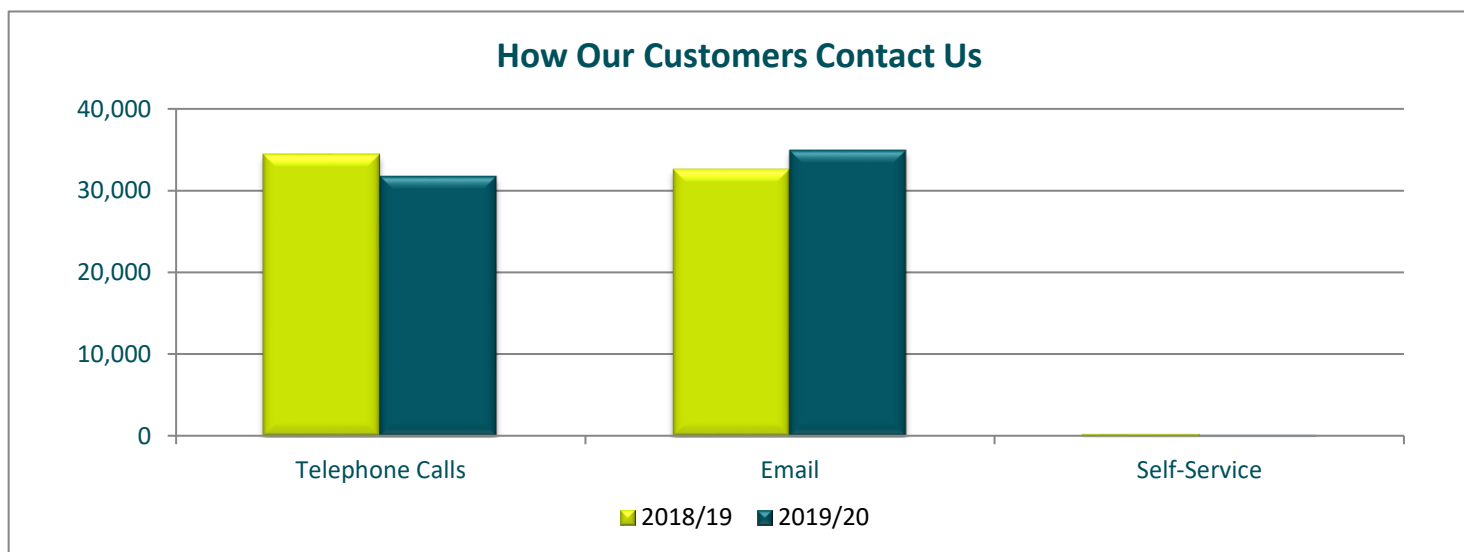
Scomis Education Service Report 2019-20 (1 September 2019 to 31 August 2020)

SERVICE DESK

During this reporting period the Scomis Service Desk provided front-line support for 749 establishments across 34 local authorities nationally.

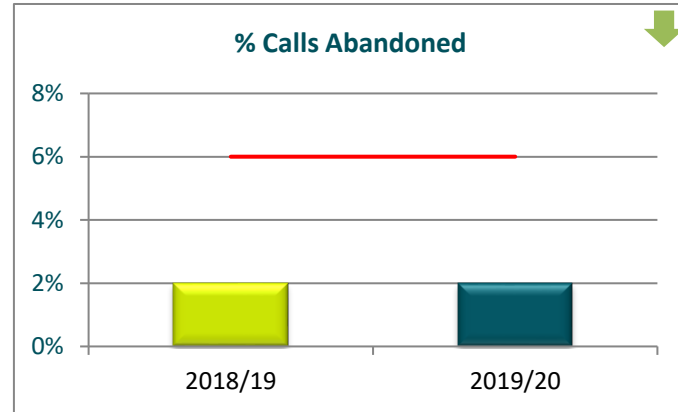
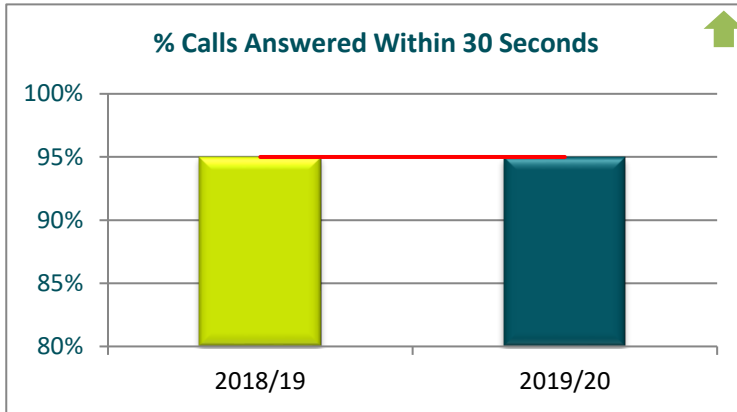
Customer interactions decreased by 1% to 66,838. The year 2020 has been a challenging year for schools with some closing during lockdown and others remaining open for the children of key workers and vulnerable children even during the Easter holidays. Whilst the overall call volume has only decreased by 1% the nature of the enquiries have been very different than previous years.

	2018/19	2019/20	Growth
Telephone Calls	34,452	31,749	-8%
Email	32,597	34,908	7%
Self-Service	298	181	-39%
Total	67,347	66,838	-1%



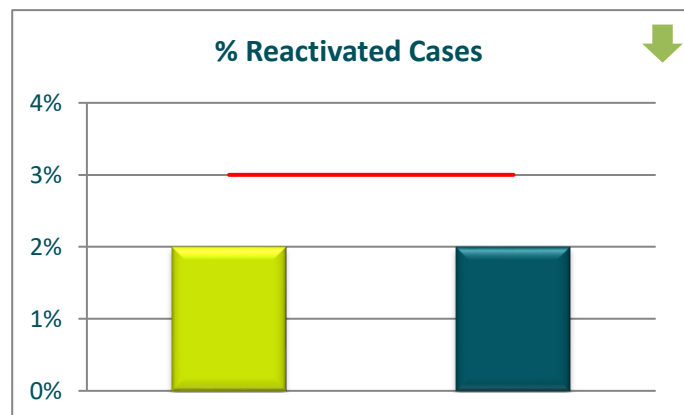
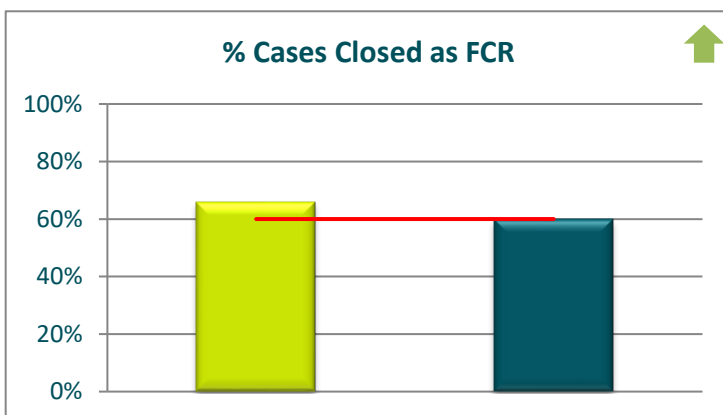
During this period the Service Desk received a total of 31,749 calls. Telephone calls answered within 30 seconds achieved 95%. This is exceptional considering the difficult circumstances this year and as a response to Covid19 Scomis Service Desk, which is usually office based, had to completely change the way we work with all our analysts working remotely from home.

Total No. of Calls 31,749	Target	2018/19	2019/20
Calls Answered within 30 seconds	95% or more	95%	95%
Telephone Calls Abandoned	6% or less	2%	2%



Scomis aims to fix as many cases on first contact as possible. We closed 29,602 cases during the period, with 60% of closed cases resolved first time, meeting the 60% target. When Service Requests are excluded, Scomis resolved 68% of incidents on first contact. In addition, Scomis met our Re-activated Cases target with 2% of cases being re-activated.

Total No. of Closed Cases 29,602	Target	2018/19	2019/20
Cases Closed as First Contact Resolution	60% or more	66%	60%
Reactivated Cases	3% or less	2%	2%

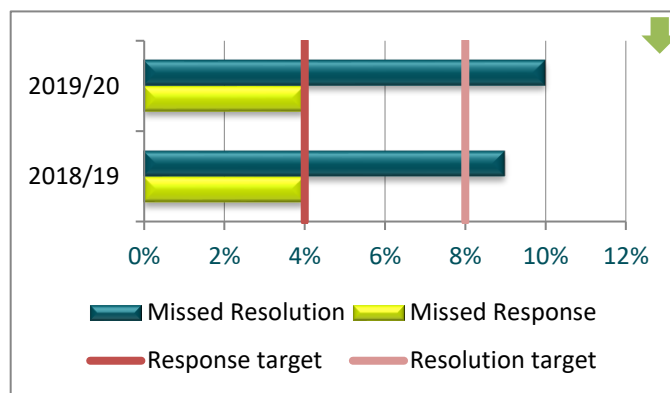


At the heart of everything we do is joined up thinking.

Scomis has also continued to meet the 4% Missed Response target for the period, but has missed the 8% Missed Resolution target by two percentage points. The months between March and August witnessed a change to the enquiries that the Service Desk could anticipate from previous years. In addition guidance and information issued from the Department for Education was ever changing. This made it more difficult for the Service Desk to pre-empt questions making resolution times longer.

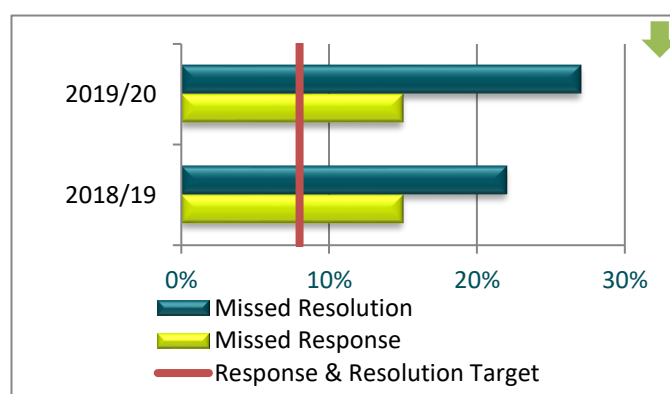
Incidents

Total No. of Incidents	Target	2018/19	2019/20
24,612			
Missed Response Time	4% or less	4%	4%
Missed Resolution Time	8% or less	9%	10%



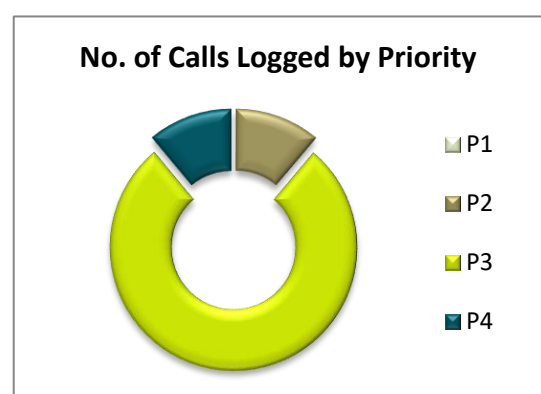
Service Requests

Total No. Service Requests	Target	2018/19	2019/20
4,990			
Missed Responses	8% or less	15%	15%
Missed Fulfilments	8% or less	22%	27%



Further details on Scomis' response and resolution targets by priority.

Priority	Cases Logged	Missed Response	Missed Resolution
P1	3	33%	67%
P2	3,292	4%	6%
P3	23,020	5%	12%
P4	3,267	16%	26%



We continue to treat our highest priorities with the utmost urgency; therefore the higher priorities have more demanding targets. Please see the definitions page at the end of this report for further details.

CUSTOMER FEEDBACK

Scomis is committed to understanding our customers' needs and encourages feedback to help us to drive continuous service improvement. We monitor all compliments, suggestions and complaints made by customers. For more information including our target response times please visit our website:

<http://www.scomis.org/contact-us/>

Scomis logs all formal compliments and complaints on our Customer Management System. We will respond within 10 working days from receipt of any compliment and for any complaint an acknowledgement will be sent within 3 working days. We will carry out an investigation within 10 working days or in complex cases this may take longer but we will keep you informed of the timescale.

Total No. Received	2018/19	2019/20
Compliment	10	8
Complaint	3	1

% Within Resolution	2018/19	2019/20
Compliment	100%	100%
Complaint	100%	100%

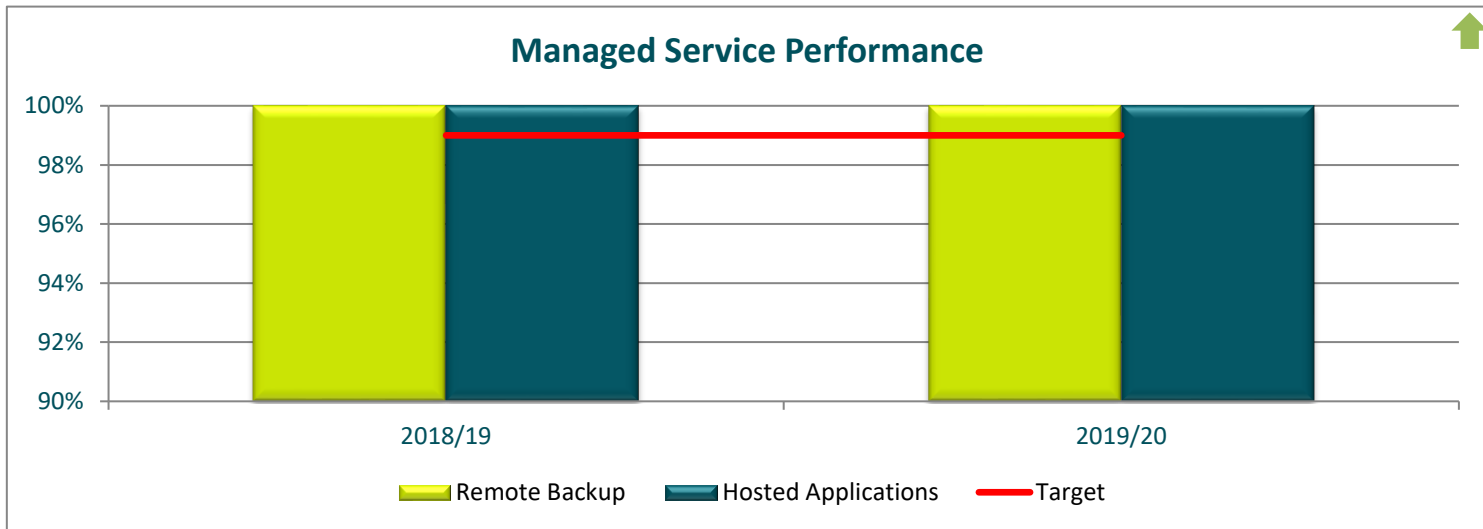
Further details relating to feedback can be viewed by clicking on the PDF below.

[Customer Feedback 2019-2020](#)



SCOMIS MANAGED SERVICE PERFORMANCE

The key performance indicators and operational availability of the Scomis Managed Services are as follows:

KPI	Target	2018/19	2019/20
Remote Backup service to be operational during term time	99%	100%	100%
Hosted Applications to be available between 8:00am and 6:00pm during term time	99%	100%	100%



Definitions

Opening Hours:	Term time opening hours are 7.30 – 5.30 Monday to Thursday, 7.30 – 5pm Friday. During holiday periods opening times are 9-5pm. On GCSE and CSE exam result download days in August we open 7am to 5pm.
Service Desk:	Single point of contact for customers. Customers can contact the Service Desk using a combination of the following methods: telephone, email, online logging, self-service portal where your SIMS database is hosted by Scomis.
Telephone Number:	01392 385300
Email Address:	scomis@devon.gov.uk
Website:	www.scomis.org
Customer Portal:	For joining instructions, please visit: faq.scomis.org/kb6056/ . Please note that this can only be accessed by customers utilising the Hosted Application Service.
Telephone Calls Abandoned:	A telephone call that has been terminated by the customer within 30 seconds which has not been answered by a Service Desk Analyst is counted as abandoned.
Case:	A case is either an Incident or a Service Request.
Incident:	An interruption to service. Scomis also treat 'How do I' requests as incidents as these often prevent customers from making progress.
Service Request:	A customer request for a service such as a training course, technician or account management visit.
Priority:	Every case is given a priority when logged. The priority is determined by its impact and urgency; we have four priorities. Each priority has its own response and resolution targets.
Priority 1 (P1)	Response in 20 mins, Resolve in 2 hours - Whole school affected/major outage.
Priority 2 (P2)	Response in 2 hours, resolve in 6 hours - User unable to work. Key tasks with a high impact will be upgraded to a P2 such as when an Ofsted Inspection is in progress.
Priority 3 (P3)	Response in 7 hours, Resolve in 8 hours - Unable to perform some key time critical tasks AND/OR Intermittent problem, User still able to perform key tasks. Standard Scomis Priority rating. The vast majority of raised incidents will be prioritised as P3.
Priority 4 (P4)	Response in 8 hours, fulfilment in 3 days - Service Requests. Bookings of Scomis Services where little impact or urgency is identified. Scomis Service Request Priority rating. This priority is reserved for non-critical and non-urgent requests for assistance. Calls such as requests to book Training Courses, Onsite Consultancy, Health Checks and Technician Time, and where it is identified there is no immediate impact or urgency, will be prioritised as P4.
Response:	The point at which the Service Desk starts working on and therefore responding to a customer's query. Scomis believe that the provision of a case reference does not constitute a response as it is essential that the customer is reassured that appropriate action is being taken. An acknowledgement alone does not provide this reassurance.
First Contact Resolution:	Cases that are resolved on the first contact with the customer.
Resolution:	The point at which the Service Desk marks an Incident as resolved but not closed.
Fulfilment:	Fulfilment is completion of a service request.
Reactivated Cases:	Cases or Service Requests marked as resolved but reopened at the customer's request within 5 days of resolution or fulfilment.
Closed Case:	A case that is automatically closed 5 days after it has been resolved and that cannot be activated.
	The higher the better.
	The lower the better.