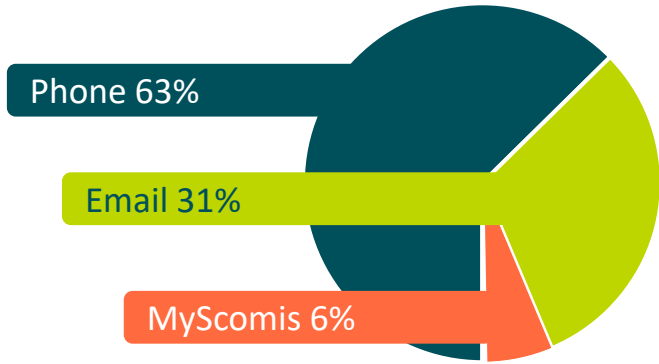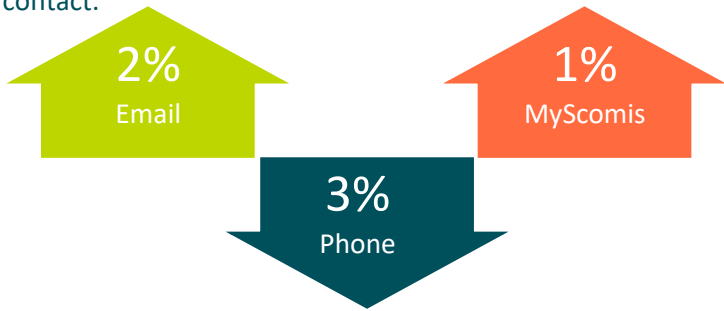# Scomis Performance

1st April 2023 – 29th February 2024

In the period 1st April 2023 to 29th February 2024 the Scomis Service Desk logged 22,843 incidents and service requests.

Phone 63%

Email 31%

MyScomis 6%

Our online self-service portal MyScomis is becoming more popular, while telephone is still the preferred method of contact.

2% Email

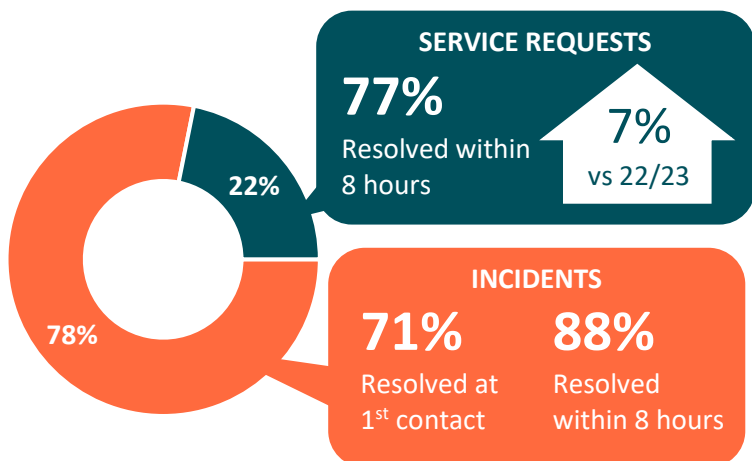**1%** MyScomis

3% Phone

Compared with the previous year, we have seen email and MyScomis grow in popularity in place of the telephone

20,202 Calls received

94% Answered within 30 seconds

An Incident involves Restoring something that is broken or disrupted.

Service Requests involve fulfilling a request for information/advice or access to a Service.

SERVICE REQUESTS

77% Resolved within 8 hours

7% vs 22/23

22%

78%

INCIDENTS

71% Resolved at 1st contact

88% Resolved within 8 hours

TUESDAY Busiest day
FRIDAY Quietest day

10am-12pm Peak time

3pm-5pm Quietest time

13.4 seconds Average queue time

HIGHEST PRIORITY CASES

Cases that have the highest urgency and impact that cause the most disruption to you are given our highest priority with faster response and resolution times.

2,124 Cases Resolved

70.1% Resolved at 1st contact

0.44hrs Average time to respond

78% Faster than target

5.05hrs Average time to resolve

16% Faster than target

SIMS Hosting

Our SIMS Hosting is one of our most popular products.

We store your MIS and other applications in our private cloud so you can work on them any time, from any device, anywhere

MIS Support

We provide MIS Support Services for SIMS, Arbor and Bromcom. Most calls to the Service Desk are about MIS Support and are resolved on first contact.

91.7%
Incidents resolved within 8 hours

12,564
Cases Resolved

79.9%
Incidents resolved at 1st contact

3.86hrs
Average time to resolve incidents

2,962
Service Requests Resolved

661
Schools using SIMS Hosting

88.1%
Resolved within 8 hours

7%
vs 22/23

With over 660 schools using our SIMS Hosting it's good to see that we have managed to increase the number of Service Requests we resolve within 8 hours by 7% compared with last year.

Other Services

Here at Scomis we have been reviewing our service offerings, to ensure we provide what you need most.

ScoTech Whether you need an outsourced technical support function or ad-hoc access to specialist engineers for complex projects, our services are completely flexible to meet your needs.
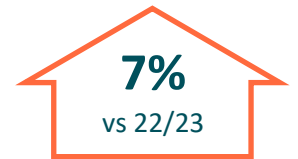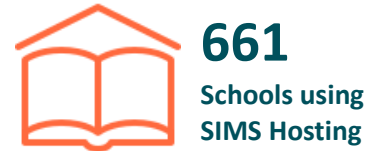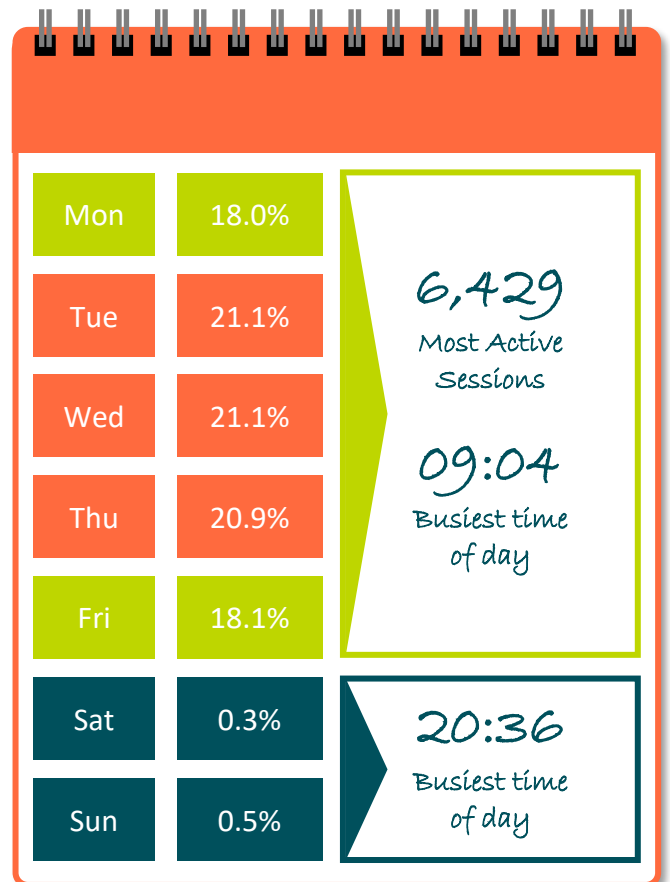
Day	%
Mon	18.0%
Tue	21.1%
Wed	21.1%
Thu	20.9%
Fri	18.1%
Sat	0.3%
Sun	0.5%

6,429
Most Active Sessions

09:04
Busiest time of day

20:36
Busiest time of day

ScoBI is an MIS-agnostic web-based business intelligence reporting service which gathers data overnight and combines it into a ready to use dashboard for your trust. The dashboards make it easy to understand the data, combining key performance measures and useful pupil demographic filters for a consolidated view as shown above.

The busiest days of the week for our Hosted platform are Tuesday-Thursdays, with the peak time being at 09:04. The weekend rush peaks on a Sunday evening at 20:36, demonstrating how important it is to provide access to the service at all hours.