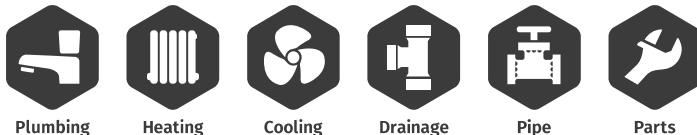
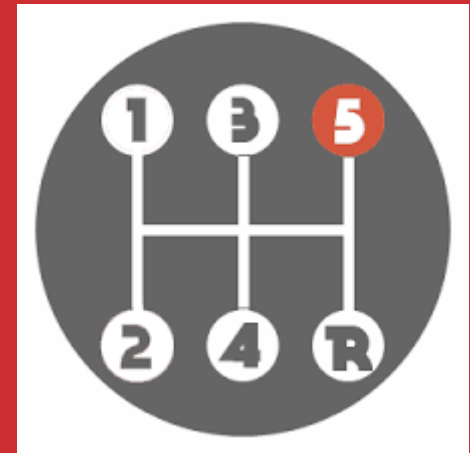


Get your Service Desk into *Top Gear!*

Mark Abbott
19th June 2019



WOLSELEY



About Wolseley



WOLSELEY

FERGUSON

About Me



Mark Abbott

Service Operations Manager

About Wolseley IT

IT'S ROLE



PARTNERSHIP

To be a strategic partner with the business. The IT decisions we make today have a long-term impact on the organisation. With the business, we take a joint strategic view about its technology needs in ever-evolving markets

SERVICES AND SOLUTIONS



To provide IT services and solutions to help WUK deliver on its key projects, activities and business objectives

RESPONSIVE

To be responsive in the constantly evolving world of business technology, ensuring we meet WUK's future business needs



EFFICIENT

To be efficient, continually reviewing and optimising our resources (our people, third parties and technology), ensuring we provide value for money services



24/7 SUPPORT

To provide 24/7 service support where needed – keeping the lights on and the systems running to enable the business to focus on delivering its numbers

IT'S ACTIVITIES



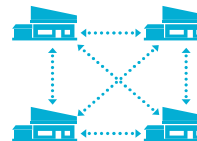
MAJOR INITIATIVES
PER YEAR

4,000



TELEPHONE LINES
MANAGED

MANAGING
NETWORKS TO
700
LOCATIONS

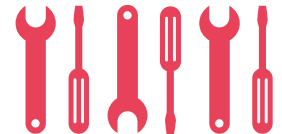


6,000



COMPUTERS

700



SYSTEM UPDATES
EVERY YEAR

About Wolseley IT

IT'S ACTIVITIES

70

BUSINESS SYSTEMS SUPPORTED



150,000

SUPPORT CALLS RECEIVED PER YEAR



10 million

ORDERS PROCESSED PER YEAR



50

THIRD PARTIES MANAGED AND A SPEND OF

£15 million

LOOKING AFTER THE IT INFRASTRUCTURE – NOW AND IN THE FUTURE



SECURITY



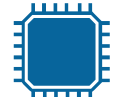
AUDIT & COMPLIANCE



ANTI-VIRUS



DISASTER RECOVERY



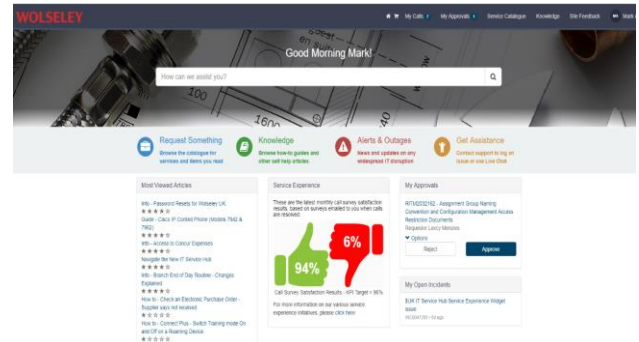
ADOPTING NEW TECHNOLOGY

Support Channels



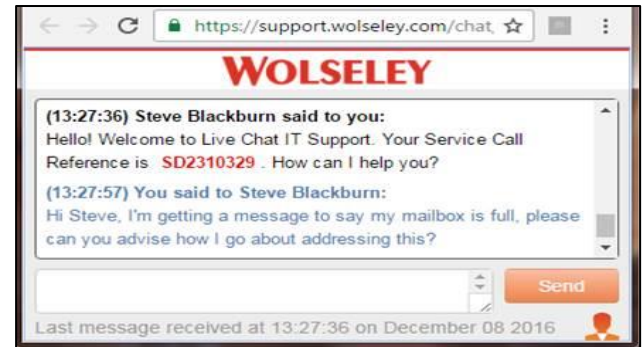
Self Service

- Users can search to fix their own issues and log, update and close a call with forms routing straight to resolving groups
- Available 24/7
- Average 50 interactions per day
- Current average pick up time is 10 minutes



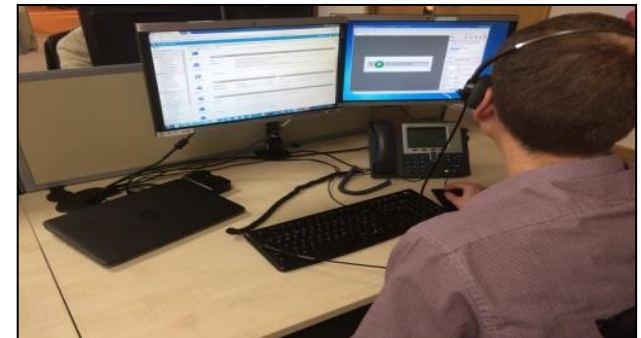
Live Chat

- Analysts can handle two or three at once and best used for quick and simple queries
- Available 07:00 – 17:00 Monday – Fri, Some coverage Sat
- Average 70 interactions per day
- Current average wait time is 15 seconds



Phone

- Easy to use and still the most popular support channel for users
- Available 07:00 – 17:30 Monday – Fri, 08:00 – 13:00 Sat
- Average 300 calls answered per day
- Current average wait time is 1 minute



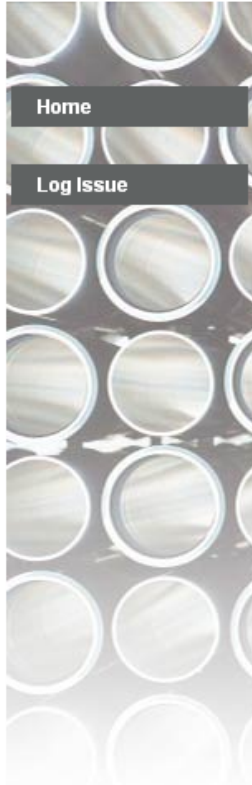
Self Service

WOLSELEY

Self Service Manager

Logged in as Richard Pegg
[Logout](#)

(build 1.6.6 served at 09)



Search Knowledge

Please enter a question or search terms.

Submit

Clear

Your Call Profile

Calls for your organisation:

Open Calls

Closed Calls

Your calls:

Open Calls: 1

Closed Calls: 74

Search Call by ID:

Start

Announcements

CreationDate ExpirationDate Message

Nothing found to display.



Search Knowledge

Keyword or query to search for information which may help resolve your issue.



Top Search

1. Lorem ipsum dolor sit amet,
2. Aliquam lectus orci, adipiscing
3. Aliquam lectus orci, adipiscing
4. Lorem ipsum dolor sit amet,
5. Donec porttitor ligula eu dolor.
6. Lorem ipsum dolor sit amet,
7. Lorem ipsum dolor sit amet,
8. Donec porttitor ligula eu dolor.
9. Lorem ipsum dolor sit amet,
10. Donec porttitor ligula.

Resources

- ▶ Service Categories
- ▶ File Downloads
- ▶ Requests for Access
- ▶ Asset Management

Feedback

Give us your feedback, let us know how we're doing

Contact Support

Lorem ipsum dolor sit amet, donec porttitor ligula.

Hot Topics

Cras sed ante, Phasellus in massa.

massa. Aliquam lorem. In hac habitasse platea dictumst. Cras eu mauris. Quisque lacus. Donec ipsum. Nullam vitae sem at nunc pharetra ultricies. Vivamus elit eros, ullamcorper etus.

1 2 3 4 5

[View All](#)

IT News

News Headlines Lorem ipsum

April 28, 2010

Donec placerat. Nullam nibh dolor, blandit sed, fermentum id, imperdiet sit amet, neque. Nam mollis ultrices justo. Sed tempor. Sed vitae tellus. Etiam sem arcu, eleifend sit amet, gravida eget, porta at, wisi. Nam non lacus vitae ipsum viverra pretium. Phasellus massa.

[Previous](#) | [Next](#)

[View All](#)

Featured Support Services



Trilogies



Desktop



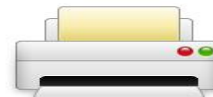
SAP



HighJump



Email



Printer

My Support

Open	45
Closed	320

Organization

Open	125
Close	456

Associate Profile

Firstname Lastname

Email : abc@wolseley.com

Phone : 111-111-1111

IM : Firstname12345

[Update Profile](#)

Request Forms

Service Category1

- ▶ Lorem ipsum dolor amet
- ▶ Lorem ipsum dolor sit amet
- ▶ Lorem ipsum dolor sit amet
- ▶ Lorem ipsum dolor sit amet
- ▶ Lorem ipsum dolor sit amet

Self Service



WOLSELEY IT Self Service



Welcome, **Mark Abbott**
[My Preferences](#)

My Calls 0 **My Approvals** 0 **My Location's Calls** 161 [Go!](#)

Alerts and Outages

Get Assistance

Request Something

Service Information

Frequently Asked Questions

IT's role:

To partner with the business – taking a joint strategic view about WUK's technology needs in ever-evolving markets. To provide IT services and solutions to help WUK deliver on its key projects, activities and business objectives. To ensure we are efficient and provide value for money services by continually reviewing and optimising our resources. To provide 24/7 support where needed – keeping the lights on and systems running to enable the business to focus on delivering its numbers.

Your feedback matters!

[Rate Self Service here](#)

Self Service



WOLSELEY

My Calls 7 My Approvals 1 Service Catalogue Knowledge Site Feedback MA Mark

Good Morning Mark!

How can we assist you?



Request Something

Browse the catalogue for services and items you read



Knowledge

Browse how-to guides and other self help articles



Alerts & Outages

News and updates on any widespread IT disruption



Get Assistance

Contact support to log an issue or use Live Chat

Most Viewed Articles

- Info - Password Resets for Wolseley UK
★★★★☆
- Guide - Cisco IP Corded Phone (Models 7942 & 7962)
★★★★☆
- Info - Access to Concur Expenses
★★★★☆
- Navigate the New IT Service Hub
★★★★☆
- Info - Branch End of Day Routine - Changes Explained
★★★★☆
- How to - Check an Electronic Purchase Order - Supplier says not received
★★★★☆
- How to - Connect Plus - Switch Training mode On and Off on a Roaming Device
★★★★☆

Service Experience

These are the latest monthly call survey satisfaction results, based on surveys emailed to you when calls are resolved:



Call Survey Satisfaction Results - KPI Target = 96%

For more information on our various service experience initiatives, please click here

My Approvals

RITM2032162 - Assignment Group Naming Convention and Configuration Management Access Restriction Documents
Requestor Lexcy Menzies

Options

Reject

Approve

My Open Incidents

\$UK IT Service Hub Service Experience Widget issue
INC0047255 • 5d ago



Categories

- Employee Services
- Get Assistance
- Hardware**
- Accessories
- Cables & Adapters
- Computers & Displays
- Connect+
- Mobile
- IT
- Local Services
- Security
- Software
- Systems
- Telephony
- IT Services

Hardware



Counter Tablet



Samsung Tab A WiFi - 10.1"

[View Details](#) **£508.20**

HP Laptop - 840 G5



Elitebook 840 G5

[View Details](#) **£766.75**

iPhone 6S



iPhone 6S 32GB

[View Details](#) **£251.00**

Laptop Carry Bag



Laptop Carry Bag

[View Details](#) **£7.74**

Alcatel 2038X



Alcatel 2038X Mobile

[View Details](#) **£25.45**

HP Desktop - 800 G4



HP EliteDesk 800 G4

[View Details](#) **£537.00**

Laptop Charger - EliteBoo...



Laptop Charger - EliteBook 840 G1 & G2

[View Details](#) **£26.39**

Zebra TC75



Zebra TC75 - Choice of Roaming or Delivery

[View Details](#)

Chip & PIN Entry Device



Chip & PIN Entry Device

[View Details](#) **£180.00**



Contact Us

Ripon

☎ 01765 694999

🕒 Mon - Fri : 07:00 - 17:30

🕒 Sat : 08:00 - 13:00

[Start a live chat with us](#)

Get Assistance



Application Error



Report Issues with system slowness or reporting errors

[View Details](#)

Printer Fault



Report a fault with a Printer

[View Details](#)

Report an Issue



Raise an issue for the IT team to investigate

[View Details](#)

iPhone Issues



Report an Issue with a company provided iPhone

[View Details](#)

Workstation Issues



Report a problem with a desktop, laptop or iGel

[View Details](#)

Wolseley Website Issue



Report an Issue with wolseley.co.uk

[View Details](#)

Oracle SCM Issue



Report issues relating to Oracle Supply Chain Management

[View Details](#)

Live Chat



http://intranet2.wolseley.co.uk/live_chat.html - Windows Internet Explorer

http://intranet2.wolseley.co.uk/live_chat.html

File Edit View Favorites Tools Help

Google Search Share More >> Sign In

General Meetings http://intranet2.wolseley... Shared Documents Page Tools >>



Live Chat should be used for quick procedural type queries. Normal hours of cover are 07:30 - 17:30. Due to resource constraints, there will be occasions where we are unable to provide an instant response however a key benefit is that you can complete other work whilst waiting. Please be patient if you are waiting for an answer on a low priority query and a Support Analyst will respond as quickly as possible. IT Self Service should compliment this facility by remaining the primary tool for searching Knowledge to resolve your own queries and using the access and procurement forms.

High priority issues should be placed over the phone.

Please continue to Live Chat by clicking on the icon below.



Support Analyst
Ask your question

Local intranet 100%

start L. W O W h. M S. 1. 14:22

Live Chat



Live support - Windows Internet Explorer

http://intranet2.wolseley.co.uk/webim/client.php?locale=en&url=http%3A//intranet2.wolseley.co.uk/live_chat.html&referre

File Edit View Favorites Tools Help

Google Search Share More >> Sign In

General Meetings http://intranet2.wolse... Live support Shared Documents

I.T. Live Chat

Live support

Thanks for contacting us! To better serve you, please fill out the form below and click the Start Chat button. [Close](#)

Name:

Start Chat

Powered by: mibew.org

Done Local intranet 100%

start L. W. O. W. L. M. S. 1. 14:21

Live Chat



Chat log - Mibew Messenger - Windows Internet Explorer

http://dev.intranet2.wolseley.co.uk/webim/operator/threadprocessor.php?threadid=118

File Edit View Favorites Tools Help

Home - Servi... Chats histor... Chat log ... X Chat log - Mi... Wolseley 090 Stream ... Page Tools

Chat log

You are Mark Abbott

This page displays chat details and content.

Name: yvonne catterall
Visitor's address: 10.3.135.11
Browser: Msie 7.0
Operator: Tom Miller
Time in chat: 04:10 (December 03, 2012 11:33 AM)

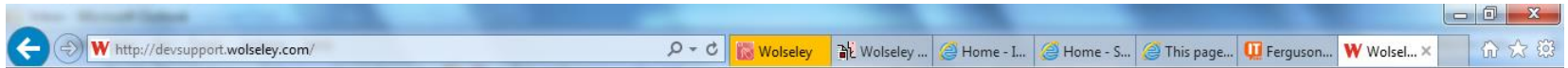
11:33:20 Vistor came from page <http://dev.intranet2.wolseley.co.uk/test.html>
<http://wolselevselfservice.sys.ds.wolseley.com/wolselevselfservice/index.action>
11:33:21 Thank you for contacting us. An operator will be with you shortly...
11:33:26 Operator Tom Miller joined the chat
11:33:38 **Tom Miller**: You have come through to Wolseley UK IT Support. How may we be of assistance today?
11:34:42 **yvonne catterall**: Hi can I confirm that IM16168 and SD46967 calls are being actioned as they relate to the last 2 branches to run month end.
11:35:01 **Tom Miller**: Please bear with me for a few minutes whilst I investigate for you
11:35:12 **yvonne catterall**: Thanks Tom
11:35:53 **Tom Miller**: IM16168 is being investigated at the moment, i shall chase it up though for you Yvonne and see if i can promt them to look into this asap
11:36:34 **yvonne catterall**: Thank you
11:36:39 **Tom Miller**: and SD46967 is being worked on as we speak. A Analyst is currently working on this now
11:36:56 **yvonne catterall**: Excellent - thanks very much
11:37:06 **Tom Miller**: Your most welcome Yvonne
11:37:12 **Tom Miller**: Thank you for using live chat.
11:37:21 **yvonne catterall**: Bye
11:37:30 Operator Tom Miller left the chat

[Go to search](#)

Mibew Messenger 1.6.4.1 (c) 2011 mibew.org

Done Trusted sites 100%

Live Chat



WOLSELEY

Issue Submission

Your Issue

Your Name

Company Name

Describe Your Issue

Session Key

Copyright © 2002-2014 Bomgar Corporation. Redistribution Prohibited. All Rights Reserved.



Live Chat



WOLSELEY

Please enter your name:

Submit

Send



Live Chat



The screenshot shows a web browser window with the address bar displaying <https://support.wolseley.com/chat>. The page header features the 'WOLSELEY' logo in large red letters. The chat history is as follows:

- (13:27:36) Steve Blackburn said to you:**
Hello! Welcome to Live Chat IT Support. Your Service Call Reference is **SD2310329** . How can I help you?
- (13:27:57) You said to Steve Blackburn:**
Hi Steve, I'm getting a message to say my mailbox is full, please can you advise how I go about addressing this?

At the bottom of the chat window, there is an empty text input field, a 'Send' button, and a status message: 'Last message received at 13:27:36 on December 08 2016'. A small profile icon of a person is visible in the bottom right corner of the chat area.

Live Chat



B Bomgar Representative Console - support.ferguson.com - Mark Abbott

File Support Present Help

Home
Start...

Session Key
Jump To...
Remote RDP...
Shell Jump...
Get Next

Accept
Decline
Transfer

All Queues	Type	Priority	Queue	Status	Time in Queue	Name	Computer	Platform	Issue
Personal	Session	Medium	Bunn, David [...]	Customer Absent	0:15:39	[Pushed] WUK2...	WUK2032656	Windows 7 Ente...	
WUK - Ripon Live C...	Session	Medium	Robinson, To...	In Progress	0:42:22	[Pushed] WUK1...	WUK1032608	Windows 7 Ente...	
WUK - Ripon Servic...	Session	Medium	Nick Clarke (R...	In Progress	0:25:20	[Pushed] WUK1...	WUK1032266	Windows 7 Ente...	
WUK - RLS Live Chat	Session	Medium	Bunn, David [...]	In Progress	0:04:44	[Pushed] WUK2...	WUK2033083	Windows 7 Ente...	
	Session	Medium	Nick Clarke (R...	Customer Absent	0:23:45	[Pushed] WUK2...	WUK2031790	Windows 7 Ente...	
	Session	Medium	Robinson, To...	In Progress	0:40:23	[Pushed] WUK1...	WUK1036015	Windows 7 Ente...	
	Session	Medium	Bunn, David [...]	In Progress	0:10:03	[Pushed] WUK1...	WUK1033268	Windows 7 Ente...	
	Session	Medium	Neil Chilton (...]	In Progress	5:27:08	[Pushed] WUK1...	WUK1009137	Windows 10 Ent...	
	Session	Medium	Robinson, To...	In Progress	0:36:11	[Pushed] WUK2...	WUK2031597	Windows 7 Ente...	
	Session	Medium	Bunn, David [...]	In Progress	0:00:29	[Pushed] WUK1...	WUK1031748	Windows 7 Ente...	
	Session	Medium	Robinson, To...	In Progress	0:33:29	[Pushed] WUK1...	WUK1029545	Windows 7 Ente...	

Monitor
Take Over

Representative	Statu	C
Nick Clarke (Ri...	●	2
Alex Sanné	●	0
Neil Chilton (R...	●	1
Bunn, David [...]	●	4
Robinson, To...	●	4
Joss Cook (Ri...	●	0
Paul Hanks (Ri...	●	0

Jump
Create
Remove
Properties...

Export...
Refresh

Name	Jump Method	Comments	Group	Tag	Status	Last Accessed
Refresh or search to load the Jump Item list.						

All Jump Items

- Personal
- WUK - Ripon Live Chat
- WUK - Ripon Service D...
- WUK - RLS Live Chat
- WUK - Service Operati...
- WUK - Theale Live Chat
- WUK - Theale Service D...

WUK - Ripon Live Chat

Everyone

Joss Cook (Ripon)

Show Screens
Send File
Send

Live Chat



Live Chat



Request Something

Browse the catalog for services and items you need



Knowledge Base

Browse and search for articles, rate or submit feedback



Get Help

Contact support to make a request, or report a problem



Community

Community-sourced answers to your questions

Current Status

Outage - Securities Lending (started 2018-09-06 14:39:39)

[More information...](#)

Top Rated Articles

Popular Questions

No questions have been asked yet

[Ask a Question](#)

Announcements

No information available

Chat Support

[Click here for UK Live Chat!](#)

Avg wait: 3 Seconds

My Approvals

[My New Knowledge Base](#)

Requestor System Administrator

Live Chat

UK SD - Google Chrome

https://dev48442.service-now.com/\$chat_support.do?queueID=86d2487c4f053300e2968df07310c7b3

Welcome to UK SD

How can we help you?

Send

OPEN CONVERSATIONS



INC0010024: Iphone won't switch on any more
5d ago

1

CLOSED CONVERSATIONS



Outlook running slowly
5d ago

1



Outlook not syncing
5d ago

1



Need new laptop and charger
26d ago

1



Need new keyboard and mouse
26d ago

2



INC0010023: Cracked screen on iphone
26d ago

Live Chat

servicenow Service Management

AL Amos Linnan, UK SD
once more

QUEUES

UK SD
Average Wait: 3s 0

Virtual Agent Support
Average Wait: 30s 0

PRIMARY CASES

AL Amos Linnan, UK SD
Amos Linnan has left the support session
3:01

UK SD 27m ago
How can we help you?

AL Amos Linnan 27m ago
once more

UK SD 27m ago
Thank you for contacting support. Someone will be with you shortly to assist you.

System Administrator 27m ago
Thank you for contacting support. I am looking into your question now and will be with you shortly.

System Administrator 27m ago
canned message

System Administrator 26m ago
canned message

AL Amos Linnan 24m ago
Amos Linnan has left the support session

UK SD | CHAT0010007 | 2019-04-24 04:33

Live Chat

The screenshot displays a live chat interface with a chat history on the left and a 'New Record' form on the right. A context menu is open over the chat history, listing actions like Transfer, Canned Message, Create Incident, and End Session.

Chat History:

- AL** Amos Linnan, UK SD (once more)
- UK SD** 29m ago: How can we help you?
- AL** Amos Linnan 29m ago (once more)
- UK SD** 29m ago: Thank you for contacting support. Someone will be with you shortly to assist you.
- System Administrator** 29m ago: Thank you for contacting support. I am with you shortly.
- System Administrator** 29m ago: canned message
- System Administrator** 28m ago: canned message
- AL** Amos Linnan 26m ago: Amos Linnan has left the support session
- System Administrator** just now: Canned Message - ABC123

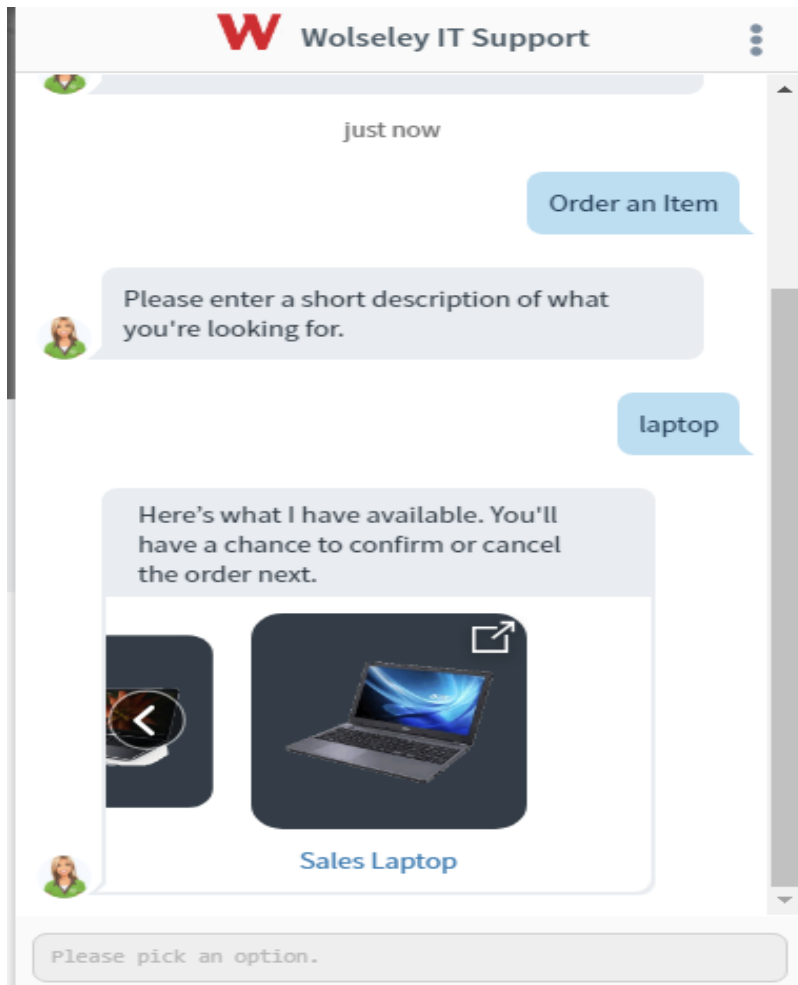
New Record Form:

- Incident** New record
- Location: Bockenheimer Landstraße 2
- Category: Inquiry / Help
- Subcategory: -- None --
- Business service: [Search]
- Configuration item: [Search]
- Urgency: 3 - Low
- Priority: 5 - Planning
- Assignment group: [Search]
- Assigned to: [Search]
- Short description: [Text area]
- Description: [Text area]
- Buttons: Submit, Resolve

Context Menu:

- Transfer
- Canned Message ABC
- 📄 Create Incident
- Canned Message - QWERTY
- ✕ End Session

Live Chat



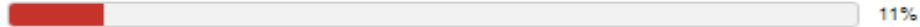
**Now and the future -
Virtual Agent!**

Service Experience



Annual Surveys

IT Service Desk Annual Survey - Operational Teams - 2019



* 2. How satisfied are you overall with the IT support from the Ripon IT Service Desk?

Very Dissatisfied Dissatisfied Neither Dissatisfied or Satisfied Satisfied Very Satisfied

Any additional comments?

* 3. How satisfied are you with the specialist knowledge of the IT Support Analysts?

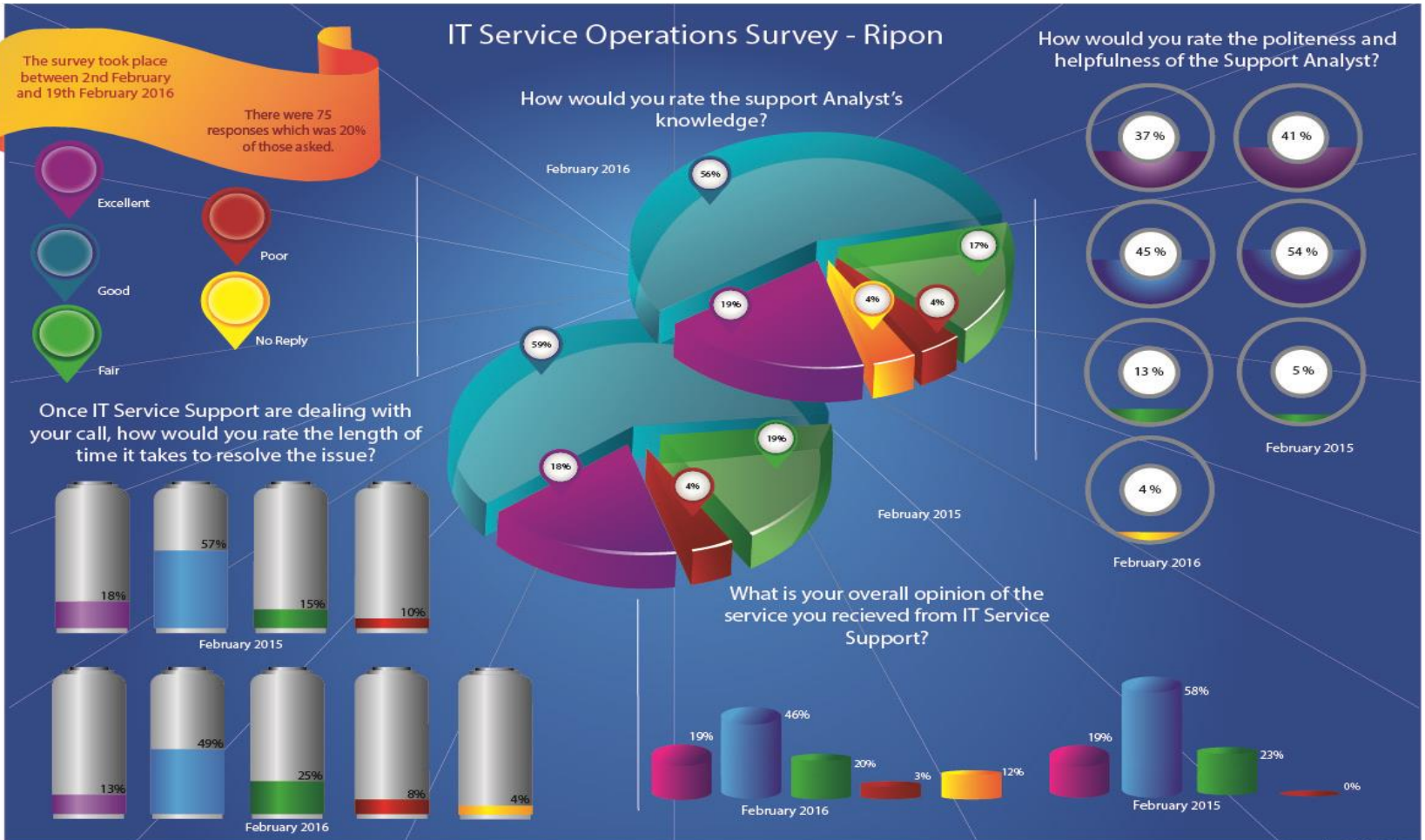
Very Dissatisfied Dissatisfied Neither Dissatisfied or Satisfied Satisfied Very Satisfied

Any additional comments?

* 4. How satisfied are you with the helpfulness of the IT Support Analysts?

Very Dissatisfied Dissatisfied Neither Dissatisfied or Satisfied Satisfied Very Satisfied

Annual Surveys



Call Surveys

WOLSELEY UK IT

WOLSELEY



IT Survey

June 13, 2019

Hi

Your call INC0157883 - Service Hub Approvals display issue has been completed.

To view the details of your call click on [INC0157883](#)

If the call has not been fulfilled to your satisfaction, or you have any questions, please contact the IT Service Desk by calling 01765 694999.

A short survey is available by clicking the link below, relating to your experience of this call

[Give Feedback](#)

Please take the opportunity to complete the survey. All responses are regularly reviewed and used to identify where improvements can be made.

To provide praise or raise a complaint, please use our [IT Contact & Escalation Guide](#).

INC0157883 IT Call Satisfaction Survey

*Overall, was the call dealt with to your satisfaction?

- Yes
- No

Do you have any further comments or suggestions on how we could improve any part of your IT experience?

*Please may we contact you regarding your feedback?

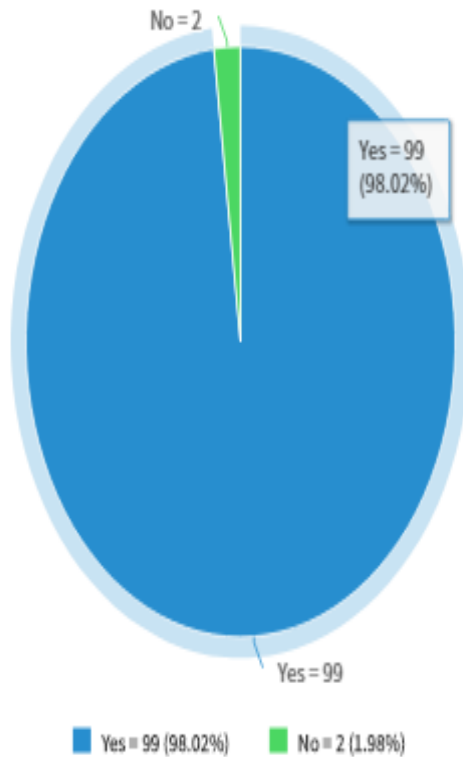
Cancel

Save

Submit

Call Surveys

Call Satisfaction - SD



How are we doing?

With a target of at least 96%, so far for this month we have achieved the following based on surveys emailed to you and your colleagues across the business, when IT calls are resolved:



Call Survey Satisfaction Results - KPI Target = 96%

For more information on the latest IT activity to improve our service offering, please [click here](#)

IT Feedback

Monthly Performance as of Today June 18 2019

Call Survey Satisfaction Results - KPI Target = 96%



Response Rate = 3.64%



If you would like to leave any feedback, praise or register a complaint on the service IT provides you, please click on the above icon.

Focus Groups

**“ YOU SAID.
WE DID. ”**

“We need equipment ordered, cleaning equipment and scissor brushes!”

We have cleaned up our act by purchasing the equipment required and putting it into place. Moving forward, we invite everyone to raise their equipment needs with their line manager and if you don't feel listened to, you will have an opportunity of raising this with your Shift Manager

“The Part Time staff shifts don't get communication readily or Team Leader consistency”

We clearly need to shift our focus to be all inclusive, including those shifts which span different times. Staff will be allocated to Team Leaders who will be solely responsible for all communications to individuals, so everyone knows where they stand. 10:00-14:00 shift staff should attend a newly created 10:00 briefing. 10:00-18:00 shift staff should attend the 14:00 Shift Brief. The 18:00-22:00 shift staff should attend a newly created 19:00 shift brief (starting as of the 8th June). The 20:00-02:00 shift staff should attend the 22:00 shift brief.

“Equipment is getting older and breaks down more often, e.g. VNA's and Automation!”

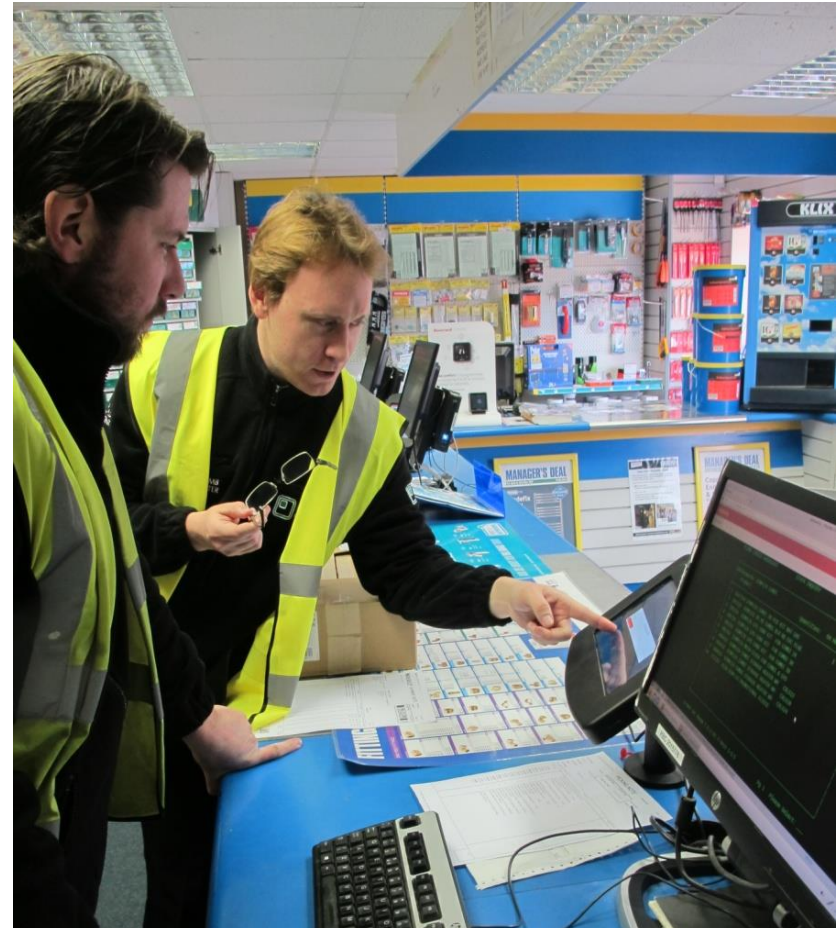
No-one enjoys feeling like their getting older, and our equipment is no different. We have invested £85,000 over the past 6 months in replacing worn and damaged equipment. We will continue to invest where needed, with some new VNA's planned to be purchased within the next 12 months.

The planned preventative maintenance plan for the automation system will be reviewed with a view to implementing an obsolete parts replacement plan.

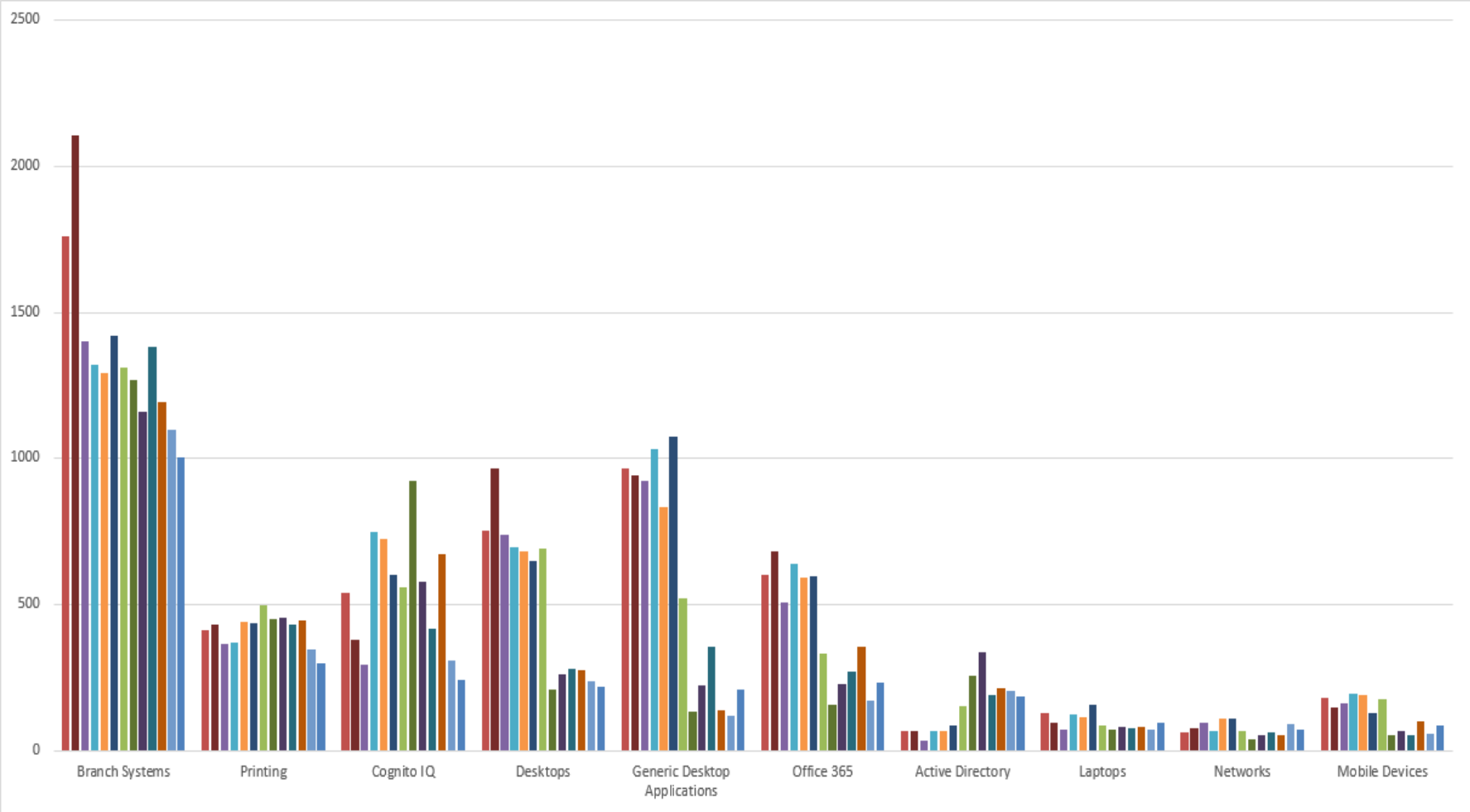
“Operational Management has slowed down, issues used to get resolved quickly, not so quick anymore!”

We must be quick in responding to this, so Nelly Egan is spending time with Shift Managers and is implementing a formal issues log, so issue raised will be given a timescale to feedback or resolve and we can track it.

Have your say!

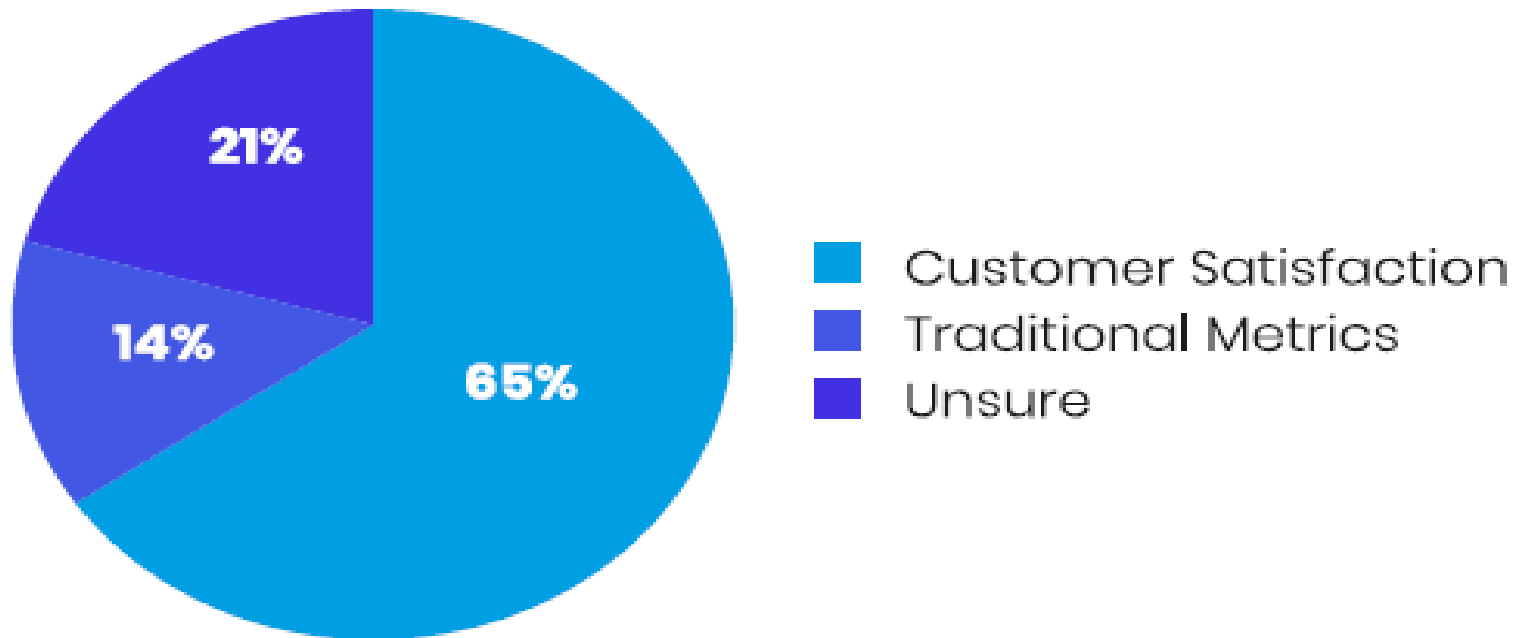


Top 10 Service Desk Calls



SLAs to XLAs

Do you find more value in Customer Satisfaction measures or traditional metrics, i.e. first-time fix?



SLAs to XLAs

Service Performance Status			
Service Component	Mar	Apr	May
Service Desk	Yellow	Yellow	Yellow
Request and Access	Yellow	Yellow	Green
Incident Management	Green	Green	Green
Request Management	Green	Green	Green
Customer Experience	Yellow	Green	Yellow

SLAs to XLAs

Metric	Weighting	Performance Range		Average Performance	Metric Score	Balanced Score
		Worst	Best			
Customer Satisfaction	25%	63%	89%	87%	92%	23%
Average Call Wait Time	25%	195	12	36	87%	22%
First Time Fix	20%	52%	89%	72%	54%	11%
Re-opened tickets	15%	12	2	6	60%	9%
Bounce rate	10%	15%	5%	7%	80%	8%
Same Day Resolutions	5%	65%	90%	82%	68%	3%
Total	100%	-	-	-	-	76%

	Weighting	Worst	Best	Average	Metric Score	Balanced Score
Customer Satisfaction (% Positive Responses)	25%	92%	96%	94%	91%	23%
Average Call Wait Times (secs)	15%	152	257	202	41%	6%
First Time Fix (resolved time <1hr)	25%	74%	81%	76%	112%	28%
% records re-opened (raised by Service Desk)	13%	1.31%	2.36%	1.74%	91%	11%
Bounce Count (# reassignments)	10%	1.72	2.17	1.97	28%	3%
Back Log (Average records assigned to Service Desk)	13%	161	212	184	84%	11%
Total						82%

Effective Communication



Effective Communication

Push

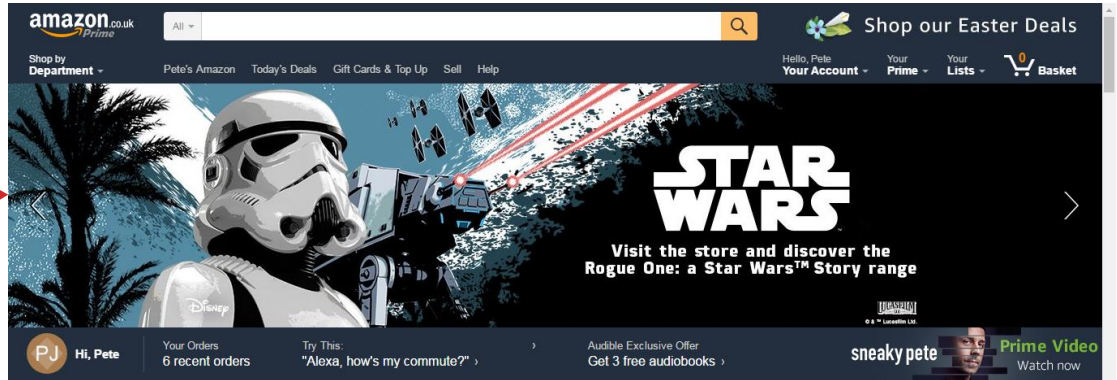


VS

Pull



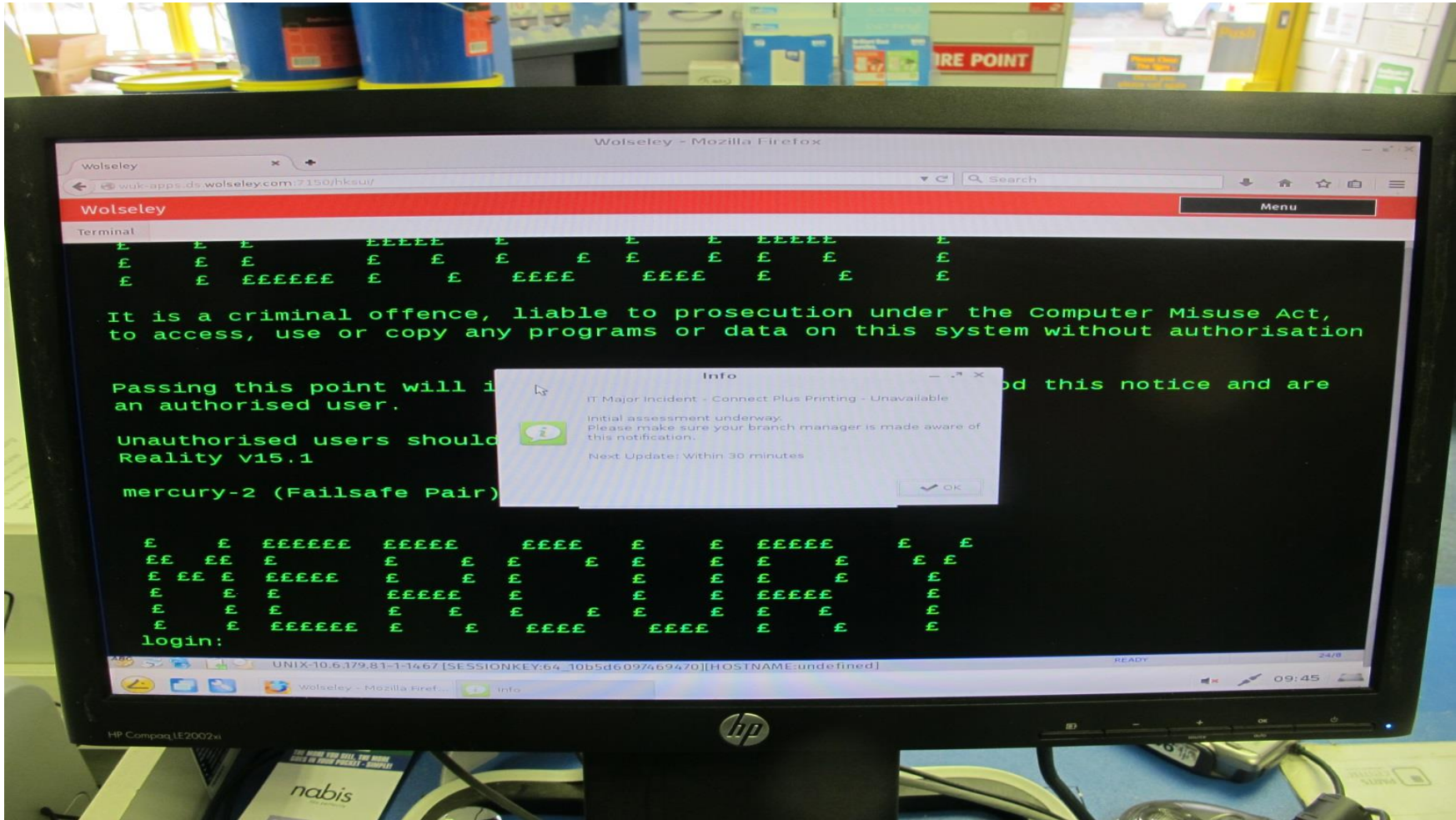
Effective Communication



Effective Communication



Effective Communication



Effective Communication



Priority & Major Incidents

We constantly monitor our IT services. Should a significant service interruption occur, a notification will be posted to this page as swiftly as possible and regular updates provided throughout the Incident. If you are experiencing problems not listed on this page, submit a new incident via the [Get Assistance](#) page.

No system is reporting an issue

Service Notifications

We publish information on planned service maintenance below.

Live Ripon Service Desk Performance (This is refreshed every 30 seconds)

Total Calls	Answered Calls	Longest Wait Time	Average Wait Time (Target < 90 Sec)
206	151	00:26:10	00:03:19

IT Maintenance

Wolcen2, Uranus, and Juno, will be unavailable on Sunday 16th June 2019, between 05:00 and 10:00, for essential maintenance.

Columbus Required Maintenance

Please be aware that the Columbus service will be unavailable on Friday 21st June between 19:00 and 21:00 and Sunday 23rd June between 09:00 and 11:00 for required maintenance.

Effective Communication

WOLSELEY UK IT


WOLSELEY



IT MAJOR INCIDENT

Network issues affecting 13 Wolseley branches

To: All affected branch managers

Description	Start Date/Time	Status
The issue impacting the 13 branches in South East England is ongoing. Our 3 rd party network provider has engineers local to the fault, investigating the issue.	3 rd June 23:58	
This is believed to be a break in a fibre cable.	Time of next update	
We will provide further updates via email as per next stated update, or as soon as possible if further activity/situation changes occurs.	10:30	
	Reference Number	
	INC0159539	

Further information:

Details of this IT Major Incident will be displayed on the [IT Alerts and Outages](#) site.

Contact

If you have any questions or require further information, please contact the IT Service Desk via [IT Live Chat](#) or on 01765 694999.

Please do not reply to this email address. This email is for internal use only.



NEW - IC Suite Call Reporting Issues; We are aware of a range of issues affecting Call Reporting this morning; inability to logon, inability to reset passwords and for users who are able to logon, reports are failing to generate. Next Update: 10:00, Incident Reference: INC0167238, Major Incident Manager: George Higgins, Contact: [07857271246](tel:07857271246)

UPDATE - IC Suite Call Reporting Issues; 3rd Party issue identified and we are advised of ongoing works which are underway to resolve. Next Update: 11:30, Incident Reference: INC0167238, Major Incident Manager: George Higgins. Contact:



Monitoring and Event Management



Monitoring and Event Management

W Branch Portal Terminal Emulator

LUMB CENTER HARROGATE SALES ORDER ENTRY alasa 10 Sep 2017

Order Type : T Trade Cash Sale Order Number :
 St. Branch : SK Contract :
 Customer : 7122E75

Catalogue Number	Description	Order Qty	Alloc Qty	Unit Price
1) 100850	WORCS 100MM TELESCOPIC HORIZ FLUE KIT	1	1	
2)				
3)				
4)				
5)				
6)				
7)				
8)				

FD exists FOR FLUE BRACKETS PLS USE 175616

Promise Date : 13/09/17

Free	2
Alloc	21
On B/O	0
Owed In	4
Fwd Ord	0

Support Button Record a Missed Sales Opportunity 2013J5_a04840: 1

Prices

Product Code: 100850

AutoPrice
97.000

Green
97.000

Amber
82.956

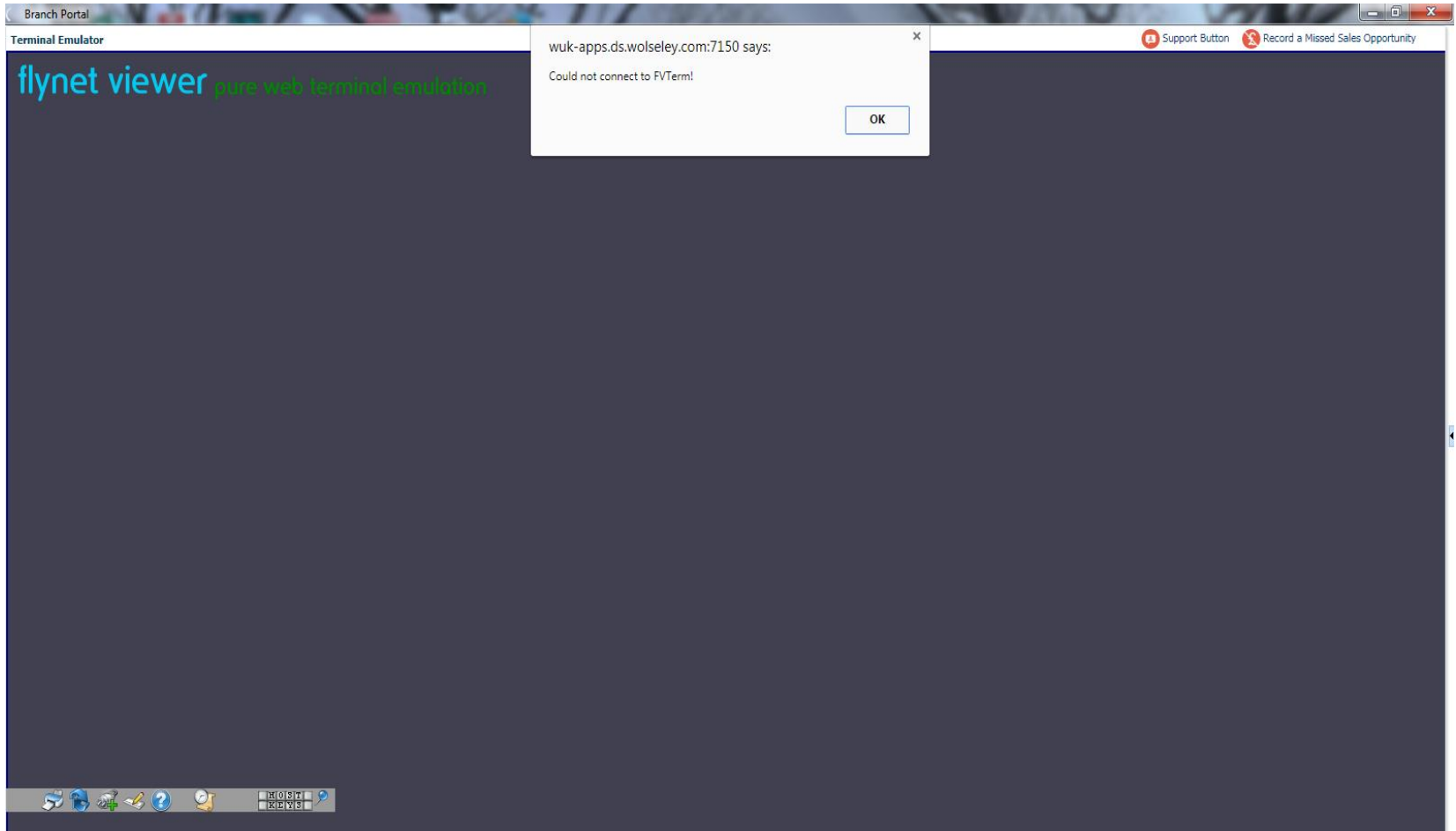
Red
79.109

Last Price Charged
Unavailable

Do not auto-hide display-only prices

READY 1/1

Monitoring and Event Management



Monitoring and Event Management



Branch Portal
Terminal Emulator

LUMB CENTER HARROGATE SALES ORDER ENTRY alasa 10 Sep 2017

Order Type : T Trade Cash Sale Order Number :
St. Branch : SK Contract :
Customer : 7122E75

Catalogue Number	Description	Order Qty	Alloc Qty	Unit Price
1) 100850	WORCS 100MM TELESCOPIC HORIZ FLUE KIT	1	1	
2)				
3)				
4)				
5)				
6)				
7)				
8)				

FD exists FOR FLUE BRACKETS PLS USE 175616

Promise Date : 13/09/17	Free	2
	Alloc	21
	On B/O	0
	Owed In	4
	Fwd Ord	0

Prices

Product Code: 100850

AutoPrice 97.000

Green 97.000

Amber 82.956

Red 79.109

Last Price Charged: Unavailable

Do not auto-hide display-only prices

READY 11

Monitoring and Event Management

HP Business Service Management (running on bsm9.sys.ds.wolseley.com) - Internet Explorer

Wolseley BSM - My BSM

Full Screen View User: WUKW007234 Mark Abbott Logout

MyBSM Applications Admin Help Site Map

Event Perspective x UK Trading Operations x UK Network Security x UK BI and Reporting x

Select Page

Card Size: Automatic

- BI and Reporting UK BusServ Business Objects CICollection 12/7/15 7:17 AM
- BI and Reporting UK BusServ Branch Portal Logon BusinessTransactionFlow 12/7/15 7:17 AM
- BI and Reporting UK BusServ Branch Portal Reports Refresh BusinessTransactionFlow 12/7/15 7:17 AM
- BI and Reporting UK BusServ Branch Portal Service Availability BusinessTransactionFlow 12/7/15 7:17 AM
- BI and Reporting UK BusServ BI_Daily_Sales_Reports Node 12/7/15 7:17 AM
- BI and Reporting UK BusServ BI_Materialised_Views Node 12/7/15 7:17 AM

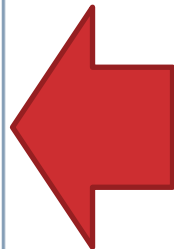
Event Perspective x

View Explorer

Browse Views Search

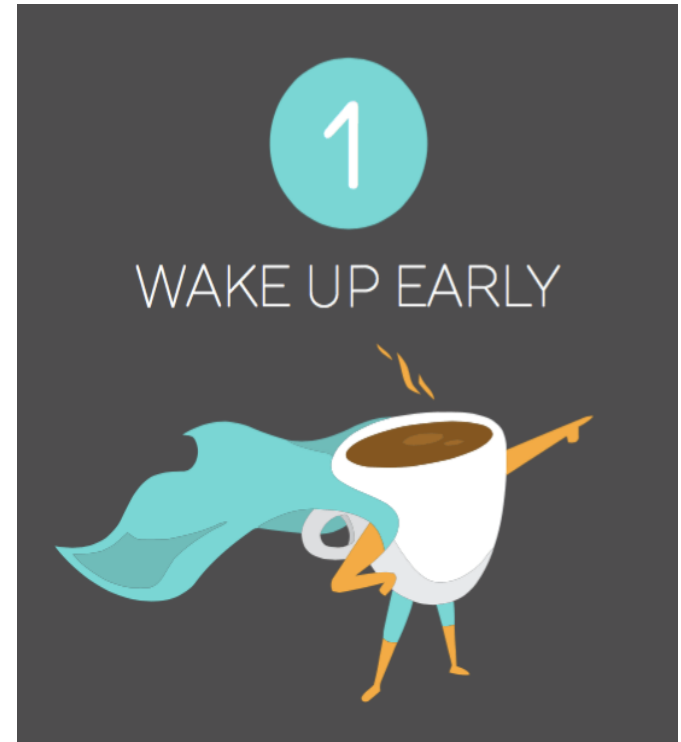
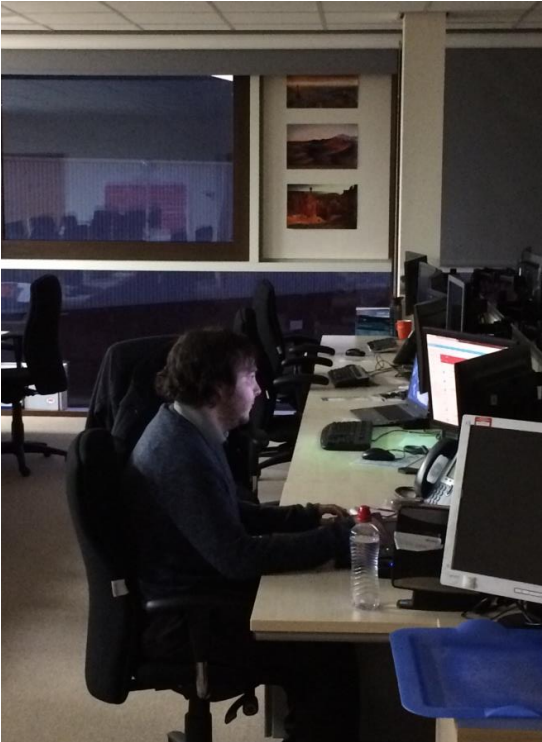
WUK Event Perspective (ALL)

- WUK Event Perspective (ALL)
 - WUK Event Perspective (ALL)
 - WGS Theale Office
 - WUK BI & Reporting
 - WUK E-Business
 - WUK End User Computing
 - WUK Finance
 - WUK FSA / Pricing
 - WUK HR
 - WUK Network Security
 - WUK Royal Leamington Spa Head Office
 - WUK Trading Operations
 - WUK Warehouse & Logistics
 - WUK William Wilson

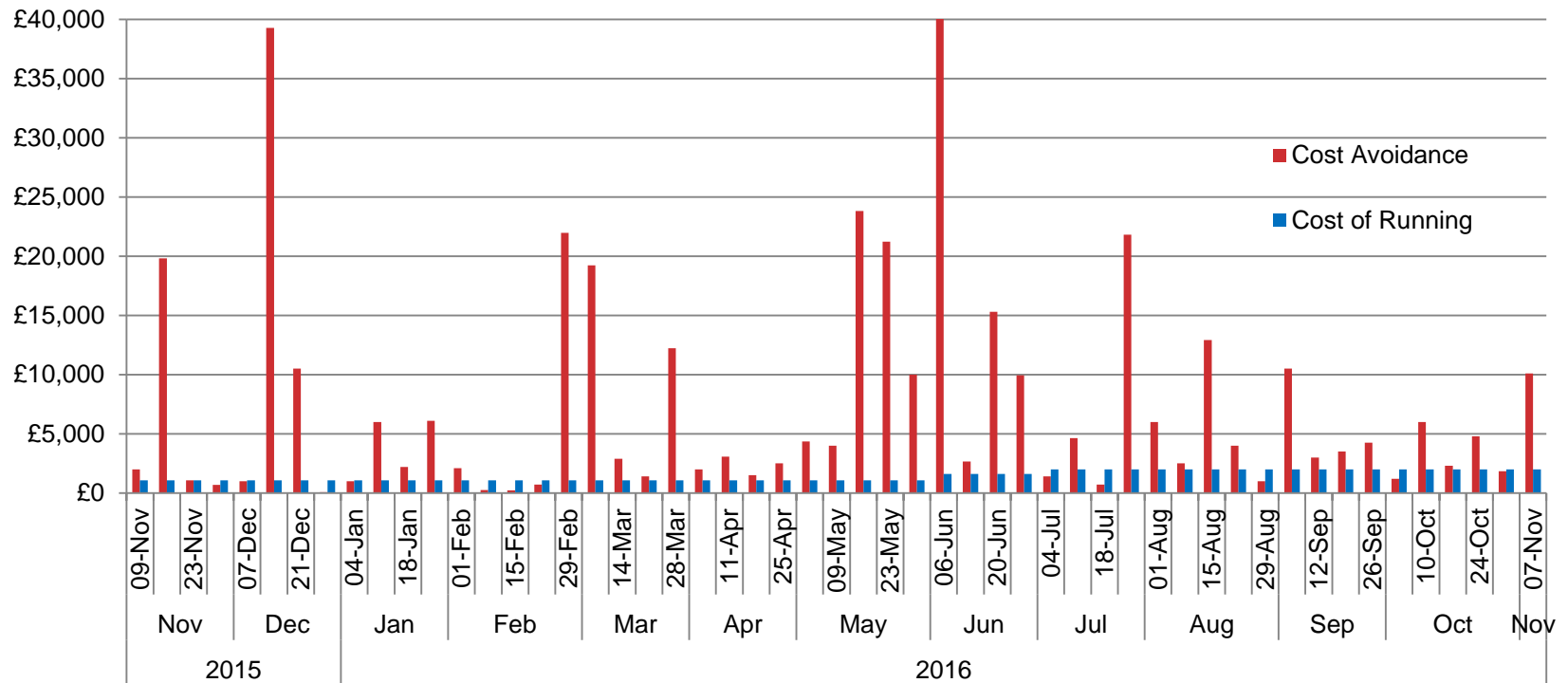


Sev	Prio	C	N	I	A	U	D	State	Time Received	Title	Related CI
Warning			Y	Y			3	Y	9/9/17 08:36:29 AM	Unable to connect to \monitoring s	wukris00fp001
Warning	Down		Y				3	Y	9/11/17 01:10:05 PM	Sourc enode=a04924.sys.ds.wols	a04923
Warning	Down		Y				2	Y	9/11/17 01:57:32 PM	Sourc enode=a04923.sys.ds.wols	a04923
Warning	Down		Y					Y	9/11/17 04:12:32 PM	Sourc enode=a04924.sys.ds.wols	a04923
Warning	Down		Y	Y				Y	9/11/17 04:15:14 PM	Infrastructure-104: User <user> fa	a04912
Warning	Down		Y	Y	Y		1	Y	9/11/17 04:35:00 PM	Memory usage level reaching near	a04973
Warning	Down		Y	Y	Y			Y	9/11/17 04:37:37 PM	A CPU bottleneck symptom has be	a04973
Warning	Down		Y	Y	Y			Y	9/11/17 04:41:56 PM	EXSPI-147: EventID: 0x00000400	a04093
Critical	Down		Y	Y				Y	9/11/17 06:29:44 PM	Connection Down	rls_c_4506_2nd-9004
Warning	Down		Y	Y				Y	9/11/17 06:29:44 PM	Interface Down on node rls_c_4506	rls_c_4506_2nd-9004
Warning	Down		Y	Y				Y	9/11/17 07:20:43 PM	Infrastructure-110: kernel service	a04535
Warning	Down		Y	Y				Y	9/11/17 07:31:35 PM	Infrastructure-110: kernel service	a04536
Warning	Down		Y	Y	Y			Y	9/11/17 07:42:40 PM	A CPU bottleneck symptom has be	a04871
Warning	Down		Y	Y	Y			Y	9/11/17 08:17:22 PM	WED2230 has been up for: 121 day	e02230
Warning	Down		Y	Y	Y			Y	9/11/17 09:10:18 PM	WED2031 has been up for: 121 day	e02031
Warning	Down		Y	Y	Y			Y	9/11/17 10:16:01 PM	Memory usage level reaching near	e04710
Warning	Down		Y	Y	Y			Y	9/11/17 10:46:35 PM	WED2251 has been up for: 120 day	e02251
Warning	Down		Y	Y	Y			Y	9/11/17 11:06:11 PM	WED2250 has been up for: 120 day	e02250
Critical	Down		Y	Y	Y			Y	9/11/17 11:06:18 PM	0 processes "w3wp.exe" with pai	e02058

Monitoring and Event Management



Monitoring and Event Management



Cost Avoidance to Date:

£395,000

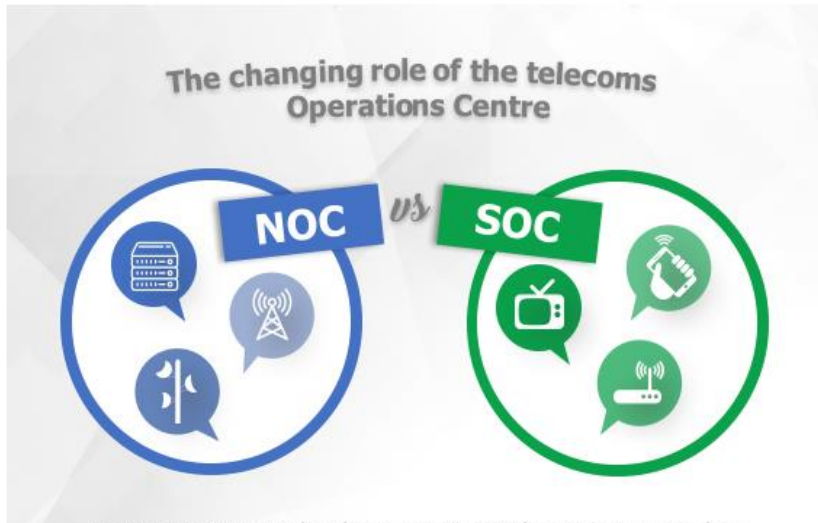
Cost of Running to Date:

£76,500

Estimated ROI%:

416%

Monitoring and Event Management



As network operators transform from a network-centric focus to service-centric focus, so too must their operations centers. We are now seeing the rise of Service Operations Centre's (SOC) alongside the traditional Network Operations Centre's (NOC). Lets take a look at the differences between these two essential telecoms departments.

<p>The Name</p> <p>Network Operations Centre</p>	<p>The Name</p> <p>Service Operations Centre</p>
<p>The Objective</p> <p>To monitor the performance of the network, rectifying equipment faults, alerting to performance breaches and troubleshooting performance issues.</p>	<p>The Objective</p> <p>To monitor the quality of the overall service, and take rapid actions to rectify service degradations and service outages that impact subscribers.</p>

The Engineers

A diverse range of network domain specialists, network engineers and data scientists.

- Key Skills**
- ★ Data analytics ★
 - ★ Troubleshooting ★
 - ★ Technology know-how ★

The Size

A NOC can be based in one or more locations, and can range in size from ~80 Engineers to 500+ engineers.

The Tools

- ★ Element Management Systems ★
- ★ Fault Management Software ★
- ★ Trouble ticketing tools ★
- ★ Performance Monitoring Software ★

The Technology

NOC Engineers need real-time data access, interactive performance dashboards and automatic alerting technology for performance breaches and fault alarms.

The Metrics

Engineers take a reactive approach, monitoring network KPI's.

The Engineers

A mix of specialists with skills in networking, IT and problem solving.

- Key skills**
- ★ Service modelling ★
 - ★ Data integration ★
 - ★ Communication ★
 - ★ Commercial awareness ★

The Size

A SOC can be integrated into the NOC or sit separately to the NOC. SOC teams are usually smaller, with 10 – 100 engineers.

The Tools

- ★ Service Quality Management Solution (fed from NOC toolsets) ★
- ★ Customer Experience Management Tool ★
- ★ Marketing software ★

The Technology

SOC Engineers need real-time and historical data access, complex interactive dashboards, and prediction technology for early alerting to potential business impacting issues.

The Metrics

Engineers take a proactive approach, monitoring KQI's and KBI's.

Monitoring and Event Management



Top Takeaways

- Evolve your Self Service offering
- Live Chat is the way forward so make the leap
- It's all about Service Experience
- Communication is one of the easiest things to improve
- Identify issues before your users do
- Be proactive and innovate
- Don't be afraid to fail
- Regularly look at what's happening in the industry

Q&A & Feedback!

