Get your Service Desk into *Top Gear!*

Mark Abbott

19th June 2019

Plumbing   Heating   Cooling   Drainage   Pipe   Parts
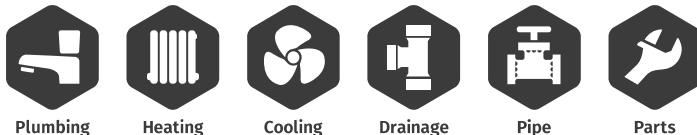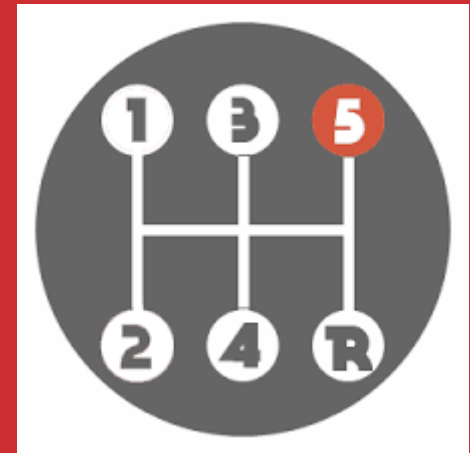
WOLSELEY

About Wolseley

About Me

Mark Abbott

Service Operations Manager

WOLSELEY W

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
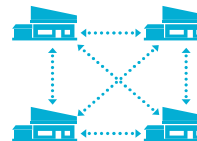
IT'S ACTIVITIES

25
MAJOR INITIATIVES PER YEAR

4,000
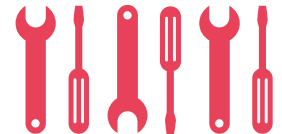TELEPHONE LINES MANAGED

MANAGING NETWORKS TO
700
LOCATIONS

6,000
COMPUTERS

MORE THAN
700
SYSTEM UPDATES EVERY YEAR

WOLSELEY

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**

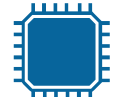## LOOKING AFTER THE IT INFRASTRUCTURE – NOW AND IN THE FUTURE

SECURITY

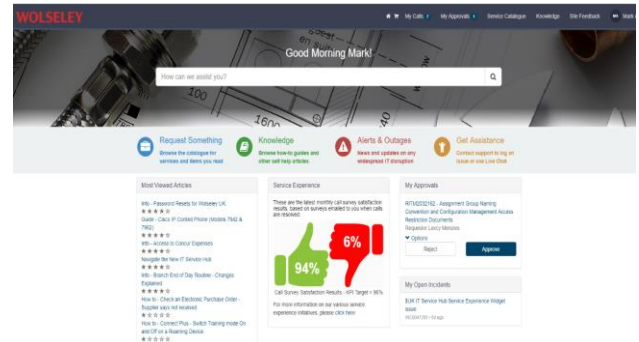AUDIT & COMPLIANCE

ANTI-VIRUS

DISASTER RECOVERY

ADOPTING NEW TECHNOLOGY

WOLSELEY

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
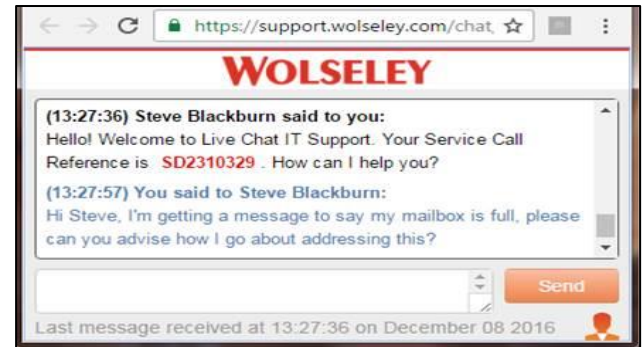
Phone

- 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

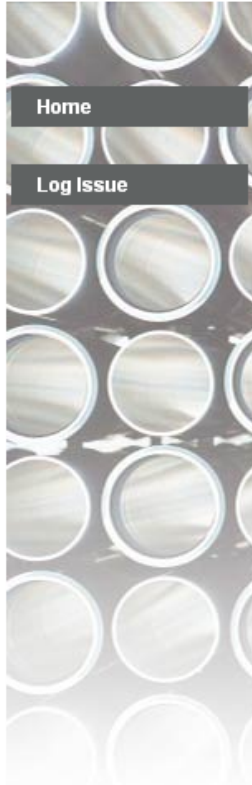- Current average wait time is 1 minute
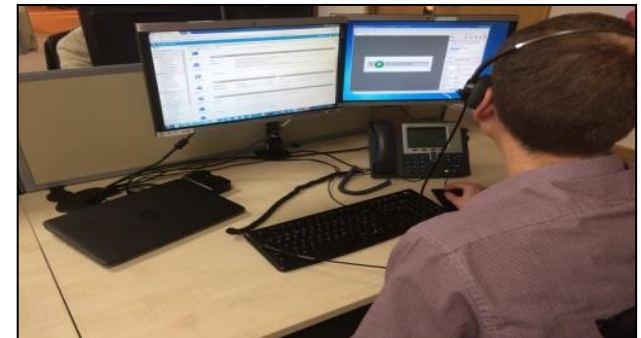
Self Service

WOLSELEY

Self Service Manager

Logged in as Richard Pegg
Logout

(build 1.6.6 served at 09)

Home

Log Issue

Search Knowledge

Please enter a question or search terms.

[   ] Submit Clear

Your Call Profile

Calls for your organisation: **Your calls:**

Open Calls   Open Calls: 1

Closed Calls   Closed Calls: 74

Search Call by ID: [   ] Start

Announcements

CreationDate ExpirationDate Message
Nothing found to display.

WOLSELEY W

Self Service

Self Service

WOLSELEY IT Self Service

👤 Welcome, **Mark Abbott**
🔧 My Preferences

🏠   My Calls **0**   My Approvals **0**   My Location's Calls **161**   Search   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

WOLSELEY W

Self Service

Self Service

Self Service

WOLSELEY

🏠 🛒   My Calls **8**   My Approvals **1**   Service Catalogue   Knowledge   Site Feedback

Home ❯ Wolseley UK Service Catalogue ❯ Get Assistance

Search 🔍

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

WOLSELEY **W**

Live Chat

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

WOLSELEY

Live Chat

Live Chat

Live Chat

Live Chat

Live Chat

Live Chat

Live Chat

WOLSELEY

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

WOLSELEY

Live Chat

Live Chat

Live Chat

Live Chat

Now and the future – Virtual Agent!

WOLSELEY

Service Experience

WOLSELEY

Annual Surveys

11%

∗ 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
○	○	○	○	●

WOLSELEY W

Annual Surveys

IT Service Operations Survey - Ripon

How would you rate the support Analyst's knowledge?

February 2016 — 56%, 17%, 19%, 4%, 4%

February 2015 — 59%, 18%, 19%, 4%

How would you rate the politeness and helpfulness of the Support Analyst?

February 2015 — 41%, 54%, 5%

February 2016 — 37%, 45%, 13%, 4%

The survey took place between 2nd February and 19th February 2016

There were 75 responses which was 20% of those asked.

- Excellent
- Poor
- Good
- No Reply
- Fair

Once IT Service Support are dealing with your call, how would you rate the length of time it takes to resolve the issue?

February 2015 — 18%, 57%, 15%, 10%

February 2016 — 13%, 49%, 25%, 8%, 4%

What is your overall opinion of the service you recieved from IT Service Support?

February 2016 — 19%, 46%, 20%, 3%, 12%

February 2015 — 19%, 58%, 23%, 0%

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?

-- Choose -- ▼

Cancel   Save   Submit

WOLSELEY

Call Surveys

Call Satisfaction - SD

No = 2

Yes = 99
(98.02%)

Yes = 99

Yes = 99 (98.02%)   No = 2 (1.98%)
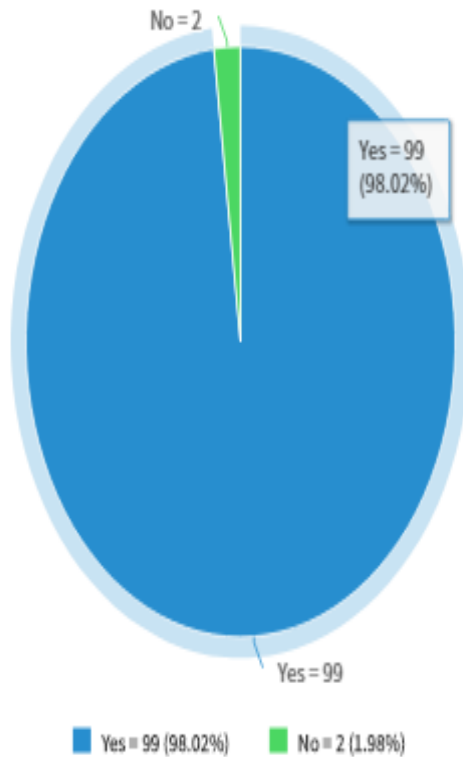
How are we doing?

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:

96%   4%

Call Survey Satisfaction Results - KPI Target = 96%

For more information on the latest IT activity to improve our service offering, please click here

WOLSELEY

IT Feedback

Monthly Performance as of Today June 18 2019

Call Survey Satisfaction Results - KPI Target = 96%   Response Rate = 3.64%

96%   4%

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.

WOLSELEY

Focus Groups

WOLSELEY

Top 10 Service Desk Calls

WOLSELEY
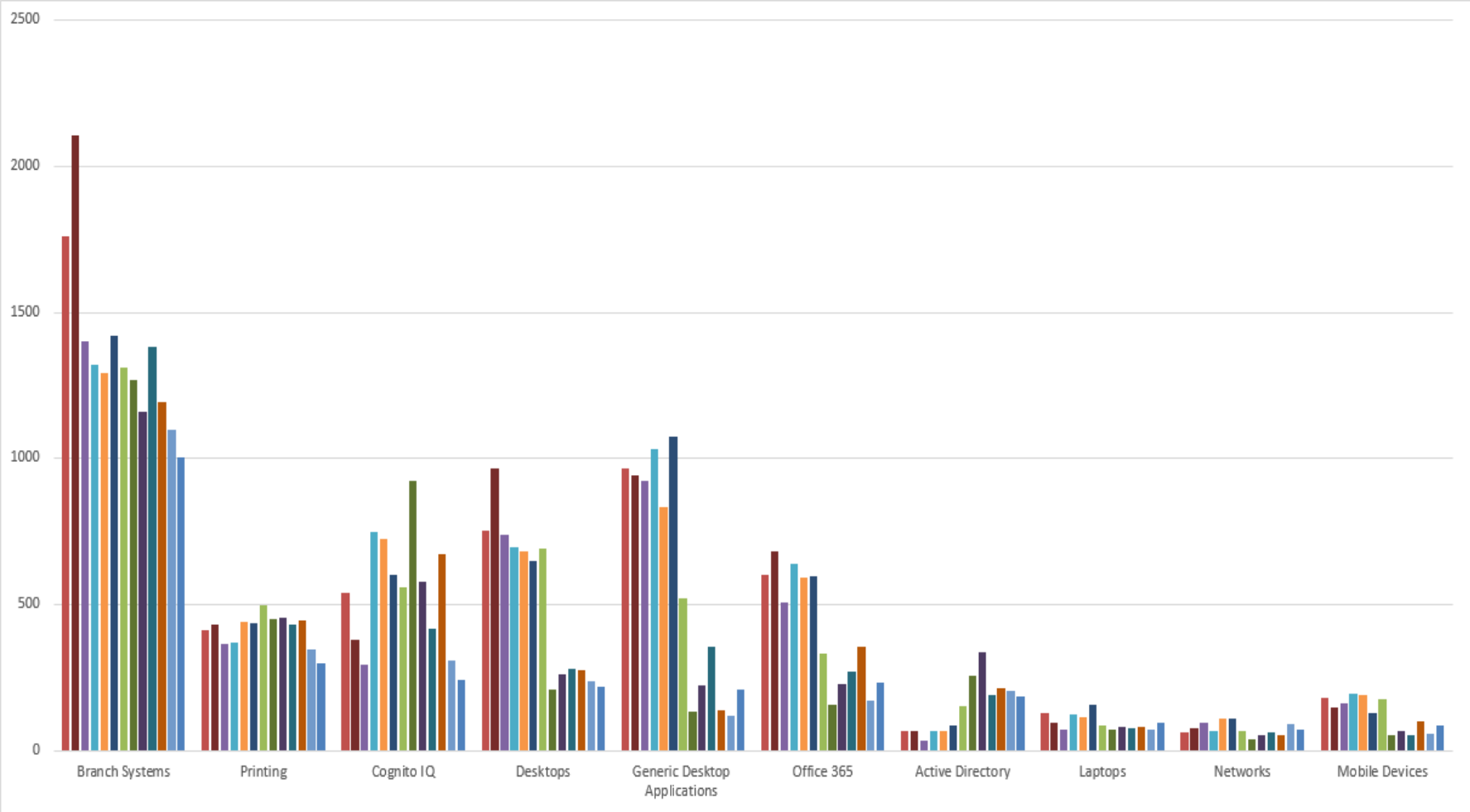
SLAs to XLAs

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

Customer Satisfaction: 65%
Traditional Metrics: 14%
Unsure: 21%

- Customer Satisfaction
- Traditional Metrics
- Unsure
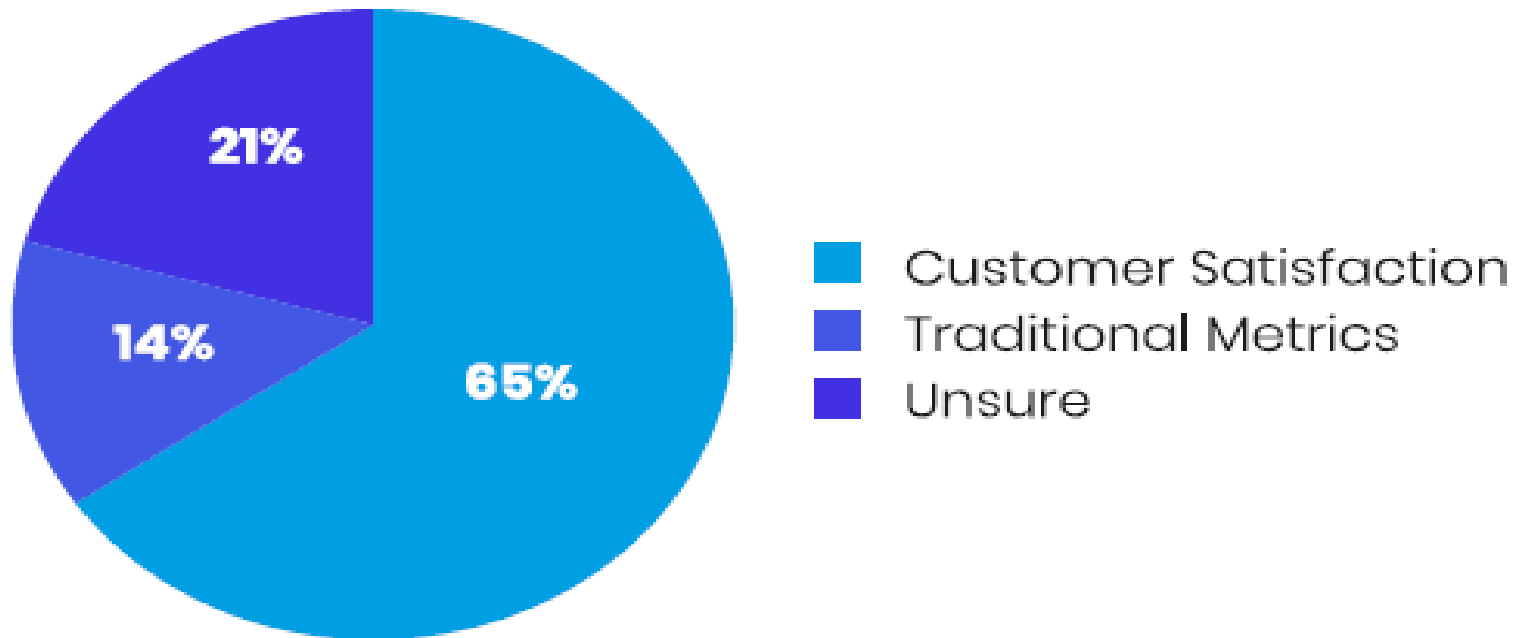
SLAs to XLAs

Service Performance Status			
Service Component	Mar	Apr	May
Service Desk	🟨	🟨	🟨
Request and Access	🟨	🟨	🟩
Incident Management	🟩	🟩	🟩
Request Management	🟩	🟩	🟩
Customer Experience	🟨	🟩	🟨

WOLSELEY

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%

WOLSELEY W

Effective Communication

WOLSELEY

Effective Communication

WOLSELEY

Effective Communication

WOLSELEY

Effective Communication

WOLSELEY W

Effective Communication

WOLSELEY
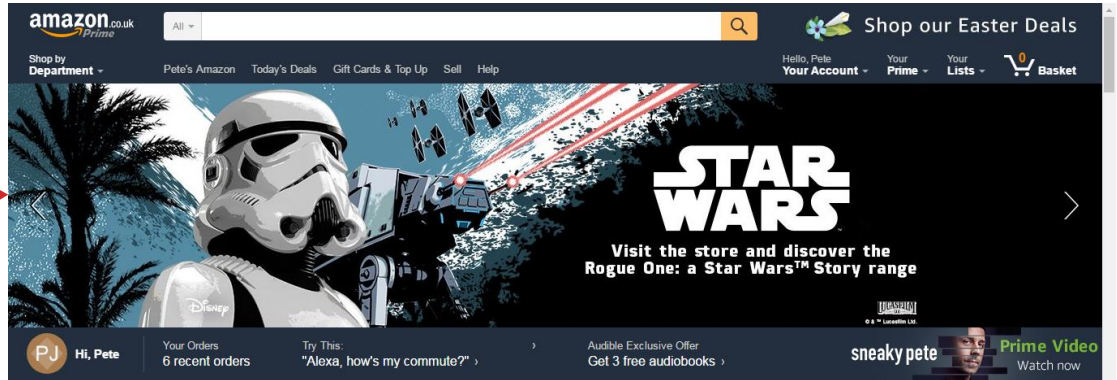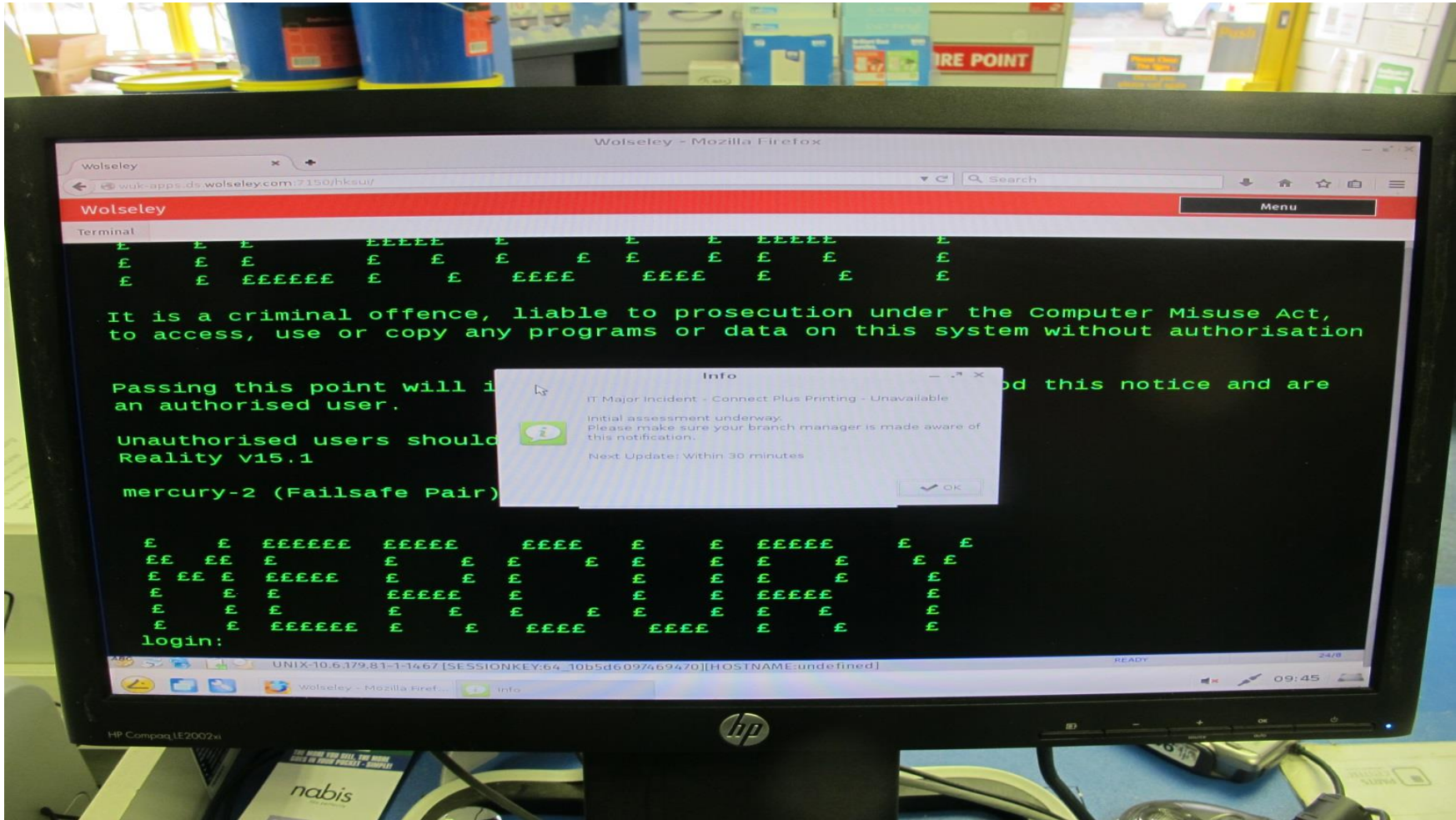
Effective Communication

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.

WOLSELEY

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 3rd party network provider has engineers local to the fault, investigating the issue. This is believed to be a break in a fibre cable. We will provide further updates via email as per next stated update, or as soon as possible if further activity/situation changes occurs.	**3rd June 23:58** **Time of next update** 10:30 **Reference Number** INC0159539	ALERT

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.

O2-UK 12:36 100%

IT_Incident >

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

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:

Text Message

WOLSELEY

Monitoring and Event Management

WOLSELEY

Monitoring and Event Management

Monitoring and Event Management

Monitoring and Event Management

WOLSELEY W

Monitoring and Event Management

Monitoring and Event Management

1
WAKE UP EARLY

WOLSELEY

Monitoring and Event Management

Cost Avoidance to Date:	Cost of Running to Date:	Estimated ROI%:
£395,000	£76,500	416%

WOLSELEY

Monitoring and Event Management

The changing role of the telecoms Operations Centre

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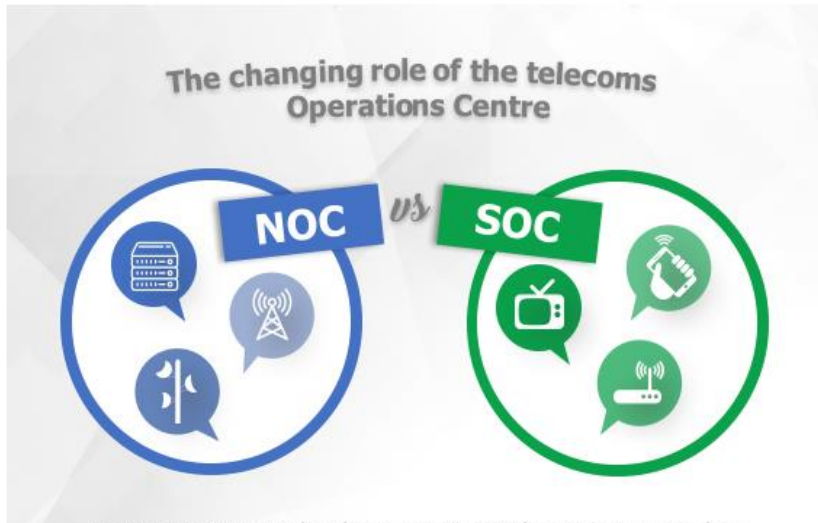
As network operators transform from a network-centric focus to service-centric focus, so too must their operations centers. We are now seeing the rise of Service Operations Centre's (SOC) alongside the traditional Network Operations Centre's (NOC). Lets take a look at the differences between these two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

The Name

Network Operations Centre

The Objective

To monitor the performance of the network, rectifying equipment faults, alerting to performance breaches and troubleshooting performance issues.

The Name

Service Operations Centre

The Objective

To monitor the quality of the overall service, and take rapid actions to rectify service degradations and service outages that impact subscribers.

The Engineers

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

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

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

80 – 500 Engineers

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.

10 – 100 Engineers

The Tools

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

The Tools

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

The Technology

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

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 reactive approach, monitoring network KPI's.

The Metrics

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

WOLSELEY

Monitoring and Event Management

WOLSELEY W

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!