	Procedure/Guideline Title:	Policy Number:
UNIVERSITY OF Cincinnati Clermont College	**Analysis of Support Trends**	**034.TS.206**
Category: Information Technology	**Effective Date:** 11.16.2016 **Prior Effective Date:**	**Owner:** Technology Steering Committee
Applicable for: Technology Services	**Enabling Act:** Technology Steering Committee Approval	**Responsible Office(s):** Technology Services

Background

As an institution of higher learning, UC Clermont both uses information technology and supplies it to the members of the university community. These guidelines have been developed to create a framework that ensures an effective technology infrastructure for all faculty, staff, students and visitors at the college. The primary directive of technology at UC Clermont is to support, promote and enhance the learning process.

As per the University of Cincinnati's policy on Information Technology, all operating units that use information technology shall be responsible for:

- Developing and implementing, when appropriate, additional IT policies, guidelines or procedures specific to their academic or administrative units.

Guideline

The following guidelines are relevant to trend analysis for Campus Support Service Calls. The purpose of this report is to assist management in identifying recurring issues, technology "trouble spots" or areas/departments/users that might require focused training or support documentation. The intent is to be proactive in identification and elimination of these issues, working to reduce problem impact to the campus community.

- The Campus Support Desk will run trending analysis reports monthly, at the end of each semester and on an as needed/requested basis.

- The trending analysis will focus on Top Ten Calls, Top Categories, and Top Departments.

- The Campus Support Desk Manager will run trending analysis reports.

- Trending analysis reports will be distributed to Director of Core Services, The Manager of Client & Instructional Services, and the Assistant Dean of Technology & Facilities.

Contacts
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