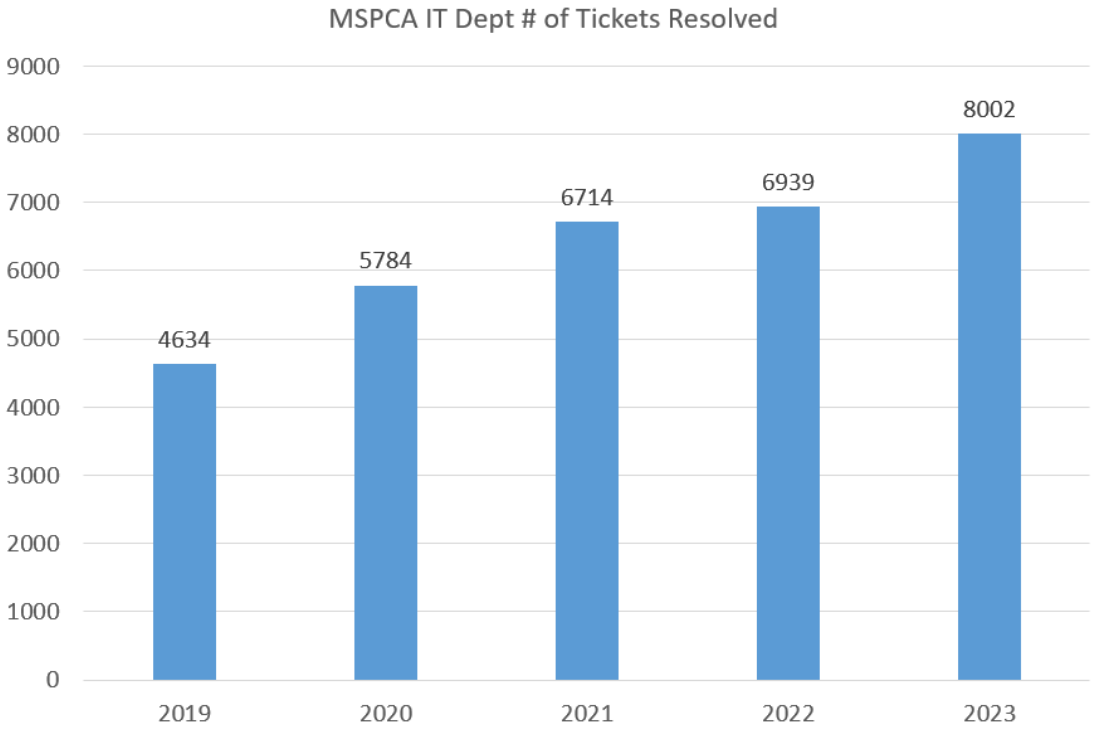
2023 MSPCA Helpdesk Annual Review

2024-01-10 - Eric Ruthenberg - Comments (0) - General

2023 MSPCA Helpdesk Annual Review



The MSPCA IT Helpdesk saw a marked increase in ticket volume in 2023, which (once again) resulted in our highest numbers ever. Total tickets resolved were up 15% from 2022, and 38% from 2020.

	2023	2022	2021	2020	2019
Yearly Total	8002	6939	6714	5784	4634
Avg/Month	667	578	560	482	386
Avg/Week	154	133	129	111	89

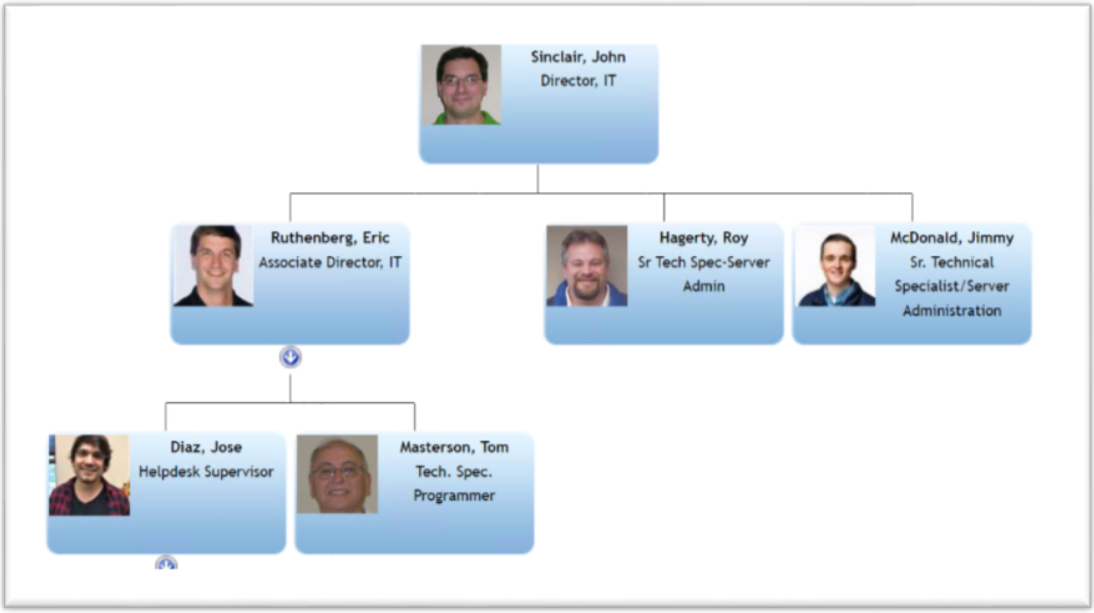
Highlights:

- **97%** of all ticket satisfaction surveys were **Positive**.
- 77% of all tickets were for Boston. 9% were for Waltham, followed by 5% for Salem.
- Number of tickets resolved by front line staff: 6347 (79%) of all tickets
    - Jimmy McDonald 2,626
    - Max Glen 2,091
    - Jose Diaz 1,630
- The average time to first response by our 1st level helpdesk staff:
    - Jose Diaz 3.9 hrs
    - Jimmy McDonald 4.7 hrs
    - Max Glen 13.0 hrs
- The Helpdesk phone lines were called nearly 1300 times. The average speed to answer the phone was 6 seconds across all staff members. Average length of call was 3 minutes.

Ticket totals from other departments:

- Maintenance: 1874 (+33%)
- Signature: 2215 (+9%)
- Web Support: 835 (+8%)
- Purchasing: 1336 (+1350% new in ’22)
- Shelter Operations: 133 (new this year!)
- Surgery: 48 (new this year!)

Lastly, just a recap of our department restructuring. We are currently in the process of hiring Max’s replacement plus two additional Helpdesk Specialists. These positions will report to Jose, who steps into the Helpdesk Supervisor position.


Sinclair, John
Director, IT
Ruthenberg, Eric
Associate Director, IT
Hagerty, Roy
Sr Tech Spec-Server Admin
McDonald, Jimmy
Sr. Technical Specialist/Server Administration
Diaz, Jose
Helpdesk Supervisor
Masterson, Tom
Tech. Spec. Programmer