

News Release

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Banal jobs are boring IT teams

~ a third of IT staff are frustrated by unnecessary tasks ~

IT support workers are becoming increasingly frustrated by mundane requests, according to research from Richmond Systems. More than a third (36 per cent) of IT staff believe that unchallenging and unnecessary jobs are hampering their work.

In addition, 27 per cent of respondents said that between 25 and 50 per cent of jobs could be carried out without their help. Ten per cent said more than half their jobs could have been fixed by users and 13 respondents even said that over 75 per cent of jobs were unsuitable for qualified IT teams.

The survey was undertaken to discover the main issues facing IT teams. Managing time and limited resources also came out as a top annoyance – a burden that could be reduced if time wasn't taken up with answering mundane requests that don't require IT expertise, according to Richmond Systems.

“With plenty of tools available to answer basic queries and help the support team to manage their time, it is strange that IT staff are being dragged down by time-wasting and mundane requests,” commented Eric Wright, managing director at Richmond Systems. “The findings indicate that calls are not being logged effectively, making it hard for the IT team to manage their jobs.

You can't stop people asking ridiculous questions, but you can go a long way to reducing the impact of mundane tasks with the right help desk solutions."

"Interestingly, budget constraints and pressure from senior management are relatively low down the list of IT annoyances," Wright added. "This shows companies need to get their service desk management right – or risk losing valuable members of their IT team."

For more information about Richmond Systems, please visit

www.richmondsys.com

(298 words)

NOTES TO EDITORS

About Richmond Systems

Established for over 20 years, Richmond Systems Limited, is a leading provider of service desk software for enterprise-wide service support based on ITIL® best practices.

Richmond SupportDesk can be rapidly implemented to deliver fast, flexible and scalable service support for incidents, problems, configuration and change management through Windows™, web and mobile interfaces. Providing the IT department with full visibility of the support environment allows streamlining of the operation increasing efficiency and raising customer service levels.

Richmond Systems serves more than 600 organisations providing support to many thousands of users and is a member of the itSMF and HDI (Help Desk Institute).

For more information, visit the Richmond Systems website at www.richmondsys.com.

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