IT STATS JUNE 2020

631
816
incidents

370
511
requests

3
2
key service incidents

0
0
major incidents

13
12
changes

17
17
problems

NOTE NUMBER IN SMALL FONT REPRESENTS LAST MONTH FOR COMPARISON

44 incidents were from staff & students related to SPAM or Phishing emails, and 144 student email accounts were disabled for sending out high volumes of email.

We have focused our 1st edition of the IT newsletter on information security, and are beginning engagement with the SU to raise awareness with students.
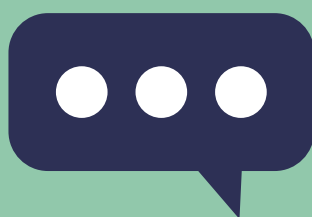
Requests for OneDrive and Windows Virtual Desktop were most popular in June reflecting the increase in staff working from home.

Changes for the better, upgrades and improvements to services dominated changes this month including increasing OneDrive storage from 1Tb to 5Tb.

443 CALLS
AVERAGE WAIT TIME 27 SECS

78 LIVE CHATS
UP FROM 24 IN MARCH