IT Service Desk Monthly Review

December 2021

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

1161
INCIDENT TICKETS LOGGED

423*
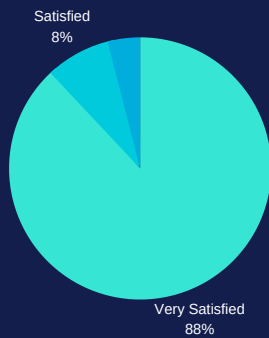TICKETS LOGGED BY STUDENTS

672
REQUEST TICKETS LOGGED

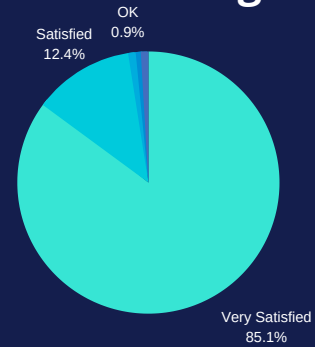**1327***
TICKETS LOGGED BY STAFF

*51 blank user type records

Student Feedback Ratings: 25

Satisfied 8%

Very Satisfied 88%

Average rating: 4.60/5.0 (Very Satisfied)

Staff Feedback Ratings: 322

OK 0.9%

Satisfied 12.4%

Very Satisfied 85.1%

Average rating: 4.80/5.0 (Very Satisfied)

No. of Phone Calls taken: 1297 (**1324** previous month, down 2%)

No. of Live chat sessions: 77 (**166** previous month, down 50%)

No. of Walk-up enquiries: 206 (254 previous month)
No. of Bookings: 99 (104 previous month)

Monthly first time fix rate: **73%** (up from 66%)

Communications

Phone Line Data

- Number of calls: **833** (819)
- Busiest day: **Tue 14th Dec**
- Average call wait time: **3:16** [Max: **1:02:11**]
- Average talk time: **07:06** [Max: **1:03:12**]
- Average time to abandon call: **05:57**
- Number of abandoned calls: **191** (17%)
- Busiest time of day: **09:00 - 09:30**

Room Support Phone Line Data

- Number of calls: **72**
- Busiest day: **Thur 2nd Dec**
- Average call wait time: **31 Seconds** [Max: **4:52**]
- Average teaching call talk time: **02:45** [Max: **15:29**]
- Average time to abandon call: **1:09**
- Number of abandoned calls: **4**
- Busiest time of day: **09:00 - 09:30**

Walk-up Desk Data

PEIRSON

Number of Visits:	99 (207)*
Busiest Day:	16th Dec(20)*
Most Common Enquiry:	MFD
Number of escalated tickets:	33

*previous months data in brackets

HIVE

Number of Visits:	52
Busiest Day:	7th Dec (7)*
Most Common Enquiry:	Advice/MFD /Eduroam
Number of escalated tickets:	9

LOAN EQUIPMENT

Laptops:	74 (84)
Macbooks:	25 (25)

Service Desk Category Trends

WHICH ARE OUR TOP **INCIDENTS** THIS MONTH?

TOP LEVEL CATEGORY: **COMMUNICATION**

N/A	1	10	73	145
N/A	Telephony	Teams	Webmail	Email

WHICH ARE OUR TOP **REQUESTS** THIS MONTH?

TOP LEVEL CATEGORY: **DATA AND SECURITY & SOFTWARE & LEARNING TOOLS**

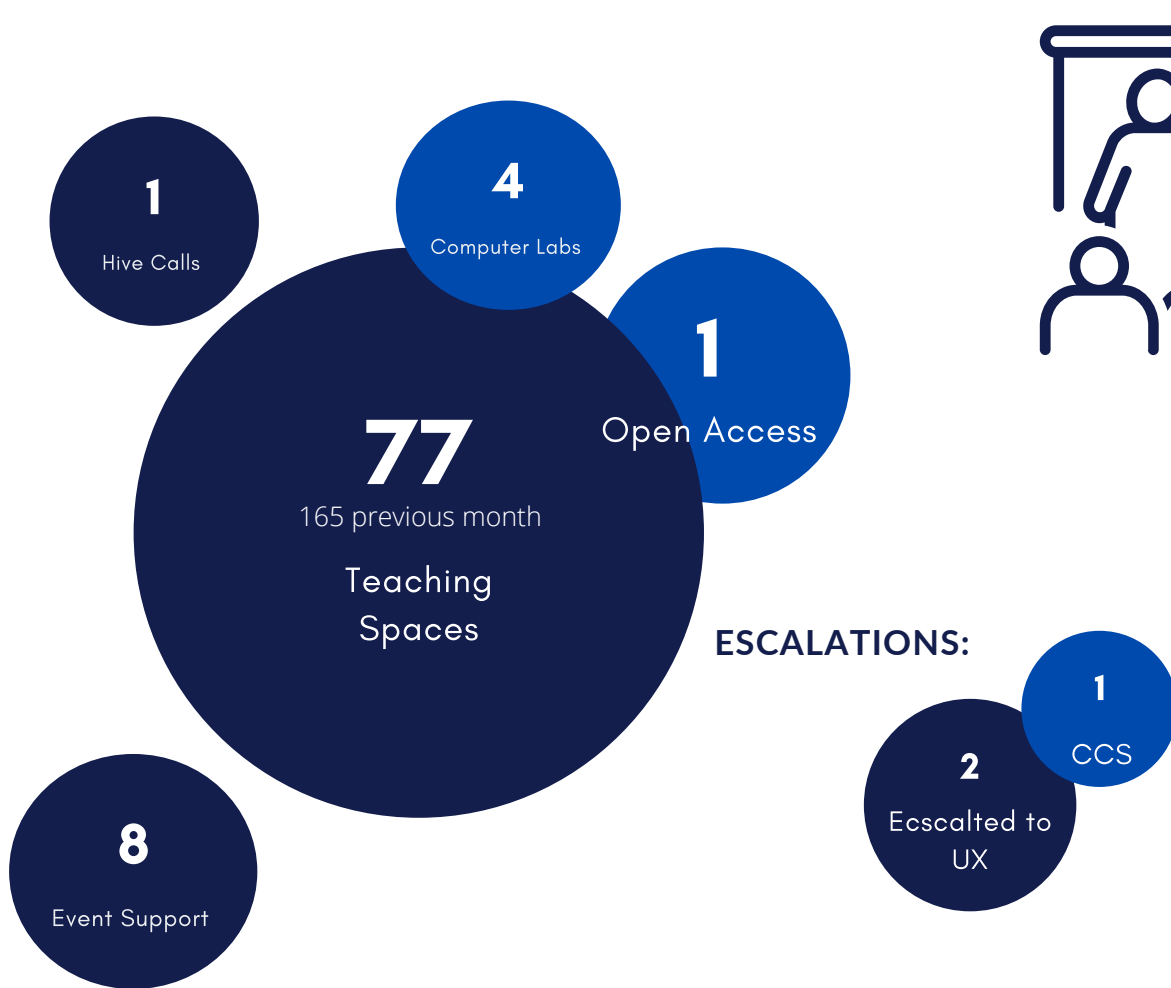| 15	17	20	26	34
O365	Online Survey	Adobe Creative Cloud	MFA	Password change/reset
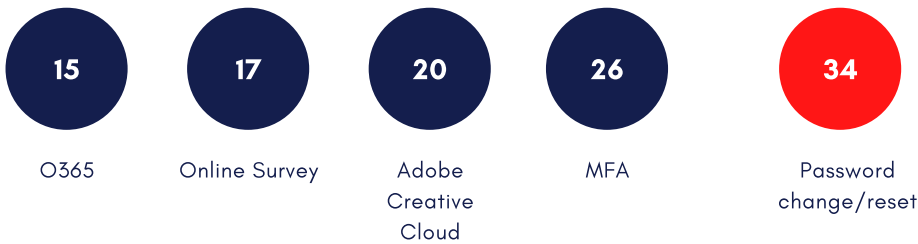
COMMUNICATION INCIDENT DEEP DIVE:

- O365 mailbox migrations leading to high number of email incidents.
- Webmail URL confusion queries due to two possible links dependant on the stage of the mailbox migration.
- Lost permissions due to mailbox migrations.
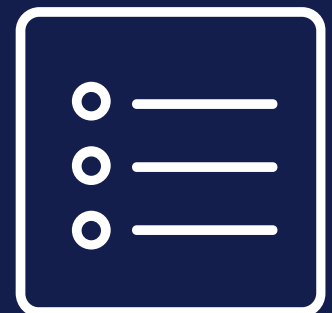
WHY WAS DATA AND SECURITY & SOFTWARE & LEARNING TOOLS OUR TOP REQUEST CATEGORY?

- Expected number of MFA & Password Resets
- End of support for Adobe software not linked to creative cloud

Learning Space Support Trends

1

Hive Calls

4

Computer Labs

77

165 previous month

Teaching Spaces

1

Open Access

8

Event Support

ESCALATIONS:

2

Ecscalted to UX

1

CCS

LEARNING SPACE SUPPORT DEEP DIVE:

- Slightly lower teaching space call out due to the end of term and Christmas break.

- Lower number of tickets escalated to UX and CCS, which shows an improvement in the overall services and upskilling of the Learning Space Support team.

    - Computing lab tickets are for longer term fixes which need to be escalated to UX or Operations