IT Service Desk Monthly Review

November 2021

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

1137 INCIDENT TICKETS LOGGED

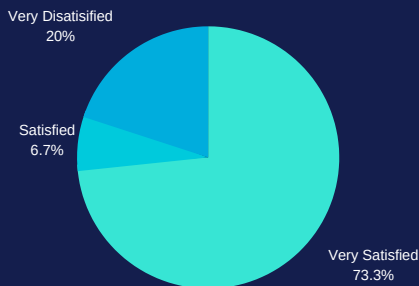**543*** TICKETS LOGGED BY STUDENTS

943 REQUEST TICKETS LOGGED

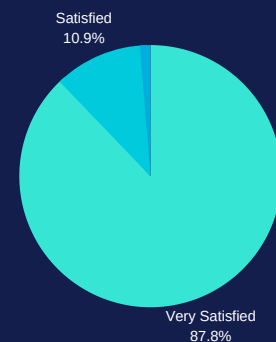**1398*** TICKETS LOGGED BY STAFF

*Still 95 blank user type records

Student Feedback Ratings: 15

Very Disatisfied 20%

Satisfied 6.7%

Very Satisfied 73.3%

*Skewed score from print incident so student feedback is dropping in quantity and rating score

Average rating: 4.13/5.0 (Very Satisfied)

Staff Feedback Ratings: 156

Satisfied 10.9%

Very Satisfied 87.8%

*3 Very Dissatisfied ratings logged in error from comments/ staff feedback increased in quantity and quality

Average rating: 4.76/5.0 (Very Satisfied)

No. of Phone Calls taken: 1324 (1766 previous month, down 25%)

No. of Live chat sessions: 166 (135 previous month, up 23%)

No. of Walk-up enquiries: 254 (70 previous month)
No. of Bookings: 104 (117 previous month)

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

Communications

Phone Line Data

- Number of calls: **819** (1127)
- Number of abandoned calls: **171** (12%)
- Busiest day: **Tue 9th Nov**
- Busiest time of day: **09:00 - 09:30**
- Average call wait time: **1:59** [Max: **47:00**]
- Average talk time: **05:35** [Max: **58:10**]
- Average time to abandon call: **03:38**

Room Support Phone Line Data

- Number of calls: **149**
- Number of abandoned calls: **11**
- Busiest day: **Nov 11th & 22nd**
- Busiest time of day: **09:00 - 09:30**
- Average call wait time: **21 Seconds** [Max: **2:45**]
- Average teaching call talk time: **02:10** [Max: **13:20**]
- Average time to abandon call: **1:15**
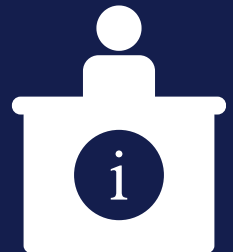
Walk-up Desk Data

PEIRSON

Number of Visits:	207
Busiest Day:	17th Nov (21)*
Most Common Enquiry:	MFD
Number of escalated tickets:	Coming soon!

HIVE

Number of Visits:	62
Busiest Day:	12th Nov (15)*
Most Common Enquiry:	Desktop PC
Number of escalated tickets:	Coming soon!

LOAN EQUIPMENT

Laptops:	84 (93)
Macbooks:	25 (24)

*previous months data in brackets

Service Desk Category Trends

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

### TOP LEVEL CATEGORY: **SOFTWARE AND LEARNING TOOLS**

9 — Adobe Creative Cloud

14 — SOLE

24 — O365

40 — Software Advice

72 — Blackboard

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

TOP LEVEL CATEGORY: **DATA AND SECURITY**

5 — Guest Accounts

5 — Account Activation Requests

15 — New Staff Starter

52 — Password change/reset

55 — MFA
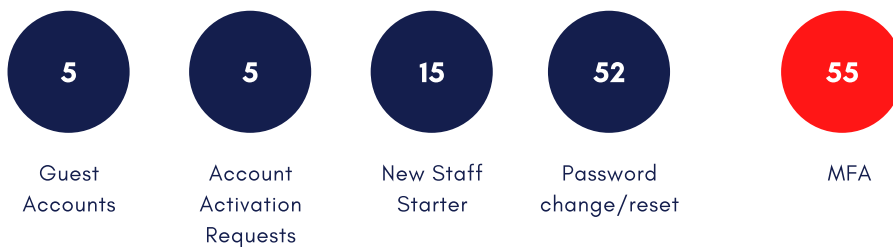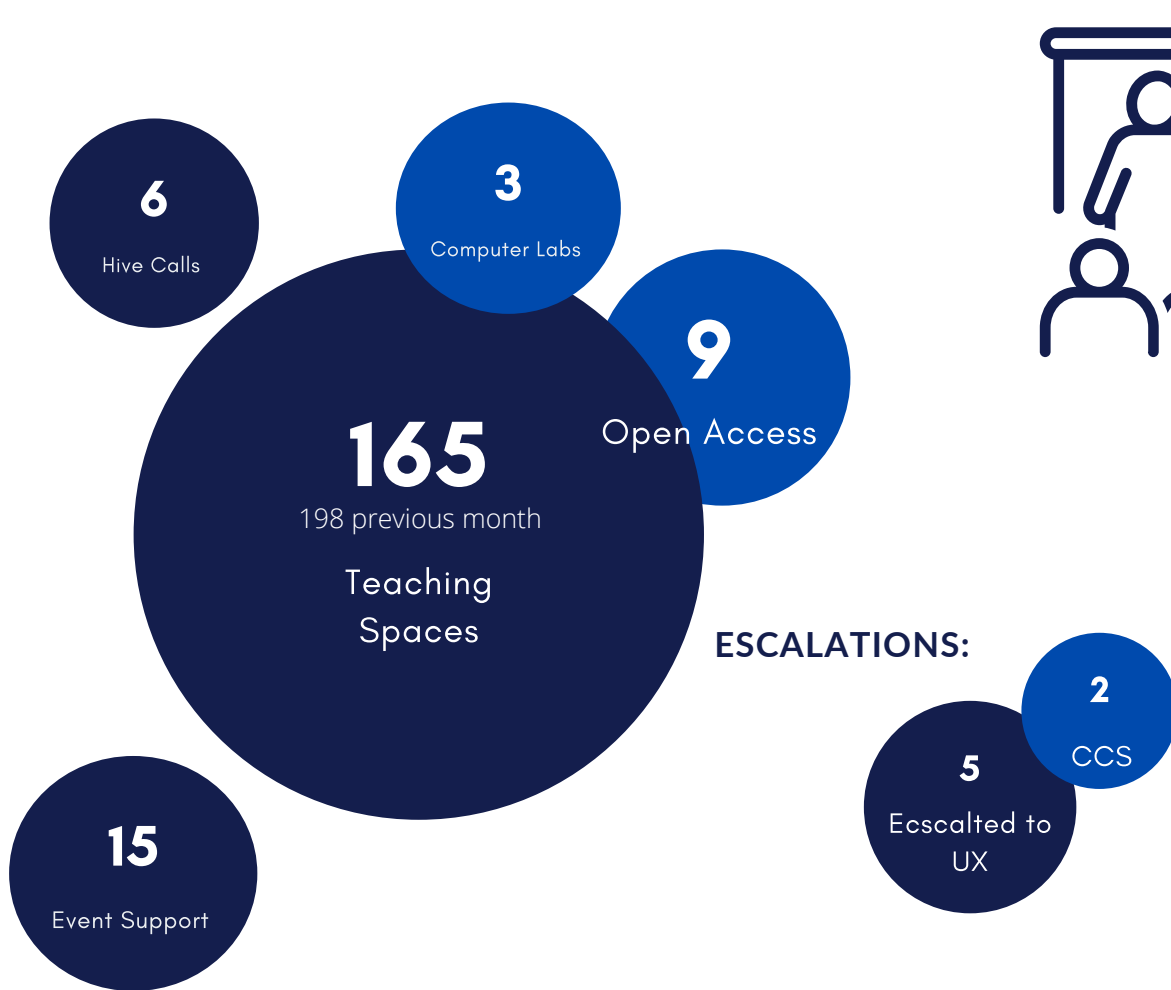
SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

- Blackboard users experiencing 404 error
- Ad-Hoc software issues, such as mendeley updates and Windows expiring, as well as being logged against a catch-all category.
- SOLE logging in errors
- Assistance installing Adobe programs
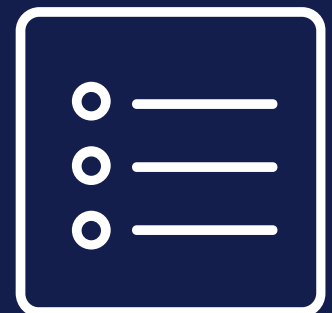
## WHY WAS **DATA & SECURITY** OUR TOP REQUEST CATEGORY?

- MFA reset requests starting to overtake password resets

Learning Space Support Trends

6 Hive Calls

3 Computer Labs

9 Open Access

165
198 previous month
Teaching Spaces

15 Event Support

ESCALATIONS:

2 CCS

5 Ecscalted to UX

LEARNING SPACE SUPPORT DEEP DIVE:

- Slightly lower teaching space call out than the start of term.

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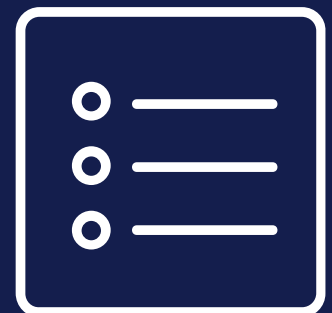
- Computing lab tickets are for longer term fixes which need to be escalated to UX or CCS

- Hive calls were related to aging meeting room equipment.