IT Service Desk Monthly Review

March 2022

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

1096 INCIDENT TICKETS LOGGED

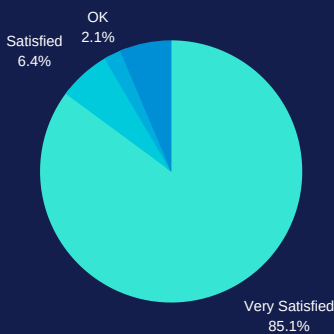**621*** TICKETS LOGGED BY STUDENTS

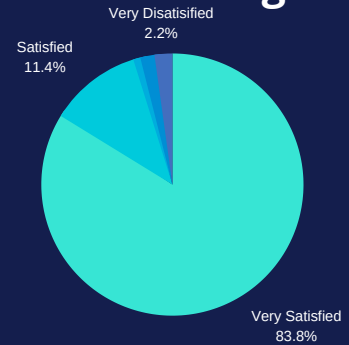**1068** REQUEST TICKETS LOGGED

1326* TICKETS LOGGED BY STAFF

***112 blank user type records**

Student Feedback Ratings: 47

OK 2.1%
Satisfied 6.4%
Very Satisfied 85.1%

Average rating: 4.64/5.0 (Very Satisfied)

Staff Feedback Ratings: 228

Very Disatisfied 2.2%
Satisfied 11.4%
Very Satisfied 83.8%

Average rating: 4.72/5.0 (Very Satisfied)

No. of phone calls taken: 829 (788 previous month, up 5%)

No. of live chat sessions: 161 (129 previous month, up 25%)

No. of walk-up enquiries: 416 (356 previous month)
No. of equipment bookings: 170 (128 previous month)

Monthly first time fix rates

Total: 77% (up from 62%)
Incidents: 78% (up from 72%)
Requests: 75% (up from 56%)

Communications

Phone Line Data

- Number of calls taken: **719** (766)
- Busiest day: **Tue 15th March - 57 calls**
- Average call wait time: **3:37** [Max: **50:44**]
- Average talk time: **06:36** [Max: **45:50**]
- Number of abandoned calls: **188** (21%)

Room Support Phone Line Data

- Number of calls taken: **110**
- Busiest day: **Tue 15th March - 15 calls**
- Average call wait time: **1:18** [Max: **13:17**]
- Average teaching call talk time: **03:12** [Max: **14:02**]
- Number of abandoned calls: **17** (14%)

Walk-up Desk Data

PEIRSON

Number of Visits:	306 (243*)
Busiest Day:	Tue 15th Mar – 30
Most Common Enquiry:	Training and Advice
Number of escalated tickets:	30 (26*)

HIVE

Number of Visits:	113 (111*)
Busiest Day:	Tue 29th Mar – 9
Most Common Enquiry:	Training and Advice
Number of escalated tickets:	7 (11)

LOAN EQUIPMENT

Laptops:	137 (74*)
Macbooks:	24 (18*)

*Last month
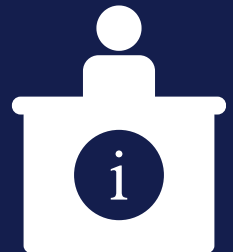
Service Desk Category Trends

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

TOP LEVEL CATEGORY: **SOFTWARE & LEARNING TOOLS**

| **13**	**16**	**21**	**38**	**38**
Software Advice	Adobe Creative Cloud	SOLE	Office 365	Blackboard

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

TOP LEVEL CATEGORY: **DATA AND SECURITY**

10	**16**	**16**	**32**	**56**
Guest Account	New Staff Starter	External Examiner	Password Change/Reset	Multi-Factor Authentication Reset

SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

- **Blackboard:** unable to login - cache clear or selecting correct option from drop down list to fix, incidents recieved via telephone and walk-up.
- **Office 365:** Microsoft licencing error and programs not opening.
- **SOLE:** Not loading and priority incident for off-site access.
- **Adobe Creative Cloud:** Licence expirey and PDF queries.
- **Software Advice:** Additonal software requests.
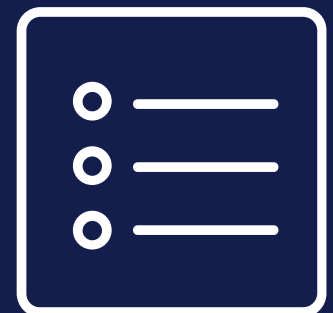
WHY WAS DATA AND SECURITY OUR TOP REQUEST CATEGORY?

- Expected number of MFA & password resets, some logged against incident rather than request.
- Higher number of events and interviews needing guest accounts.

IT Service Category Trends

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

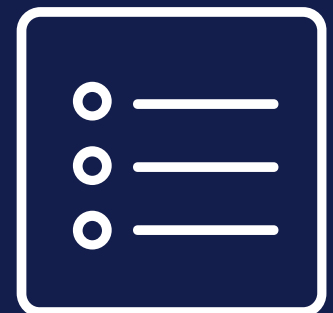### TOP LEVEL CATEGORY: **IT EQUIPMENT SUPPORT**

5	6	15	19	22
Desktop Printer	Peripheral	Desktop PC	Laptop	MFD

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

TOP LEVEL CATEGORY: **IT EQUIPMENT SUPPORT**

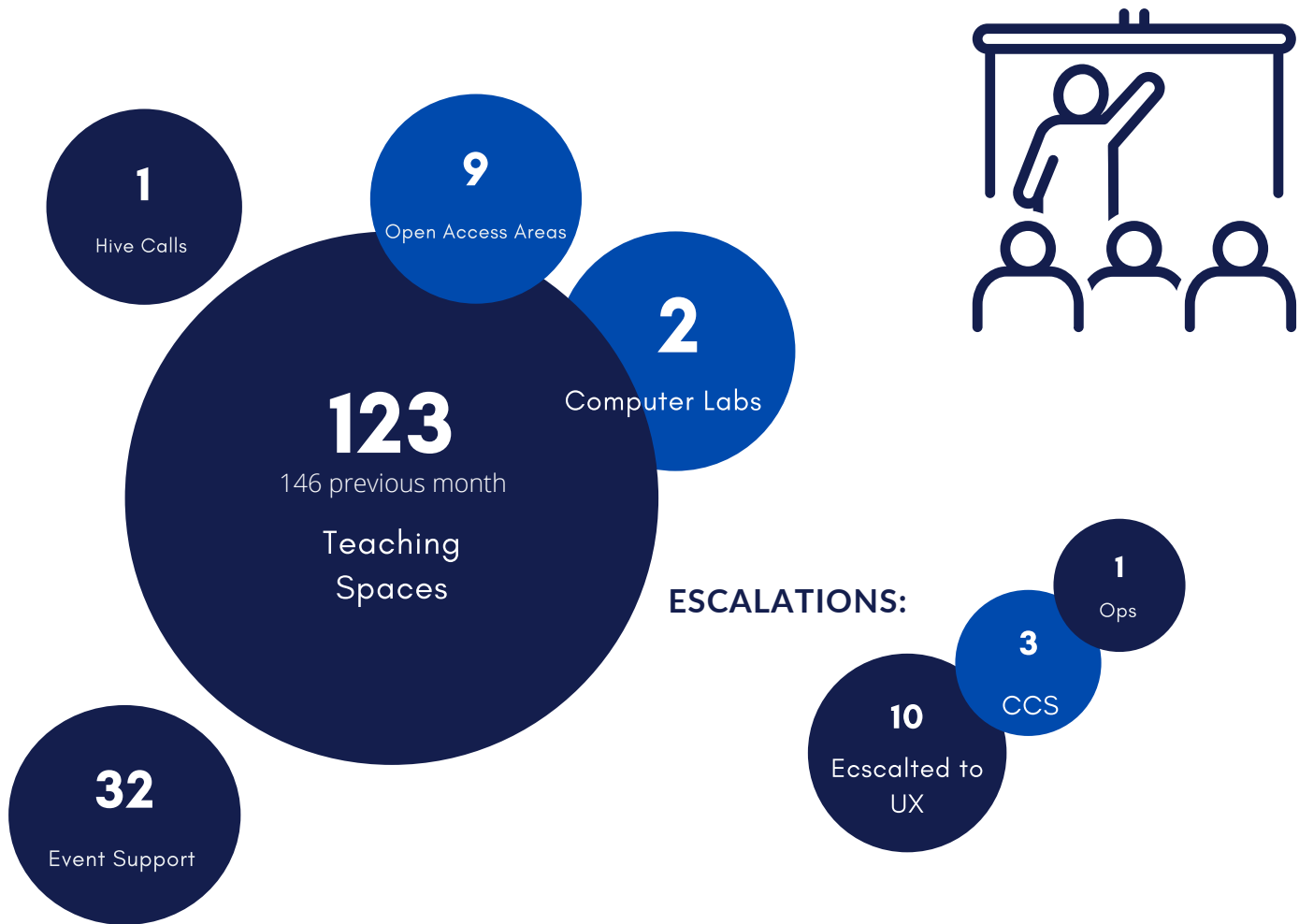| 2	2	6	12	33
Desktop Printer	Apple Mac	Peripheral	Desktop PC	Laptop

IT EQUIPMENT SUPPORT INCIDENT DEEP DIVE:

- **MFD:** Toner replacements and hardware/software faults.
- **Laptops:** General hardware faults with laptops.
- **Desktop PC:** Slow PC and hardware faults.
- **Peripherals:** Docking station hardware faults.
- **Desktop Printer:** Additonal printers with configuration requirements or hardware faults.

WHY WAS IT EQUIPMENT SUPPORT OUR TOP REQUEST CATEGORY?

- **Laptop:** New and replacement laptops.
- **Desktop PC:** PC moves and removals.
- **Perifieral:** Phone collections and old IT equipment collections.
- **Apple Mac:** Reimaging and request for a new device.
- **Desktop printer:** Setup for new devices.

Learning Space Support Trends

1 Hive Calls

9 Open Access Areas

2 Computer Labs

123
146 previous month
Teaching Spaces

32 Event Support

ESCALATIONS:

1 Ops

3 CCS

10 Ecscalted to UX

LEARNING SPACE SUPPORT DEEP DIVE:

- **Teaching Spaces:** Mostly display issues, with some sound and peripheral issues.
- **Computer Labs:** Network and Windows issues.
- **Open Access Areas:** Display screens in open access areas.
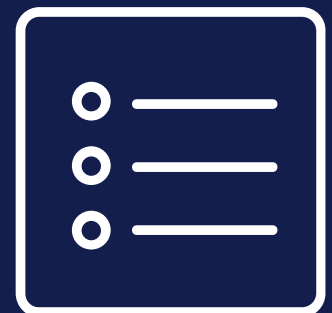
- **Event Support:** Mostly Hive and Directorate setup/in person event support.
- **CCS Escalations:** Hardware and network fixes.
- **UX Escalations:** Longer term AV fixes and procurement.