IT Service Desk Monthly Review

August 2022

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

737
INCIDENT TICKETS LOGGED

541*
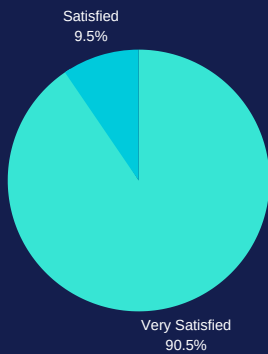TICKETS LOGGED BY STUDENTS

813
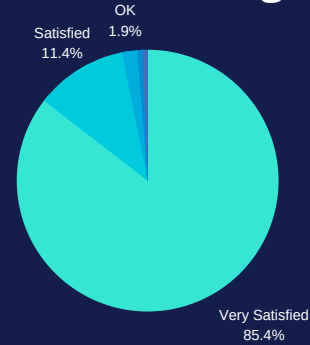REQUEST TICKETS LOGGED

933*
TICKETS LOGGED BY STAFF

*51 blank user type records

Student Feedback Ratings: 42

Satisfied
9.5%

Very Satisfied
90.5%

Average rating: 4.90/5.00 (Very Satisfied)

Staff Feedback Ratings: 158

Satisfied
11.4%

OK
1.9%

Very Satisfied
85.4%

Average rating: 4.80/5.00 (Very Satisfied)

No. of phone calls taken: **820** (615 previous month, up 33%)

No. of live chat sessions: **192** (79 previous month, up 143%)

No. of walk-up enquiries: **52** (74 previous month, down 29%)
No. of equipment bookings: **67** (99 previous month, down 32%)

Monthly first time fix rates

Total: 74% (up from 69%)
Incidents only: 77%   Requests only: 70%

Communications

Service Desk Phone Line Data

- Number of calls taken: **802** (549 previous month)
- Busiest day: **Tue 30th August - 69 calls**
- Average talk time: **05:30** [Max: 39:49]
- Average call wait time: **1:16** [Max: 38:50]

- Number of abandoned calls: 61 **(7%)**

Room Support Phone Line Data

- Number of calls taken: **18** (66)
- Number of abandoned calls: 1 (5%)
- Busiest day: **Monday 1st August - 5 calls**
- Average teaching call talk time: **02:03** [Max: **9:28**]
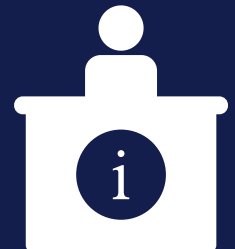- Average call wait time: **0:27** [Max: **2:40**]

Walk-up Desk Data

PEIRSON

Number of Visits:	37 (42*)
Busiest Day:	Mon 15th August – 5
Most Common Enquiry:	IT Equipment – Laptop
Number of escalated tickets:	24 (9*)

HIVE

Number of Visits:	15 (4*)
Busiest Day:	N/A
Most Common Enquiry:	Training and Advice
Number of escalated tickets:	3 (7)

LOAN EQUIPMENT

Laptops:	88 (63*)
Macbooks:	11 (21*)

*Last month

Service Desk Category Trends

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

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

5	18	21	23	46
SPSS	Software Advice	Blackboard	Microsoft Office 365	SOLE
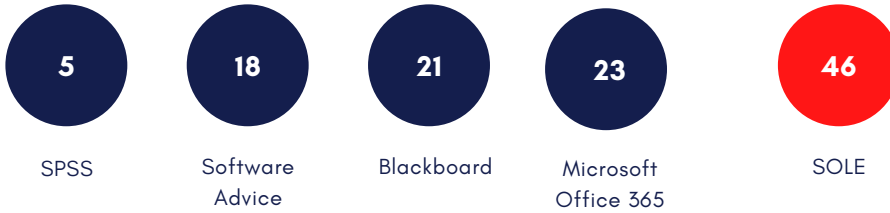
WHICH ARE OUR TOP **REQUESTS** THIS MONTH?

TOP LEVEL CATEGORY: **DATA AND SECURITY**

| 5	9	25	111	121
Guest Account	Account Activation Request	New Staff Starter	Password Change/Reset	Multi-Factor Authentication Reset

SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

- **SOLE:** Unable to access or registration queries
- **Micrsoft Office 365:** Outlook queries
- **Blackboard**: Unable to access

DATA AND SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication/Password Reset** - Assisting students registering and returning for academic year
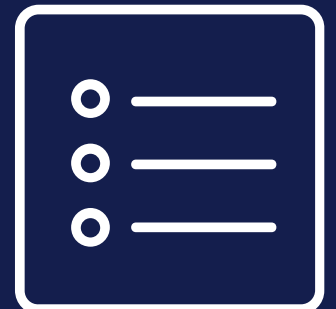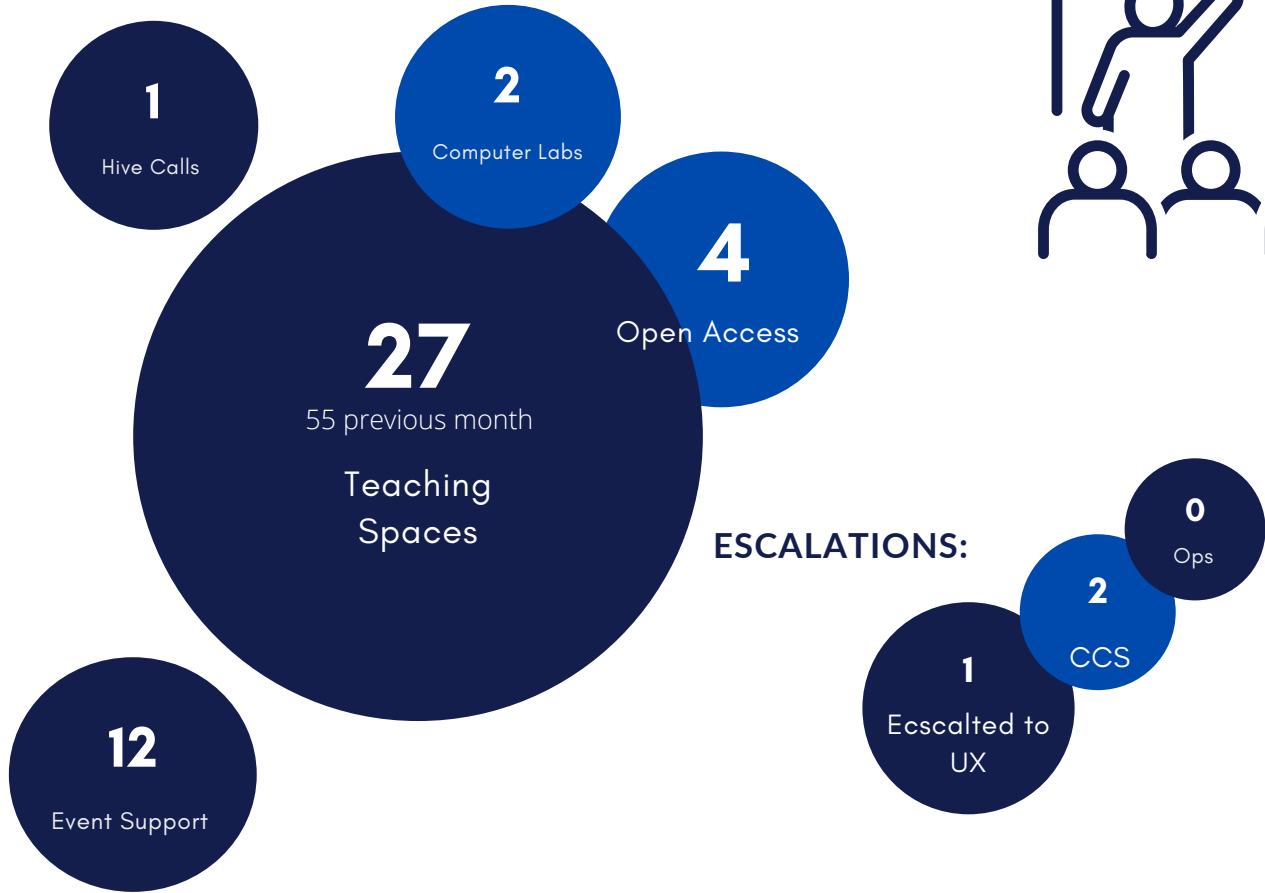
WHICH ARE OUR TOP ESCALATED TICKETS THIS MONTH?

Top Incident & Request Category: **IT Equipment Support - Laptop (49):**
- Hardware fixes
- New laptop requests

AV Support Trends

1
Hive Calls

2
Computer Labs

4
Open Access

27
55 previous month
Teaching Spaces

12
Event Support

ESCALATIONS:

0
Ops

2
CCS

1
Ecscalted to UX

LEARNING SPACE SUPPORT DEEP DIVE:

- **Teaching Spaces:** Summer schools

- **Computer Labs:** Re-image & Unable to access

- **Open Access Areas:** Timetabling/Display screens

- **Event Support:** Larger event support

- **CCS Escalations:** Monitor replacement

- **UX Escalations:** SMOTS