IT Service Desk Monthly Review

May 2022

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

809 INCIDENT TICKETS LOGGED

376* TICKETS LOGGED BY STUDENTS

726 REQUEST TICKETS LOGGED

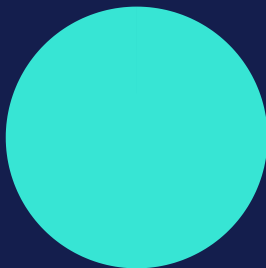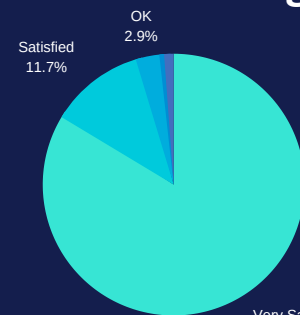**1037*** TICKETS LOGGED BY STAFF

*39 blank user type records

Student Feedback Ratings: 29

Very Satisfied 100%

Average rating: 5.0/5.0 (Very Satisfied)

Staff Feedback Ratings: 171
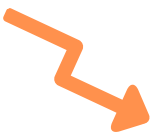
OK 2.9%
Satisfied 11.7%
Very Satisfied 83.6%

Average rating: 4.76/5.0 (Very Satisfied)

No. of phone calls taken: 559 (711 previous month, down 21%)

No. of live chat sessions: 98 (98 previous month)

No. of walk-up enquiries: 286 (251 previous month)
No. of equipment bookings: 147 (133 previous month)

Monthly first time fix rates

Total: 71% (down from 73%)
Incidents only: 74% Requests only: 65%

Communications

Service Desk Phone Line Data

- Number of calls taken: **517** (519)
- Number of abandoned calls: 69 **(11%)**
- Busiest day: **Mon 23 May - 107 calls**
- Average call wait time: 2**:48** [Max: 31:08]
- Average talk time: **08:36** [Max: 01:12:18]

Room Support Phone Line Data

- Number of calls taken: **41** (62)
- Number of abandoned calls: 1 **(2%)**
- Busiest day: **10th & 12 May - 6 calls each day**
- Average call wait time: **0:32** [Max: **6:38**]
- Average teaching call talk time: **03:51** [Max: **41:19**]

Walk-up Desk Data

PEIRSON

Number of Visits:	181 (139 *)
Busiest Day:	Tue 3rd May – 15
Most Common Enquiry:	IT Equipment – MFD
Number of escalated tickets:	33 (23 *)

HIVE

Number of Visits:	77 (111*)
Busiest Day:	Mon 9th May – 9
Most Common Enquiry:	Training and Advice
Number of escalated tickets:	0 (30)

LOAN EQUIPMENT

Laptops:	71 (137*)
Macbooks:	22 (24*)

*Last month
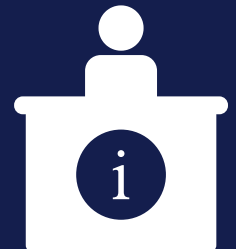
Service Desk Category Trends

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

TOP LEVEL CATEGORY: **DATA AND SECURITY**

4 — New Staff Starter

6 — SPAM/Phising Email

23 — Password Change/Reset

24 — Account Activiation Request

57 — MFA
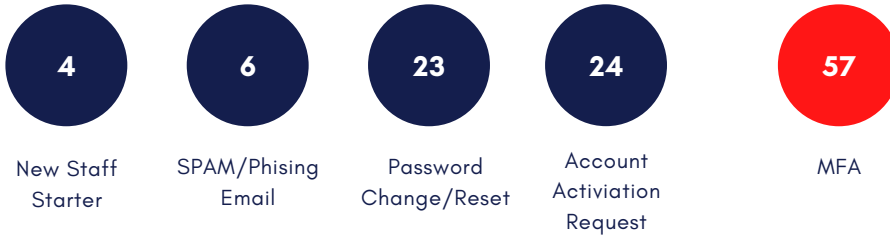
WHICH ARE OUR TOP **REQUESTS** THIS MONTH?

TOP LEVEL CATEGORY: **DATA AND SECURITY**

3 — Modify Personal Details

8 — Guest Account

9 — New Staff Starter

17 — Password Change/Reset
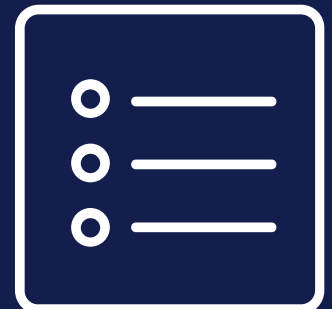
56 — Multi-Factor Authentication Reset

SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

- Requests being logged as incidents
- SPAM - reporting suspicious email

WHY WAS DATA AND SECURITY OUR TOP REQUEST CATEGORY?

- Expected number of MFA & Password Resets, some logged against incident rather than request
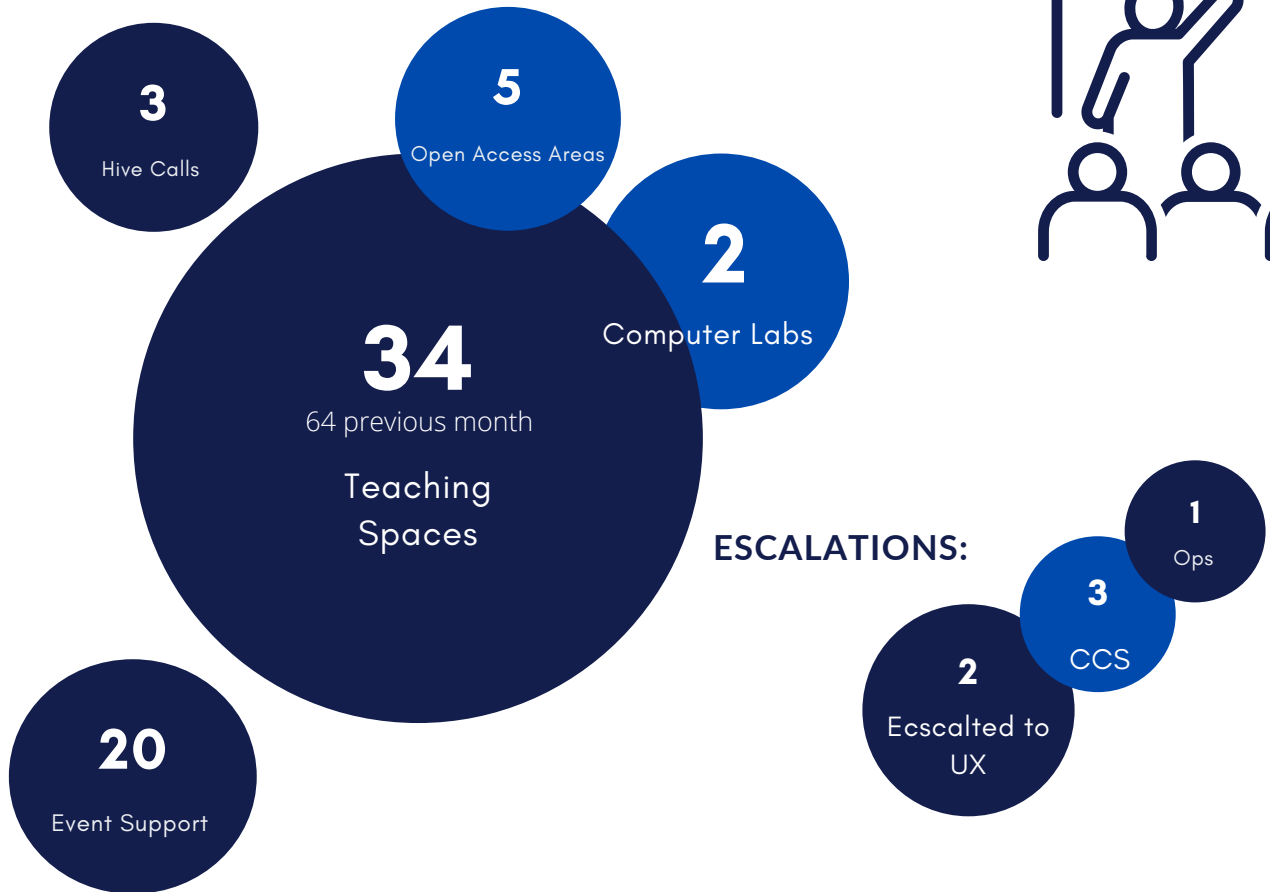- Guest Accounts - required for interviews and events

WHICH ARE OUR TOP ESCALTED TICKETS THIS MONTH?

Top Incident & Request Category: **IT Equipment Support**

Second Incident & Request Category: **Communication**

AV Support Trends

3 — Hive Calls

5 — Open Access Areas

2 — Computer Labs

34
64 previous month
Teaching Spaces

20 — Event Support

ESCALATIONS:

1 — Ops

3 — CCS

2 — Ecscalted to UX

LEARNING SPACE SUPPORT DEEP DIVE:

- **Teaching Spaces:** Mostly display or projection issues

- **Computer Labs:** Hardware issue

- **Open Access Areas:** Display screens in open access areas to be replaced or issues since rollout e.g. firstpoint plasma
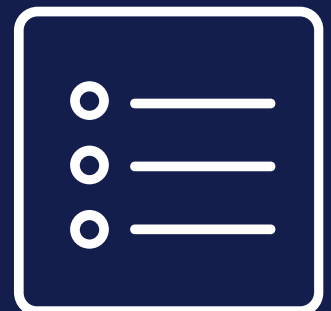
  - **Event Support:** Mostly Hive and Directorate setup/in person event support.
  - **CCS Escalations:** Hardware PC fixes.
  - **UX Escalations:** Longer term AV fix and Trilby Apple TV fixes.