IT Service Desk Monthly Review

September 2022

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

1325 INCIDENT TICKETS LOGGED

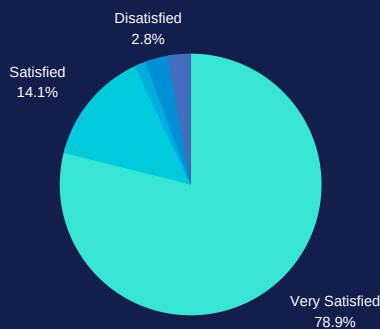**874*** TICKETS LOGGED BY STUDENTS

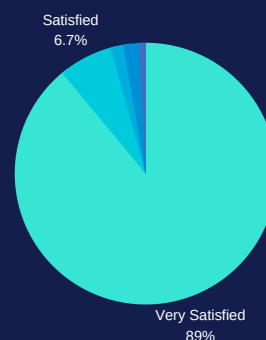**1349** REQUEST TICKETS LOGGED

1688 TICKETS LOGGED BY STAFF

*78 blank user type records

Student Feedback Ratings: 42

Disatisfied 2.8%
Satisfied 14.1%
Very Satisfied 78.9%

Average rating: 4.63/5.00 (Very Satisfied)

Staff Feedback Ratings: 254

Satisfied 6.7%
Very Satisfied 89%

Average rating: 4.81/5.00 (Very Satisfied)

No. of phone calls taken: **1329** (820 previous month, up 62%)

No. of live chat sessions: **246** (192 previous month, up 28%)

No. of walk-up enquiries: 202 (52 previous month)
No. of equipment bookings: **160** (67 previous month, up 138%)

Monthly first time fix rates

Total: 75% (up from 74%)
Incidents only: 77%   Requests only: 72%

Communications

Service Desk Phone Line Data

- Number of calls taken: **1132** (802 previous month)
- Busiest day: **Mon 5th September - 101 calls**
- Average talk time: **04:53** [Max: 49:24]
- Average call wait time: **1:36** [Max: 39:15]

- Number of abandoned calls: *under 122*

Room Support Phone Line Data

- Number of calls taken: **197** (18)
- Number of abandoned calls: *under 34*
- Busiest day: **Tuesday 20th September - 20 calls**
- Average teaching call talk time: **02:32** [Max: **39:42**]
- Average call wait time: **1:08** [Max: **10:39**]

Walk-up Desk Data

PEIRSON

Number of Visits:	120 logged (37*)
Busiest Day:	Thur 22nd September – 24
Most Common Enquiry:	Password change/reset
Number of escalated tickets:	86 (24*)

HIVE

Number of Visits:	6 (15*)
Busiest Day:	N/A
Most Common Enquiry:	Training and Advice
Number of escalated tickets:	6 (3)

LOAN EQUIPMENT

Laptops:	109 (88*)
Macbooks:	15 (11*)

Service Desk Category Trends

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

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

4	**24**	**26**	**61**	**98**
Panopto	Software Advice	Office 365	SOLE	Blackboard

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

TOP LEVEL CATEGORY: **DATA AND SECURITY**

| **7**	**9**	**57**	**164**	**178**
Guest Account & Account Activation Request	Account Query	New Staff Starter	Password Change/Reset	Multi-Factor Authentication Reset

SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

- **Blackboard**: Unable to access - cache clear and go via MyDay advice
- **SOLE:** Registration queries
- **Micrsoft Office 365:** Outlook queries, booking requests and licencing

DATA AND SECURITY REQUEST DEEP DIVE:

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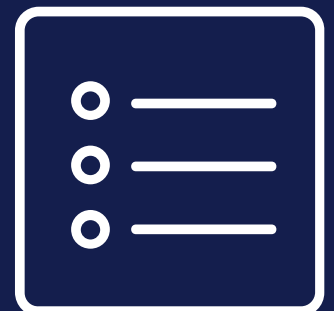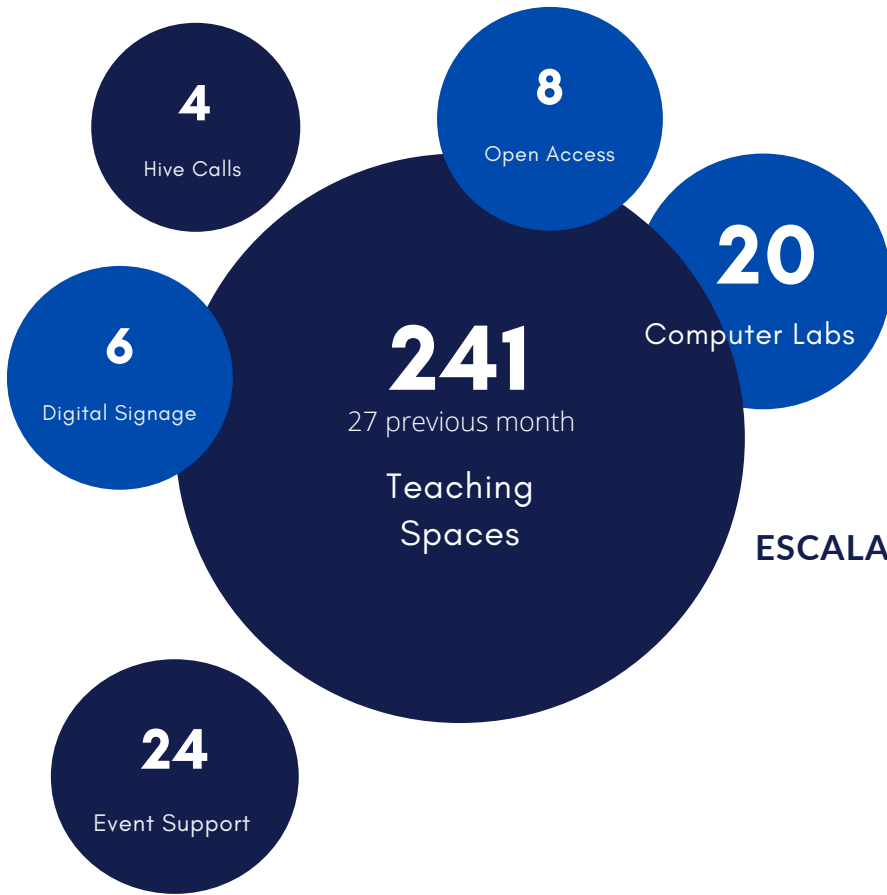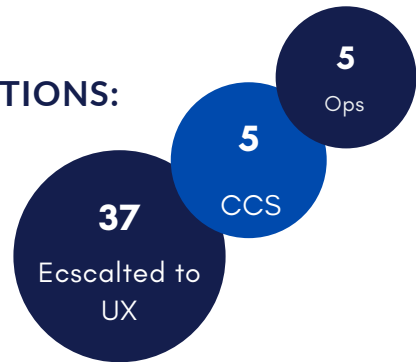
WHICH ARE OUR TOP ESCALATED TICKETS THIS MONTH?

Top Incident & Request Category: IT Equipment Support - Laptop (81):
- Hardware fixes
- New laptop requests

Followed by MFD incidents/requests

AV Support Trends

4 Hive Calls

8 Open Access

20 Computer Labs

6 Digital Signage

241
27 previous month
Teaching Spaces

24 Event Support

ESCALATIONS:

5 Ops

5 CCS

37 Ecscalted to UX

LEARNING SPACE SUPPORT DEEP DIVE:

- **Teaching Spaces:** Various teaching room fixes

- **Computer Labs:** Software issues, using new PCs, sleep settings,.

- **Open Access Areas:** Timetabling/Display screens
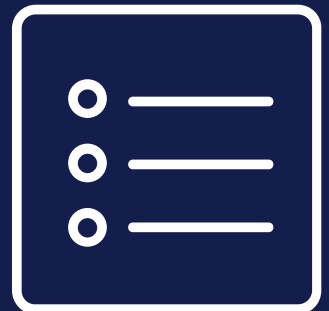
- **Event Support:** Larger event support and hybrid meetings

- **CCS Escalations:** PC fixes

- **UX Escalations:** AV and image fixes