IT Service Desk Monthly Review

October 2022

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

869
INCIDENT TICKETS LOGGED

524
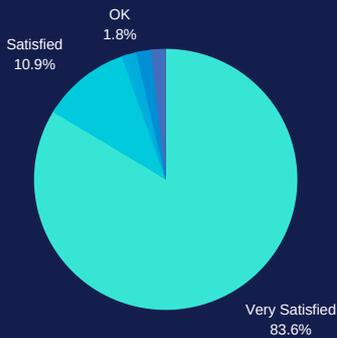TICKETS LOGGED BY STUDENTS

981
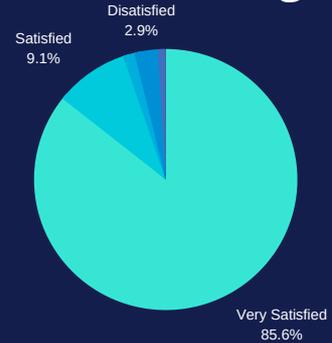REQUEST TICKETS LOGGED

1321
TICKETS LOGGED BY STAFF

*5 blank user type records

Student Feedback Ratings: 55

- OK 1.8%
- Satisfied 10.9%
- Very Satisfied 83.6%

Average rating: 4.71/5.00 (Very Satisfied)

Staff Feedback Ratings: 207

- Disatisfied 2.9%
- Satisfied 9.1%
- Very Satisfied 85.6%

Average rating: 4.75/5.00 (Very Satisfied)

No. of phone calls taken: 881 (1329 previous month, down 33%)

No. of live chat sessions: 93 (246 previous month, down 62%)

No. of walk-up enquiries: 223 (202 previous month, up 10%)
No. of equipment bookings: 177 (160 previous month, up 11%)

Monthly first time fix rates

Total: 76% (up from 75%)
Incidents only: 77%   Requests only: 73%

Communications

Service Desk Phone Line Data

- Number of calls taken: **686** (1132 previous month)
- Busiest day: **Mon 31st October - 50 calls**
- Average talk time: **05:55** [Max: 53:27]
- Average call wait time: **2:11** [Max: 44:10]

- Number of abandoned calls: **86** (11%)

Room Support Phone Line Data

- Number of calls taken: **195** (197)
- Busiest day: **4th, 13th, 20th October - 13 calls**
- Average teaching call talk time: **02:05** [Max: **18:44**]
- Average call wait time: **0:35** [Max: **18:00**]

- Number of abandoned calls: **30** (13%)

Walk-up Desk Data

PEIRSON

Number of Visits:	210 logged
Busiest Day:	Thur 27th October – 31
Most Common Enquiry:	Laptop Loan (49)
Number of escalated tickets:	58 (86*)

HIVE

Number of Visits:	13 (6*)
Busiest Day:	Tuesday 18th October (4)
Most Common Enquiry:	Training and Advice
Number of escalated tickets:	6 (3)

LOAN EQUIPMENT

Laptops:	152 (109*)
Macbooks:	25 (15*)

Service Desk Category Trends

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

TOP LEVEL CATEGORY: **CAMPUS ROOM SUPPORT**

6
Open Access Areas

10
Computer Labs

149
Teaching Spaces AV

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

TOP LEVEL CATEGORY: **DATA AND SECURITY**

10
Account Activation Request

12
Account Query

20
New Staff Starter

82
Password Change/Reset

**102**
Multi-Factor Authentication Reset

SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

- **Teaching Spaces AV**: Highest rooms call outs: EE1107, EE2010, EEG164.
- **Computer Labs:** AV issues in computer labs.
- **Open Access Areas:** Display screens.

DATA AND SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** Conisitently higher than password reset.
- **New Staff Starter & Account Activation:** Category review in progress.
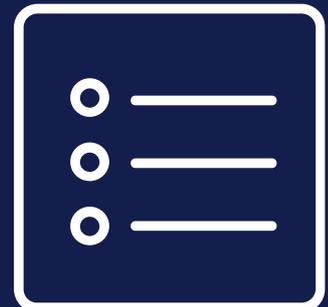
WHICH ARE OUR TOP ESCALATED TICKETS THIS MONTH?

Top Incident Category: IT Equipment Support - Laptop (34):
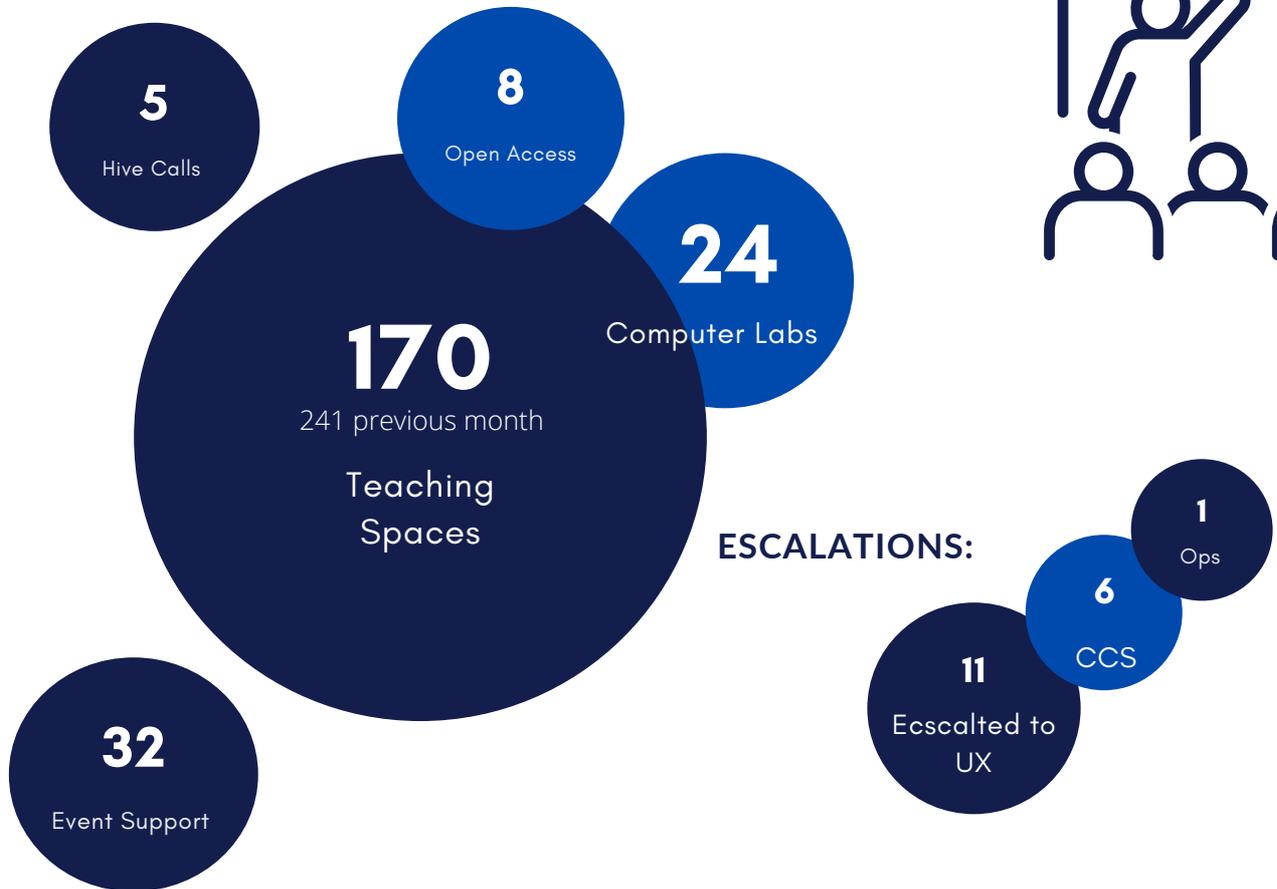- Hardware fixes
- Windows fixes

Top Request Category: Communication - Email (31)
- Shared mailbox requests
- Advanced email fixes

AV Support Trends

5 Hive Calls

8 Open Access

24 Computer Labs

170
241 previous month
Teaching Spaces

32 Event Support

ESCALATIONS:

1 Ops

6 CCS

11 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
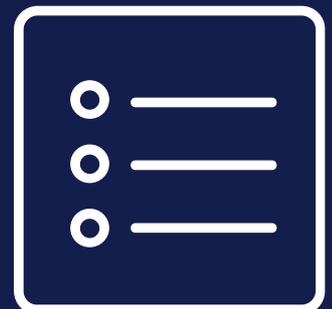
- **Event Support:** Larger event support within and outside core hours.

- **CCS Escalations:** PC fixes in Open Access and Computer Labs

- **UX Escalations:** iMac Lab Requests

- **Operations Escalations:** SMOTS Network in ECB.