IT Service Desk Monthly Review

February 2023

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

Ticket Totals

710
INCIDENT TICKETS LOGGED
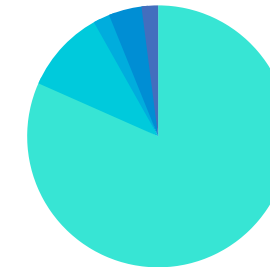
838
REQUEST TICKETS LOGGED

390
TICKETS LOGGED BY STUDENTS

1095
TICKETS LOGGED BY STAFF

Feedback

Student Feedback Ratings: 49

Average rating: 4.65/5.00 Very Satisfied

Staff Feedback Ratings: 203
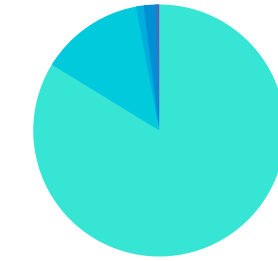
Average rating: 4.78/5.00 Very Satisfied

Contact Totals

No. of phone calls taken: **640** (983 previous month, down 35%)

No. of live chat sessions: **87** (199 previous month, down 56%)

No. of walk-up enquiries: **403** (401 previous month)
No. of equipment bookings: **202** (173 previous month, up 17%)

First Time Fix Rate

	Current month	Previous month	Year average
Incident	**82%**	80%	81%
Request	**76%**	79%	75%
Total	**79%**	75%	78%

Communications - Service Desk

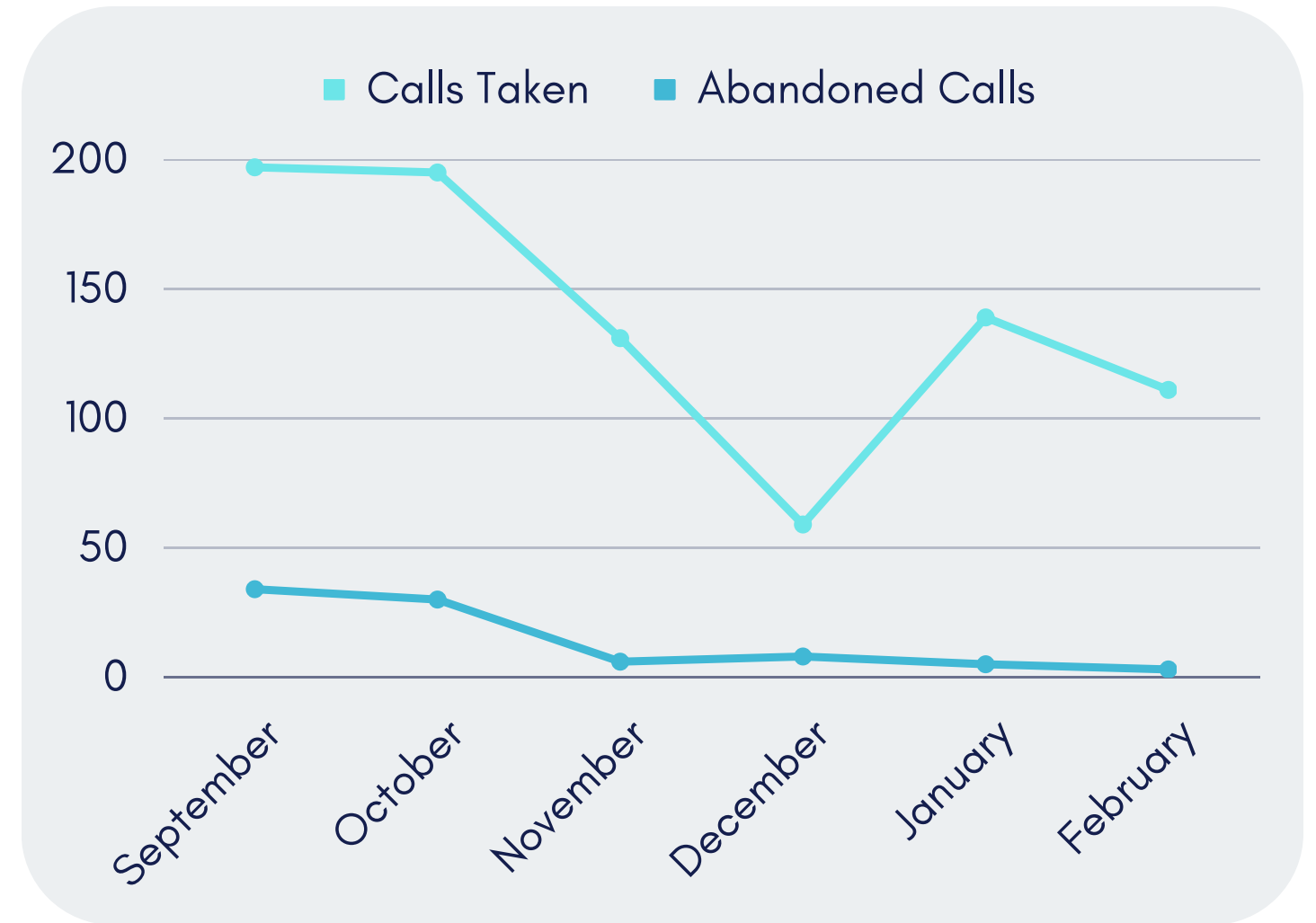|	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Calls Taken	539	844	644	712
Calls Recieved	583	937	766	797
Abandoned Calls	6% – 37 Calls	10% – 94 Calls	101	8%
Busiest Day	Monday 27th Feb (43)	Tuesday 3rd Jan (72)	Mon 28th Feb (58)	5th Sept (115)
Average Talk Time	08:01 [Max 1:03:38]	05:58 [Max 50:07]	05:47 [Max 1:34:42]	05:55 [Max 1:03:38]
Average Wait Time	01:32 [Max 2:52:42]	01:48 [Max 24:04]	02:22 [Max 47:54]	01:54 [Max 44:15]
Calls Waiting > 5 Min	48	110	123	557 Total

■ Calls Taken ■ Abandoned Calls
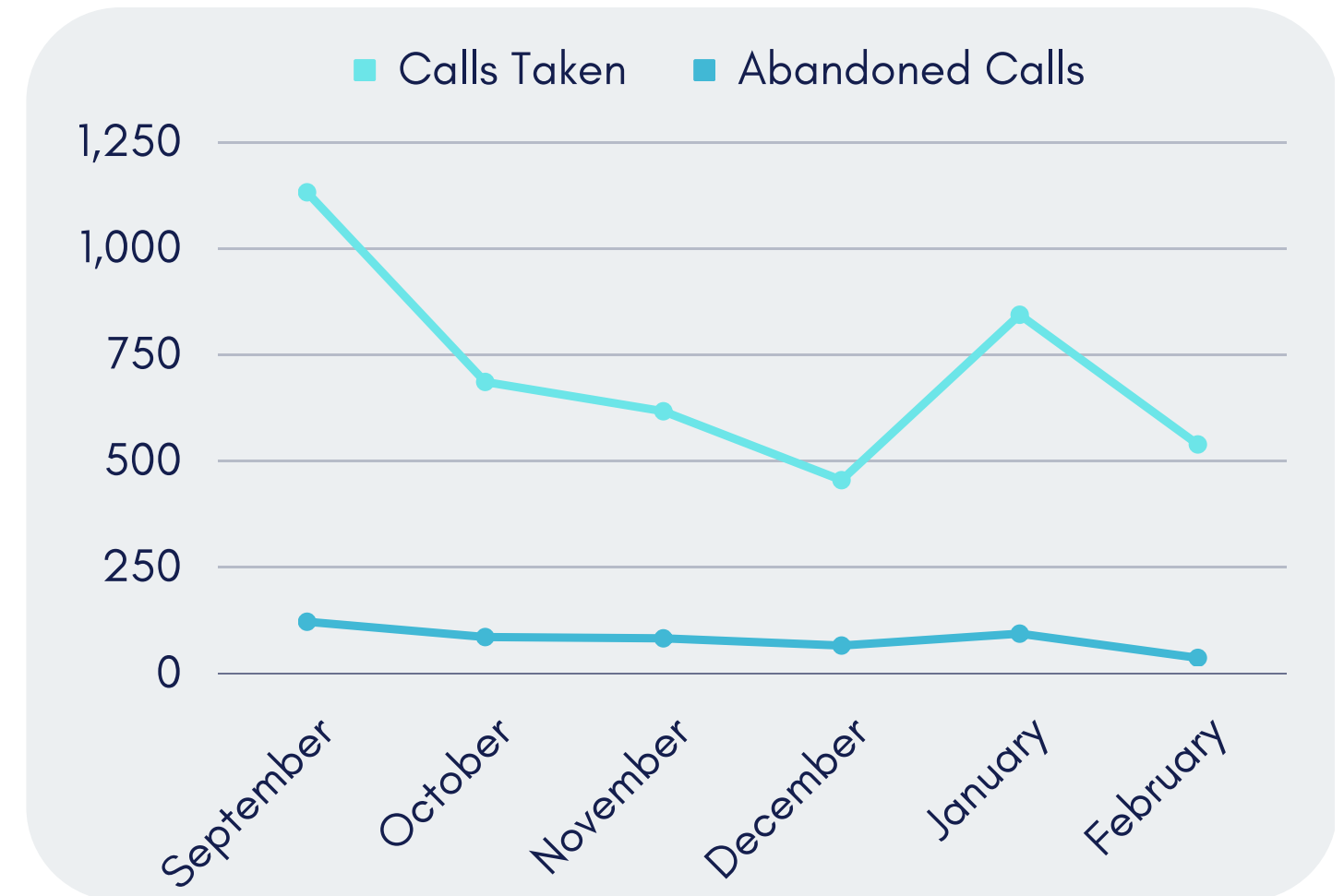
Deep Dive:
- Calls Waiting > 5 Min: Technical error
- Abandoned Calls: Yearly average reduced from 11% to 8%

Communications - Room Support

	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Calls Taken	102	139	124	137
Calls Recieved	111	149	129	155
Abandoned Calls	3% – 3 Calls	3% – 5 Calls	5	9%
Busiest Day	Thurs 2nd Feb (13)	Mon 23rd Jan (16)	Tues 22nd Feb (12)	-
Average Talk Time	02:47 [Max 19:47]	02:24 [Max 20:51]	02:30 [Max 23:40]	02:30 [Max 39:42]
Average Wait Time	00:42 [Max 16:51]	00:50 [Max 10:01]	00:31 [Max 09:29]	00:48 [Max 21:07]
Calls Waiting > 5 Min	3	10	4	36 Total

Walk-Up Desk

Legend: ■ Peirson ■ Hive

PEIRSON	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Number of Visits	220	168	–	–
Number of Tickets	183	233	220	197
Busiest Day	Fri 17th Feb (23)	Tues 24th Jan (24)	Tues 22nd Feb (36)	–
Most Common Enquiry	Loan Equipment (118)	Loan Equipment (102)	MFD (40)	Total: Loan Equipment (392)
Escalated Tickets	23	41	20	265 Total
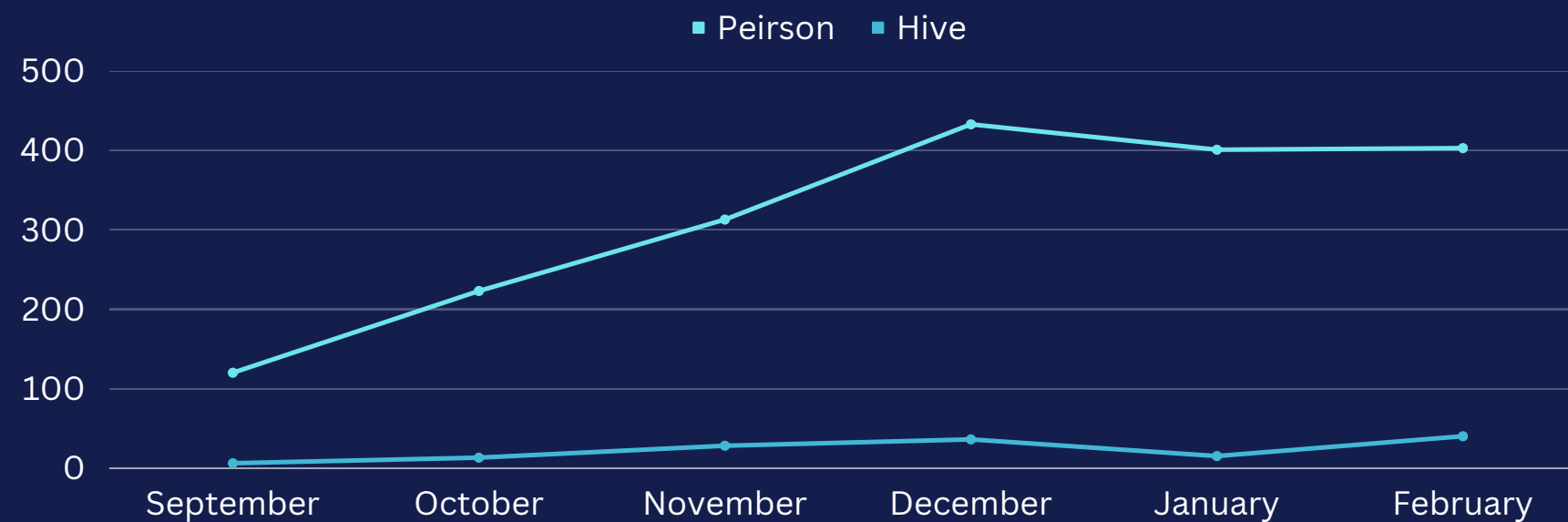
HIVE	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Number of Tickets	40	15	49	21
Busiest Day	Wed 1st Feb (11)	Wed 18th Jan (7)	28th Jan (11)	–
Most Common Enquiry	Laptop Setup (8)	Internet & WiFi (8)	Training & Advice (21)	Training & Advice (39 Total)
Escalated Tickets	3	0	4	21 Total

Hive Deep Dive:
- Hive Laptop Setup for Events higest category
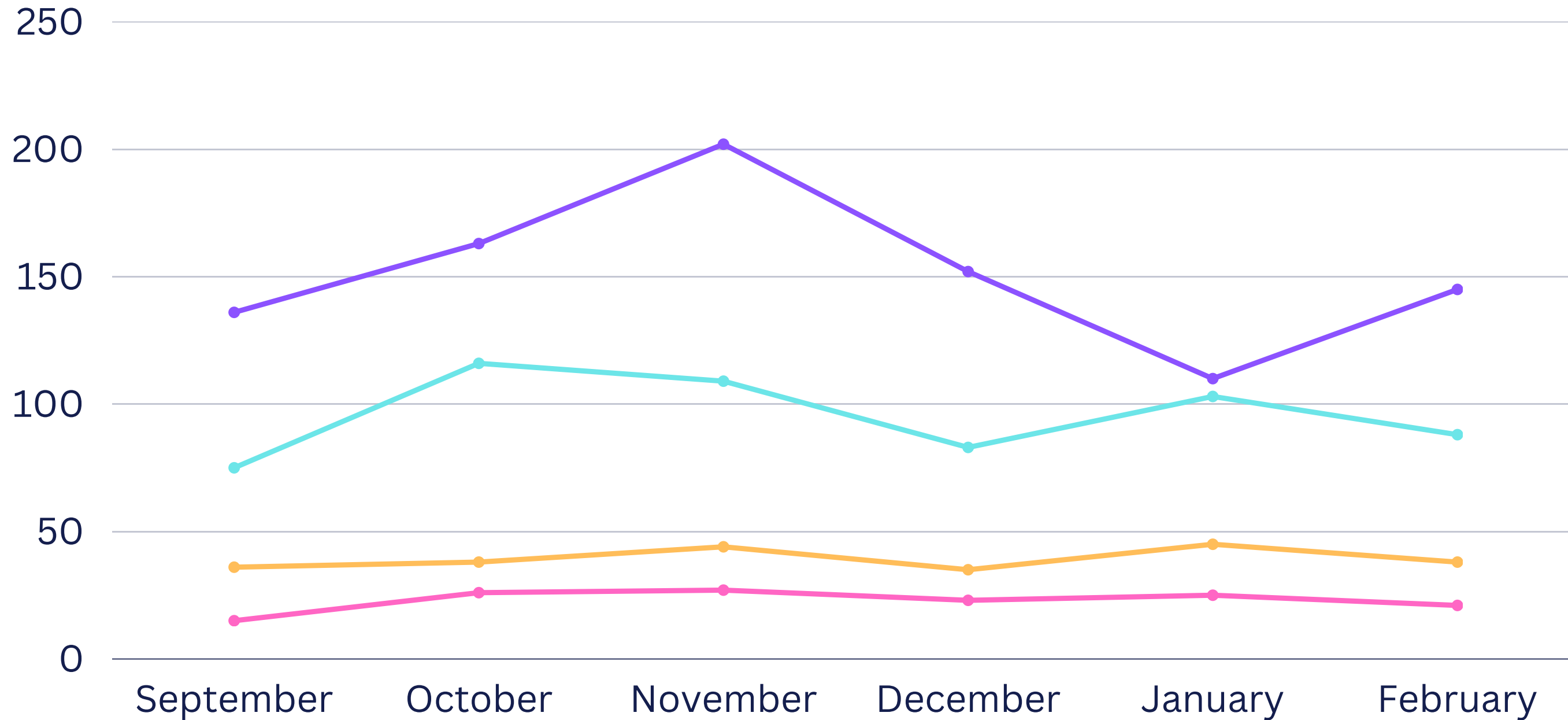- Hive user type is 85% 'Public User'

Peirson Deep Dive:
- Peirson user type is 76% 'Student'

Service Desk Category Trends - February

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

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

- **12** Turnitin
- **14** Online Survey
- **15** Software Advice
- **17** SOLE
- **18** Blackboard

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

TOP LEVEL CATEGORY: **DATA AND SECURITY**

- **7** Guest Account
- **10** External Examiner/ Account Activation/ Account Query
- **23** New Staff Starter
- **33** Password Change/Reset
- **46** Multi-Factor Authentication Reset

SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

- **Blackboard:** Access issues – cache clear
- **SOLE:** Unable to access & how to access
- **Software Advice:** Software install requests
- **Online Survey:** Account creation requests
- **Turnitin:** Not accessible
- **Second Highest Category - Campus Room Support (99)**
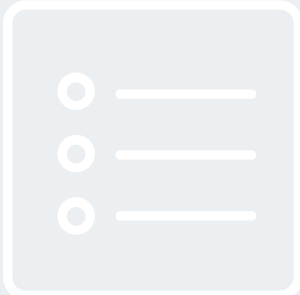
DATA & SECURITY REQUEST DEEP DIVE:

- **MFA:** 76% Student reset – unchanged from last month
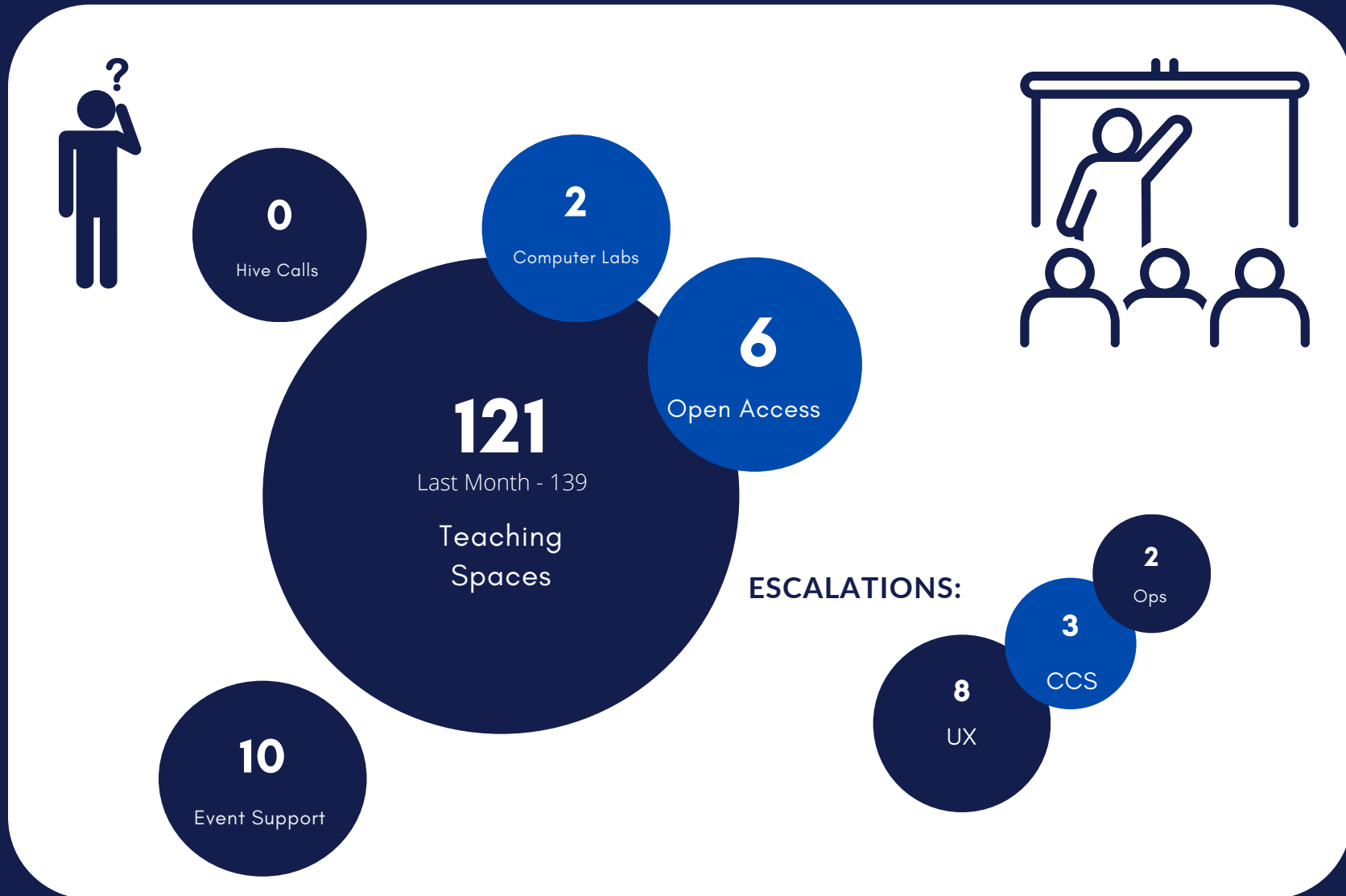- **Password change and reset:** 70% Student Reset – 1% down from last month

WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

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

AV Support Trends

Deep Dive:
- **Teaching Spaces**: EEG164 & CH1001 – 5 telephone calls
- **Open Access Areas**: Timetabling Screens
- **Computer Labs:** SPSS installation and iMac printing
- **UX:** Computer Labs & AV Fixes
- **CCS**: Hardware replacements & incorrect category
- **Ops:** Network fixes
- **Events**: Minimal hybrid meetings

0 Hive Calls

2 Computer Labs

6 Open Access

121 Last Month - 139 Teaching Spaces

10 Event Support

ESCALATIONS:

8 UX

3 CCS

2 Ops