IT Service Desk Monthly Review

April 2023

Ticket Totals

413
INCIDENT TICKETS LOGGED

335
TICKETS LOGGED BY STUDENTS

794
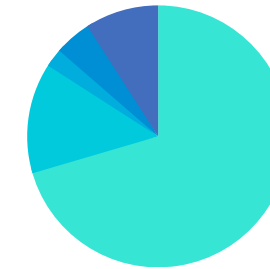REQUEST TICKETS LOGGED
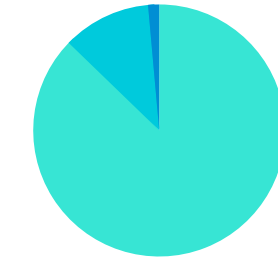
826
TICKETS LOGGED BY STAFF

Feedback

Student Feedback Ratings: 44

Staff Feedback Ratings: 141

Average rating: **4.73/5.00** Very Satisfied

Average rating: **4.84/5.00** Very Satisfied

Contact Totals

No. of phone calls taken: **502** (795 previous month, down 37%)

No. of live chat sessions: **54** (106 previous month, down 30%)

No. of walk-up enquiries: **432** (666 previous month, down 35%)

No. of equipment bookings: **169** (157 previous month)
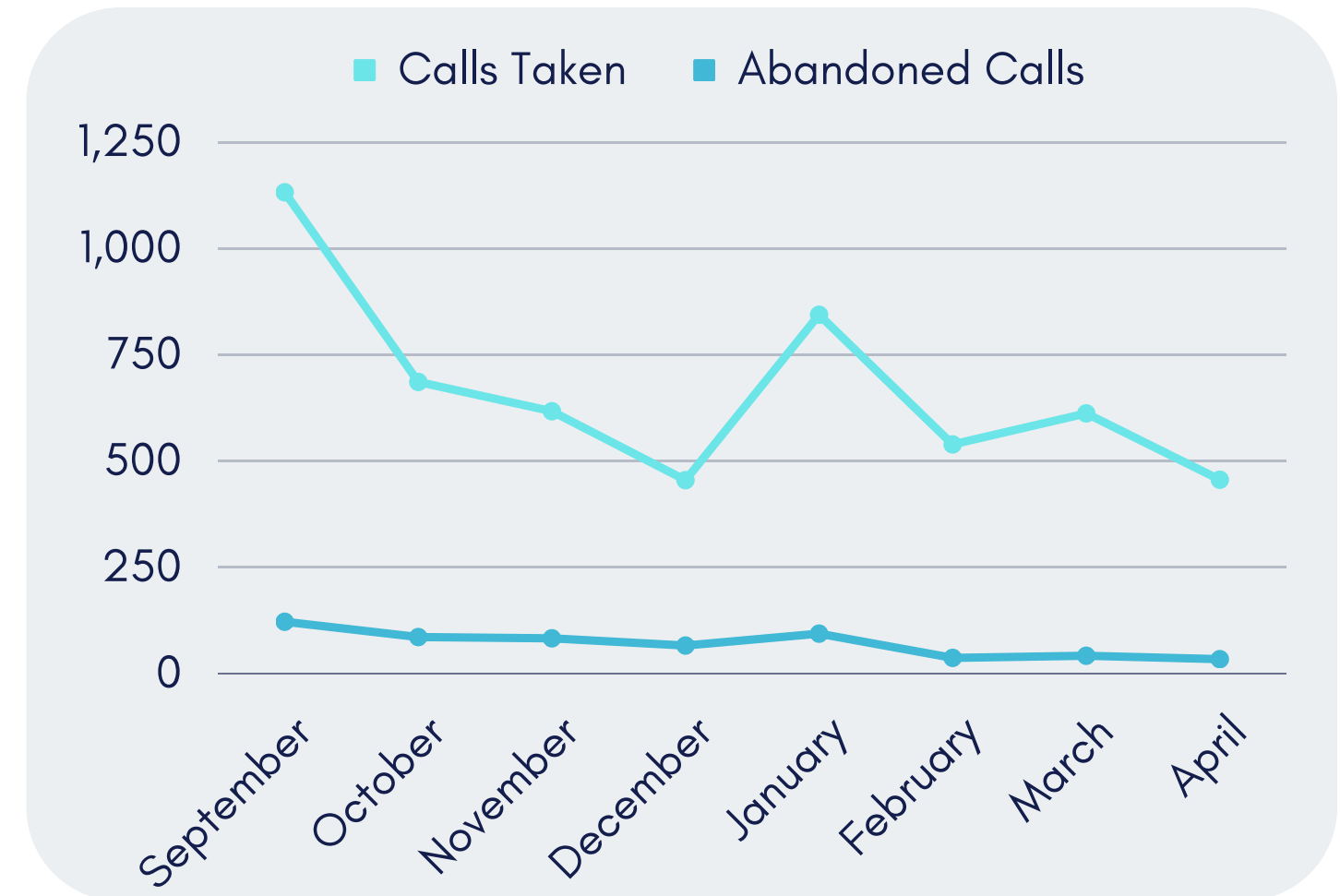
First Time Fix Rate

	Current month	Previous month	Year average
Incident	**81%**	78%	80%
Request	**74%**	79%	75%
Total	**77%**	79%	78%

Communications - Service Desk

	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Calls Taken	456	612	519	667
Calls Recieved	499	655	644	742
Abandoned Calls	7% – 34 Calls	6% – 42 Calls	122	11%
Busiest Day	Monday 17th Apr (44)	Monday 6th Mar (47)	Wed 27th Apr (63)	5th Sept (115)
Average Talk Time	08:54 [Max 1:05:39]	08:29 [Max 1:02:53]	06:36 [Max 45:49]	06:28 [Max 1:05:39]
Average Wait Time	01:25 [Max 2:44:28]	01:00 [Max 20:39]	03:37 [Max 50:44]	01:46 [Max 44:15]
Calls Waiting > 5 Min	30	39	216	626 Total

Line chart: Calls Taken ● Abandoned Calls — months September, October, November, December, January, February, March, April
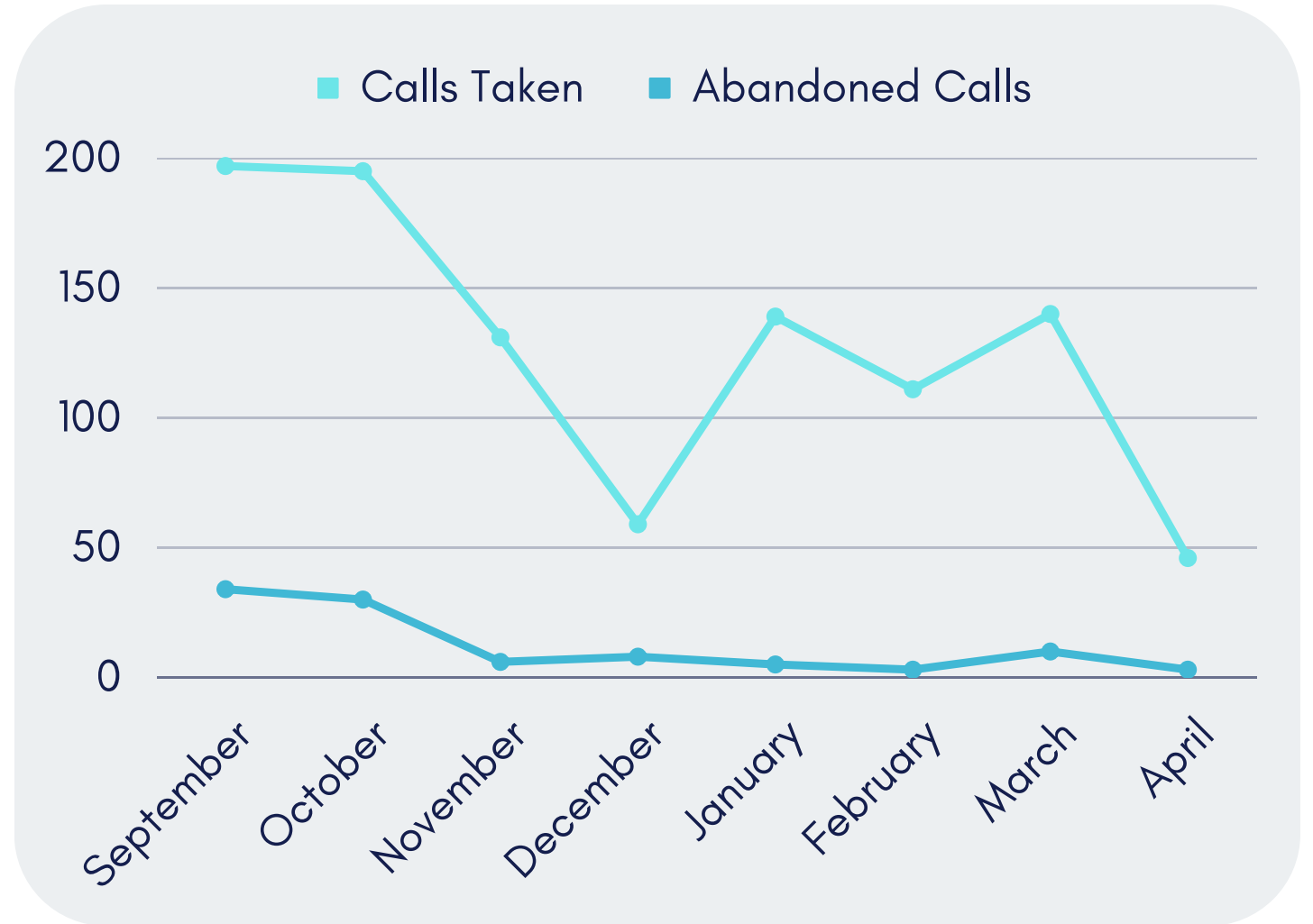
Deep Dive:
- **Talk Time:** Average talk time frequently over 1 hour
- **Longest Wait Time:** 8x8 bug
- **Calls Waiting > 5 min**: Reduced this month, overall for academic year = 12% of all calls
- **Yearly averages:** Decreasing for talk time and wait time
- **21/22 Month Comparision:** Buisiest day related to more abandoned calls

Communications - Room Support

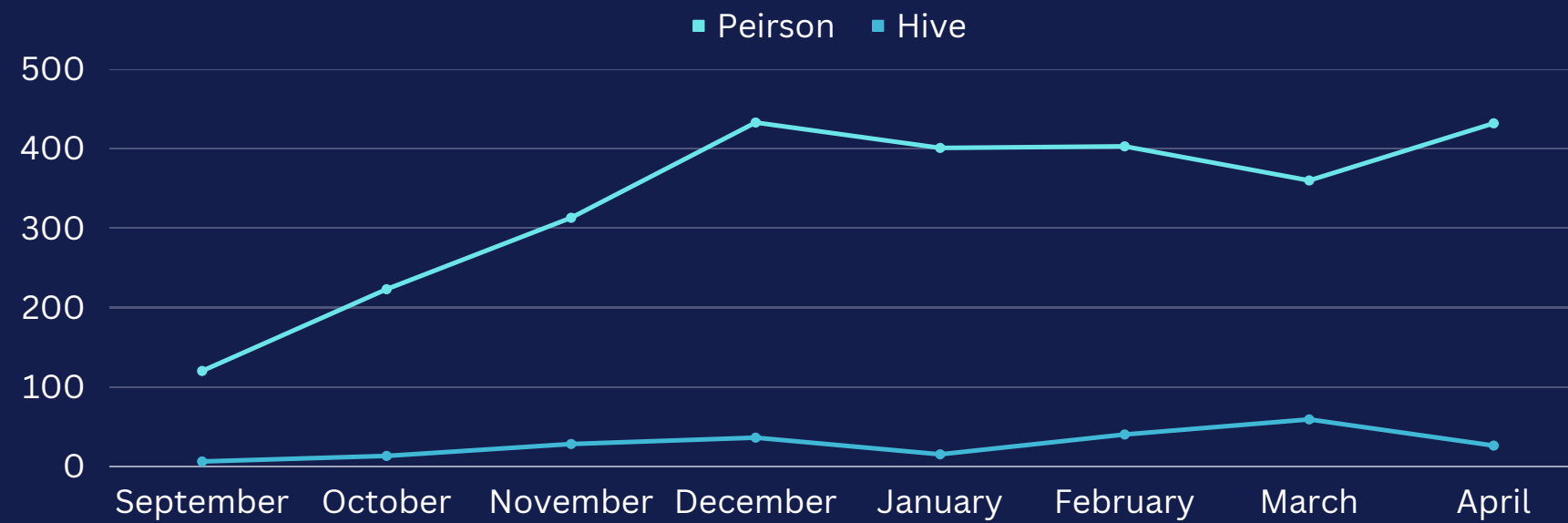|	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Calls Taken	46	140	67	126
Calls Recieved	52	152	62	142
Abandoned Calls	7% – 3 Calls	7% – 10 Calls	5	9%
Busiest Day	25th & 26th April (6)	Thurs 30th Mar (14)	6th April (10)	20th September
Average Talk Time	02:31 [Max 23:51]	02:25 [Max 16:59]	02:51 [Max 21:25]	02:29 [Max 39:42]
Average Wait Time	00:38 [Max 18:07]	00:49 [Max 08:57]	00:50 [Max 09:06]	00:48 [Max 21:07]
Calls Waiting > 5 Min	1	9	3	49 Total

Deep Dive:
- **Yearly Averages:** consistent

Walk-Up Desk

Legend: ■ Peirson ■ Hive

Chart (values approximate, by month September–April):
- Peirson: ~120, ~225, ~315, ~430, ~400, ~405, ~360, ~430
- Hive: ~5, ~12, ~27, ~37, ~15, ~40, ~58, ~25

PEIRSON	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Number of Visits	179	360	–	–
Number of Tickets	253	247	296	202
Busiest Day	Fri 21st Apr (22)	Mon 27th Mar (17)	15th Mar (29)	–
Most Common Enquiry	IT Booking System (116)	IT Booking System (138)	MFD (22)	Total: Loan Equipment (392)
Escalated Tickets	12	28	18	265 Total

HIVE	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Number of Tickets	26	59	86	28
Busiest Day	Thurs 13th April (8)	Thurs 23rd (9)	1st & 8th (10)	–
Most Common Enquiry	Training & Advice (11)	Training & Advice (22)	Training & Advice (31)	Training & Advice (74 Total)
Escalated Tickets	2	2	24	21 Total

Hive Deep Dive:
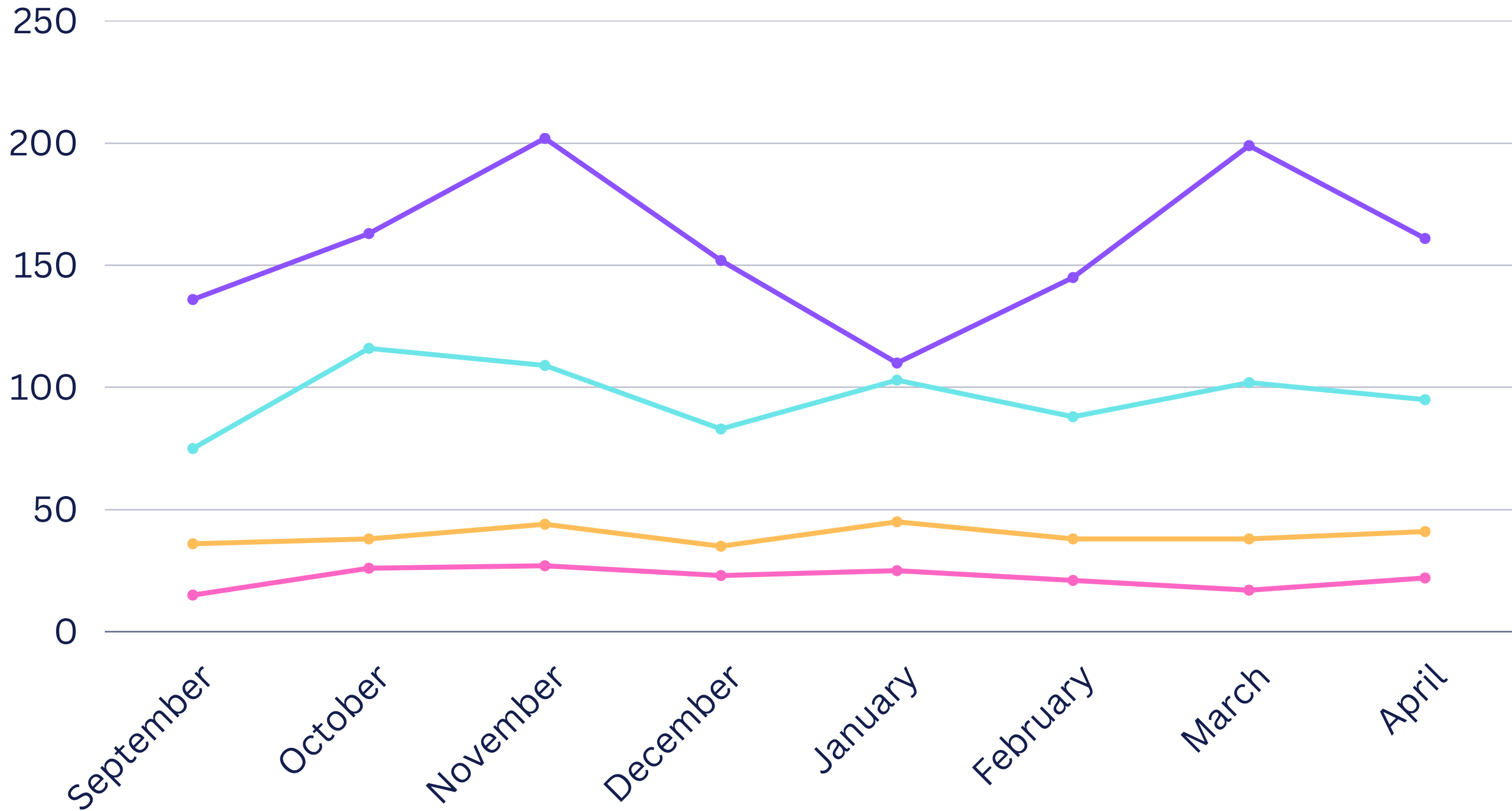- Lower ticket escalations

Peirson Deep Dive:
- Lower MFD requests for 21/22

Loan Equipment

Student Laptops • Student Macbooks • Short-term Loans • Staff Laptops

Service Desk Category Trends

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

TOP LEVEL CATEGORY: **UNIVERSITY SYSTEMS**

1	**1**	**4**	**74**
StarRez	CCTV	Digital Signage	IT Booking System

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

TOP LEVEL CATEGORY: **DATA AND SECURITY**

13	**14**	**15**	**50**	**77**
Account Activation Request	New Staff Starter	Account Query	Password Change/Reset	Multi-Factor Authentication Reset

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UNIVERSITY SYSTEMS INCIDENT DEEP DIVE:
- IT Booking System quick calls

Second Highest Category – University Systems (93) – Loan Devices (83)
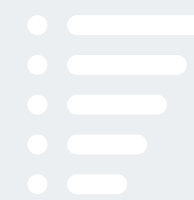
DATA & SECURITY REQUEST DEEP DIVE:
- **MFA:** 70% Student reset
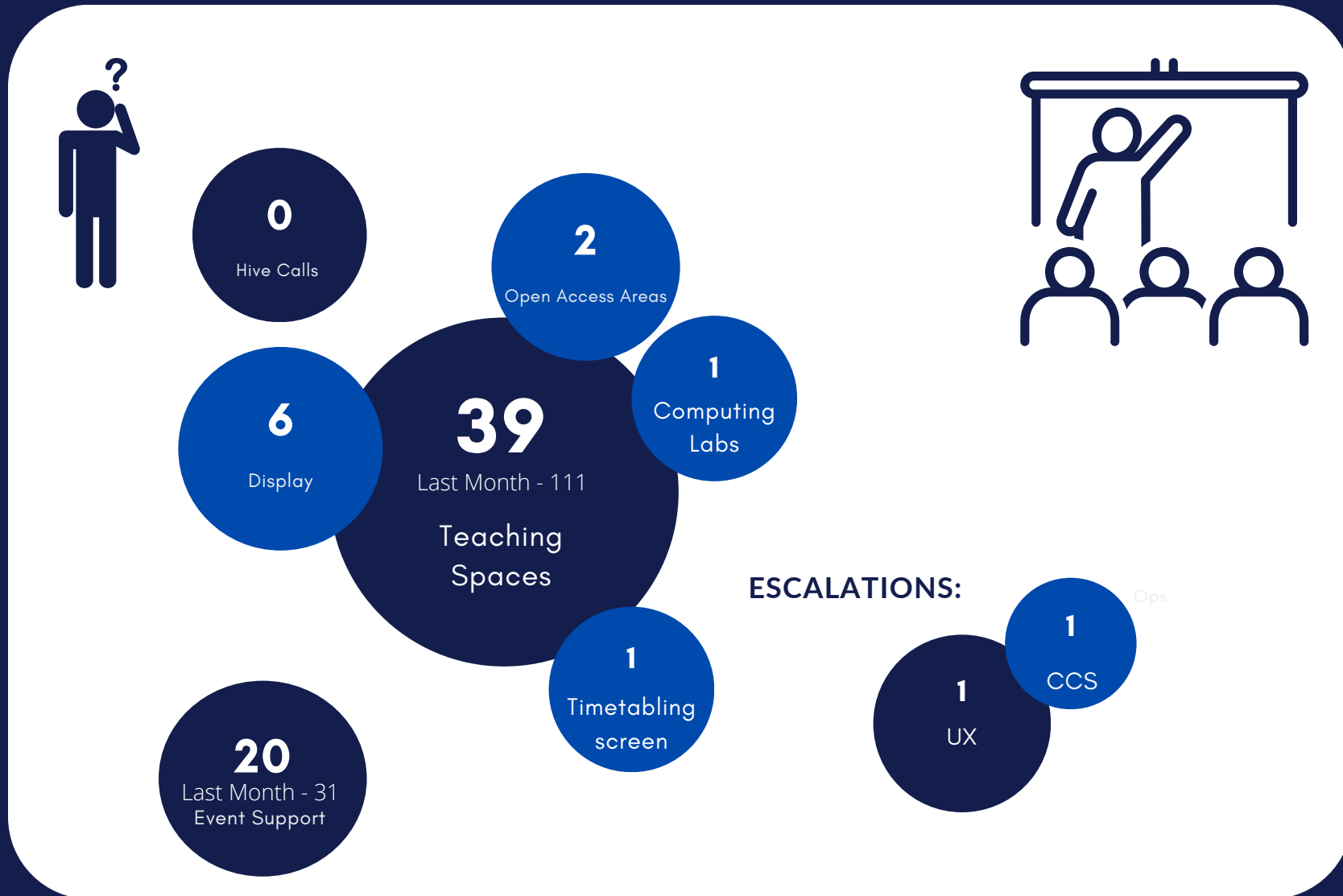- **Password change and reset:** 74% Student Reset

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

Top Incident & Request Category (90): IT Equipment Support: Laptop (43) - fixes & requests
- Down from 142 previous month