

# IT Service Desk Monthly Review

June 2023

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

## Ticket Totals

**467**  
INCIDENT TICKETS  
LOGGED



**320**  
TICKETS LOGGED BY  
STUDENTS



**1050**  
REQUEST TICKETS  
LOGGED

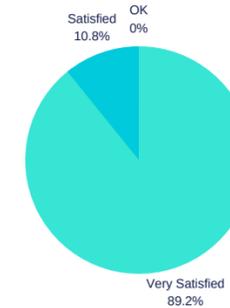


**1136**  
TICKETS LOGGED BY  
STAFF



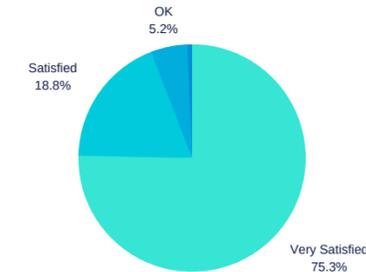
## Feedback

Student Feedback Ratings: 37



Average rating: 4.78/5.00 **Very Satisfied**

Staff Feedback Ratings: 154



Average rating: 4.69/5.00 **Very Satisfied**

## Contact Totals



No. of phone calls taken: 671 (609 previous month, up 10%)



No. of live chat sessions: 95 (102 previous month, down 7%)



No. of walk-up enquiries: 487 (535 previous month, down 9%)

No. of equipment bookings: 139 (157 previous month, down 11%)



## First Time Fix Rate

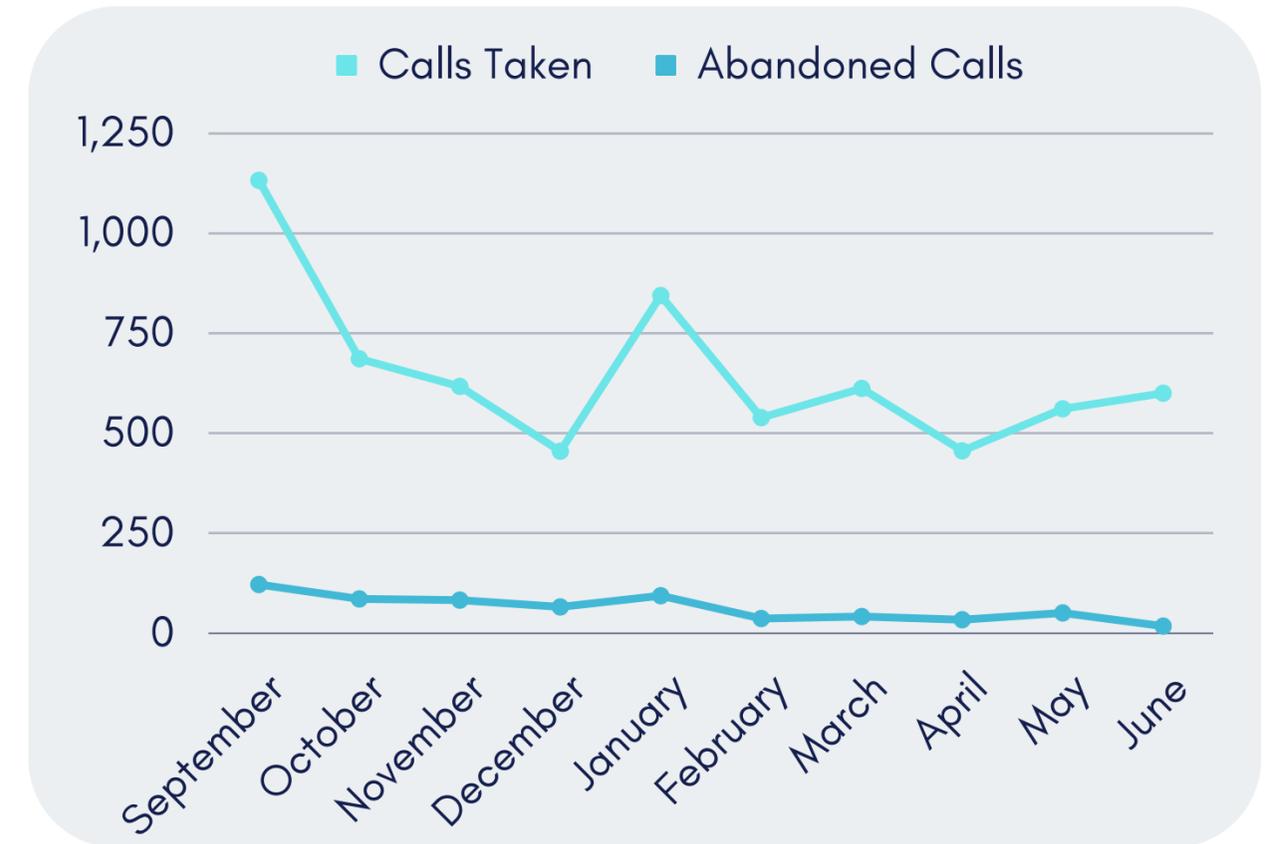


	Current month	Previous month	Year average
Incident	78%	75%	79%
Request	73%	75%	75%
<b>Total</b>	<b>74%</b>	75%	78%



# Communications - Service Desk

	Current Month	Previous Month	21/22 Month Comparison
<b>Calls Taken</b>	600	561	587
<b>Calls Recieved</b>	627	623	631
<b>Abandoned Calls</b>	3% - 18 Calls	8% - 51 Calls	44
<b>Busiest Day</b>	Mon 19th June (48)	Wed 24th May (48)	8th June (49)
<b>Average Talk Time</b>	07:41 [Max 1:14:15]	09:33 [Max 1:22:19]	06:08 [Max 46:50]
<b>Average Wait Time</b>	01:00 [Max 2:47:15]	02:05 [Max 1:59:04]	01:04 [Max 33:28]
<b>Calls Waiting &gt; 5 Min</b>	20	77	37



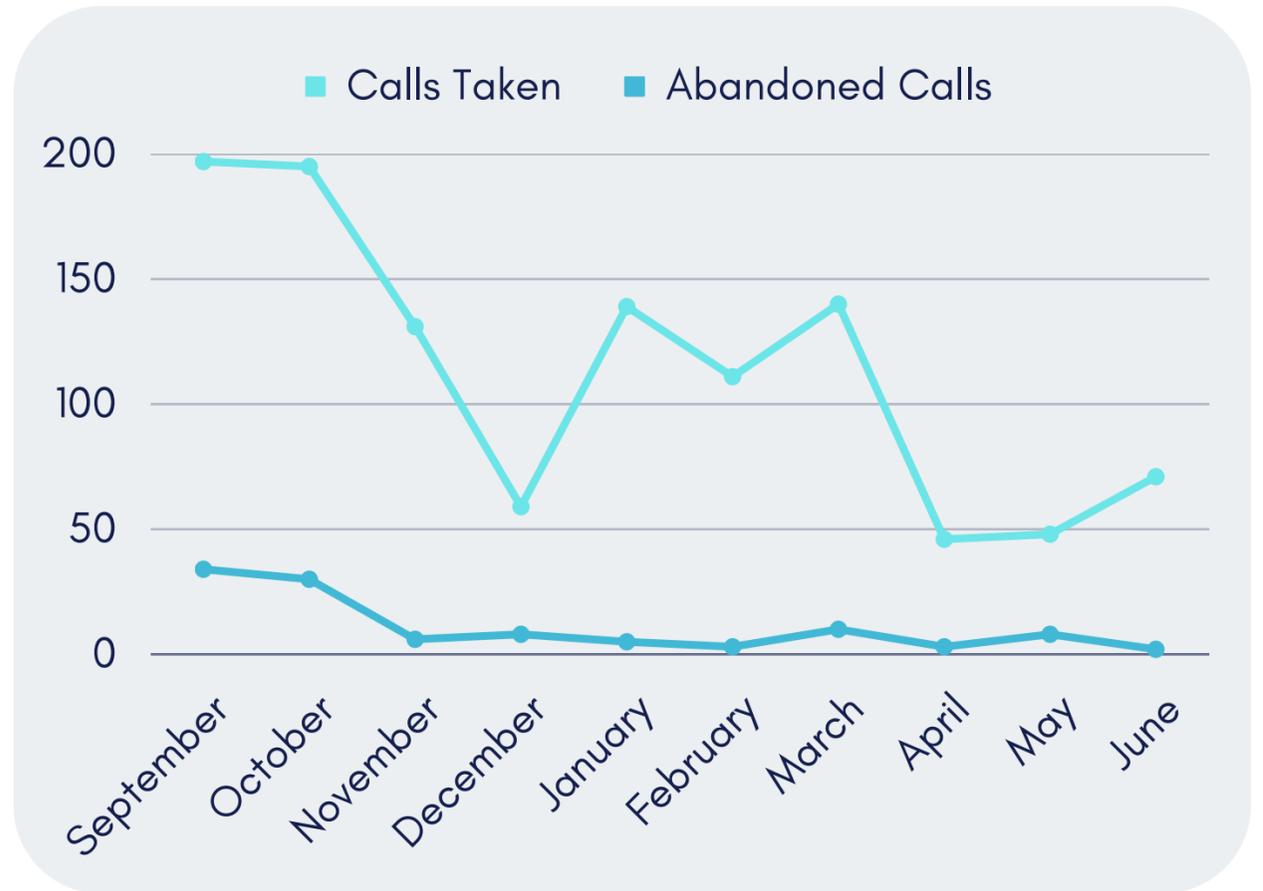
### Deep Dive:

- **Abandoned Call:** significant percentage reduction
- **Longest Wait Time:** 8x8 bug
- **Month Comparision:** overall telephone performance improved from 21/22 and previous month



# Communications - Room Support

	Current Month	Previous Month	21/22 Month Comparison
<b>Calls Taken</b>	71	48	46
<b>Calls Recieved</b>	74	61	48
<b>Abandoned Calls</b>	3% - 2 Calls	13% - 8 Calls	2
<b>Busiest Day</b>	20th June (6)	18th May (6)	23rd June (6)
<b>Average Talk Time</b>	02:30 [Max 24:12]	02:34 [Max 9:11]	02:35 [Max 15:52]
<b>Average Wait Time</b>	00:23 [Max 2:49]	01:24 [Max 26:40]	00:22 [Max 04:27]
<b>Calls Waiting &gt; 5 Min</b>	0	5	3

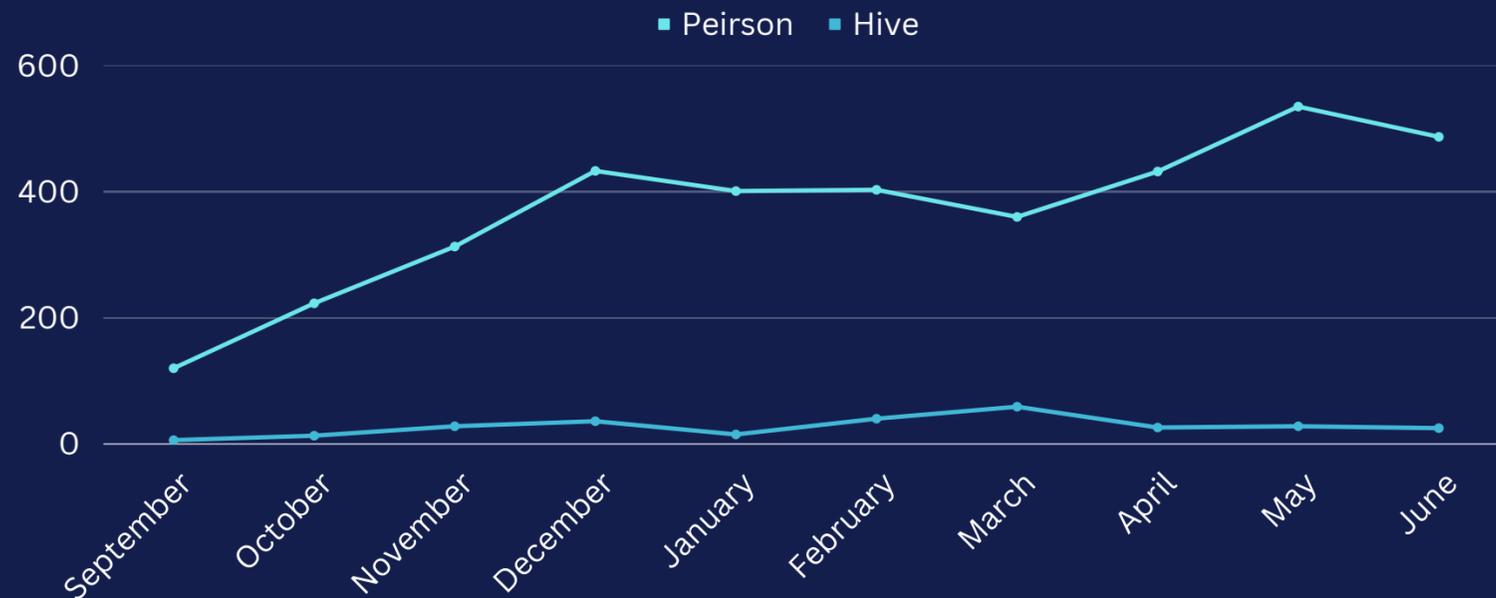


## Deep Dive:

- **Calls Waiting > 5 min:** highest performing month of the academic year
- **Max Talk Time:** Troubleshooting



# Walk-Up Desk



HIVE	Current Month	Previous Month	21/22 Month Comparison
<b>Number of Tickets</b>	25	26	70
<b>Busiest Day</b>	29th June (7)	1st & 17th May (6)	29th June (8)
<b>Most Common Enquiry</b>	IT Equipment Support (12)	IT Equipment Support (13)	Training & Advice (34)
<b>Escalated Tickets</b>	2	3	7

PEIRSON	Current Month	Previous Month	21/22 Month Comparison
<b>Number of Visits</b>	331	318	-
<b>Number of Tickets</b>	156	217	76
<b>Busiest Day</b>	12th June (13)	8th May (23)	7th June (13)
<b>Most Common Enquiry</b>	IT Booking System (115)	IT Booking System (138)	MFD (16)
<b>Escalated Tickets</b>	17	32	13

### Hive Deep Dive:

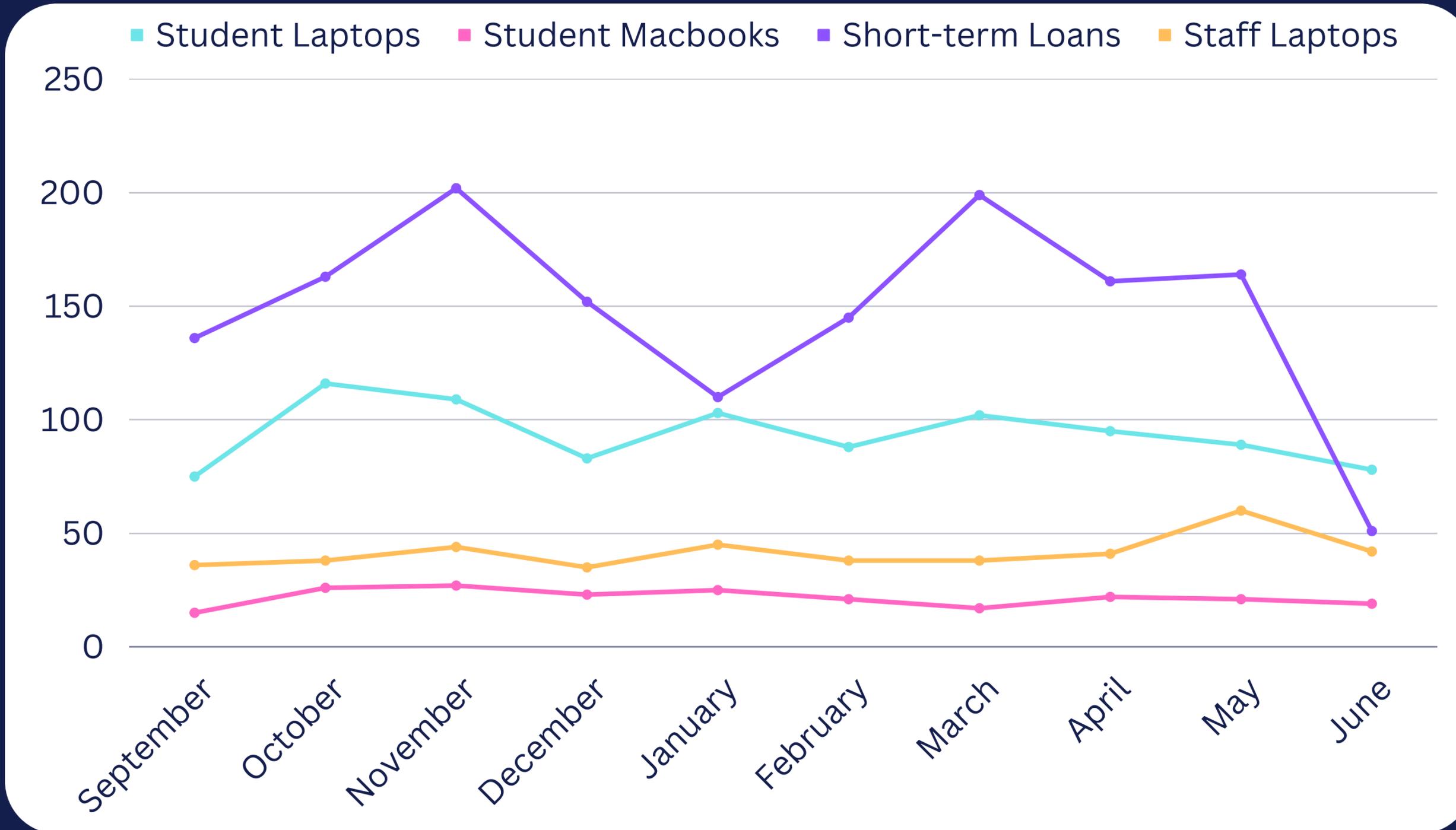
- 76% public user

### Peirson Deep Dive:

- 67% Students compared to 75% students from the previous month



# Loan Equipment



# Service Desk Category Trends

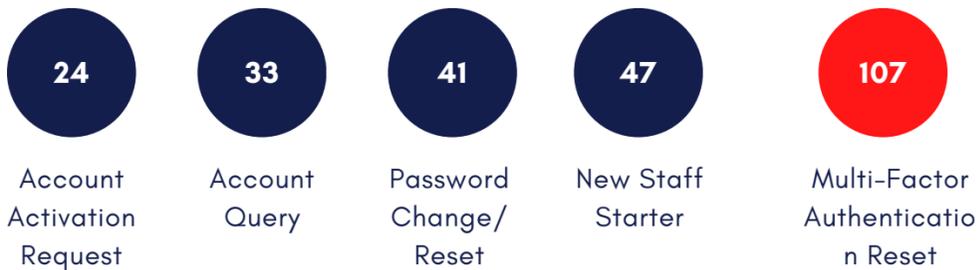
## WHICH ARE OUR TOP INCIDENTS THIS MONTH?

### TOP LEVEL CATEGORY: IT EQUIPMENT SUPPORT



## WHICH ARE OUR TOP REQUESTS THIS MONTH?

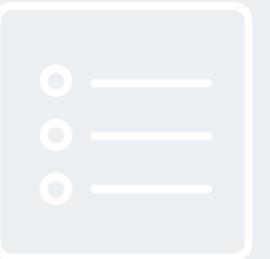
### TOP LEVEL CATEGORY: DATA AND SECURITY



## IT EQUIPMENT SUPPORT INCIDENT DEEP DIVE:

- **Laptop:** Hardware issues and laptop requests

**Second Highest Category - University Systems - Loan Devices (57)**



## DATA & SECURITY REQUEST DEEP DIVE:

- **MFA:** 78% Student reset
- **New Staff Starter & Account Activation Request:** 71 overall



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

- Top Incident & Request Category (65):** IT Equipment Support: Laptop (
- Fixes & requests
  - Down from 90 previous month



# AV Support Trends

