

IT Service Desk Monthly Review

July 2023

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

385

INCIDENT TICKETS
LOGGED



227

TICKETS LOGGED BY
STUDENTS



865

REQUEST TICKETS
LOGGED



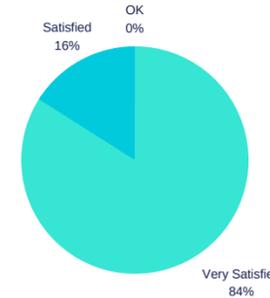
954

TICKETS LOGGED BY
STAFF



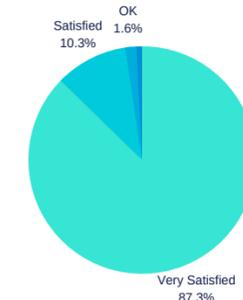
Feedback

Student Feedback Ratings: 23



Average rating: 4.91/5.00 **Very Satisfied**

Staff Feedback Ratings: 125



Average rating: 4.83/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: **620** (671 previous month, down 8%)



No. of live chat sessions: **65** (95 previous month, down 31%)



No. of walk-up enquiries: **344** (487 previous month, down 29%)

No. of equipment bookings: **115** (139 previous month, down 17%)



First Time Fix Rate

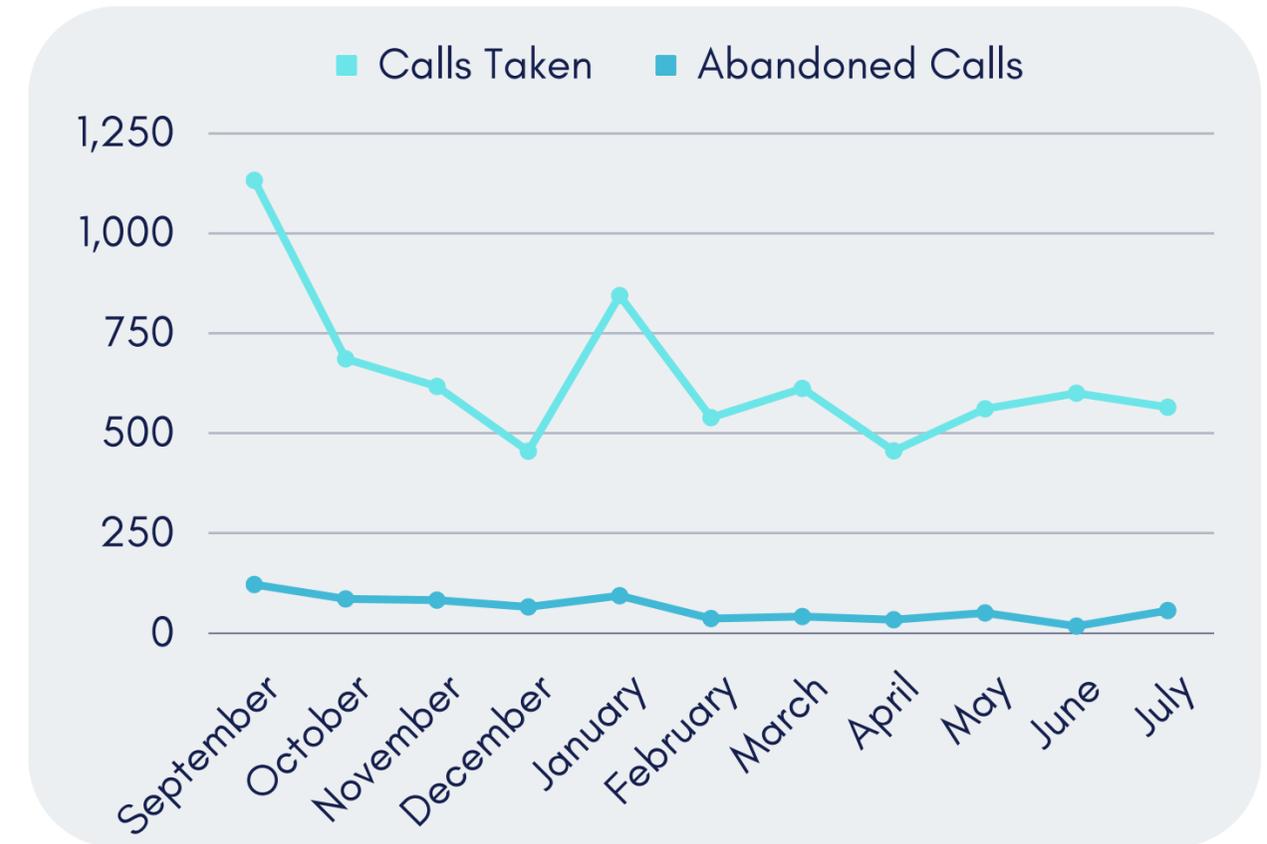


	Current month	Previous month	Year average
Incident	76%	78%	79%
Request	75%	73%	75%
Total	75%	74%	77%



Communications - Service Desk

	Current Month	Previous Month	21/22 Month Comparison
Calls Taken	565	600	549
Calls Recieved	628	627	598
Abandoned Calls	9% - 57 Calls	3% - 18 Calls	49
Busiest Day	3rd & 5th July (44)	Mon 19th June (48)	5th, 7th & 11th July (39)
Average Talk Time	07:16 [Max 1:09:22]	07:41 [Max 1:14:15]	05:13 [Max 32:40]
Average Wait Time	01:37 [Max 1:01:37]	01:00 [Max 2:47:15]	01:06 [Max 30:32]
Calls Waiting > 5 Min	51	20	33



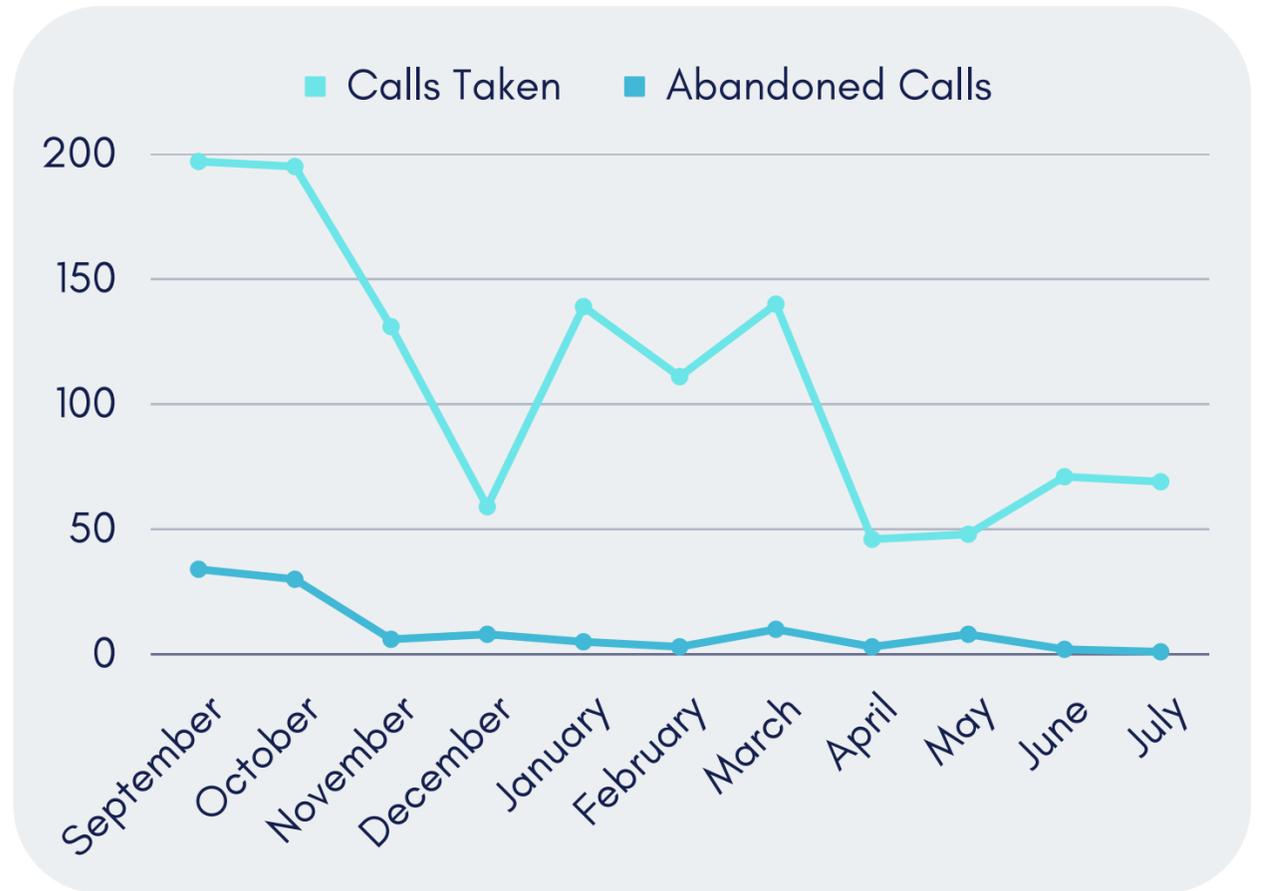
Deep Dive:

- **Longest Wait Time:** Higher than average abandoned call time with the second highest being 20 minutes.
- **Month Comparison:** increased calls waiting > 5 minutes, large proportion due to lower staffing levels.



Communications - Room Support

	Current Month	Previous Month	21/22 Month Comparison
Calls Taken	69	71	66
Calls Recieved	75	74	78
Abandoned Calls	1% - 1 Calls	3% - 2 Calls	12
Busiest Day	18th July (8)	20th June (6)	8th July (8)
Average Talk Time	02:33 [Max 07:31]	02:30 [Max 24:12]	02:03 [Max 10:57]
Average Wait Time	00:36 [Max 06:38]	00:23 [Max 2:49]	00:36 [Max 06:38]
Calls Waiting > 5 Min	1	0	1

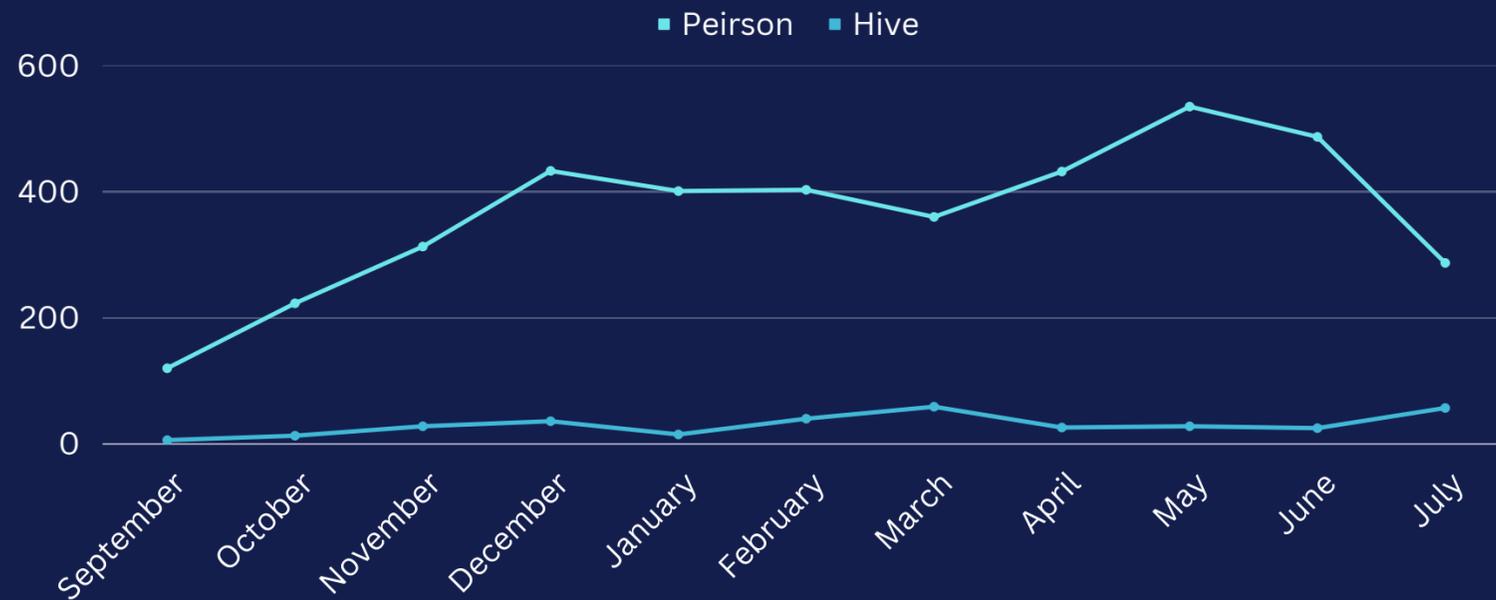


Deep Dive:

- **Calls Taken:** Increase in June and July due to summer schools



Walk-Up Desk



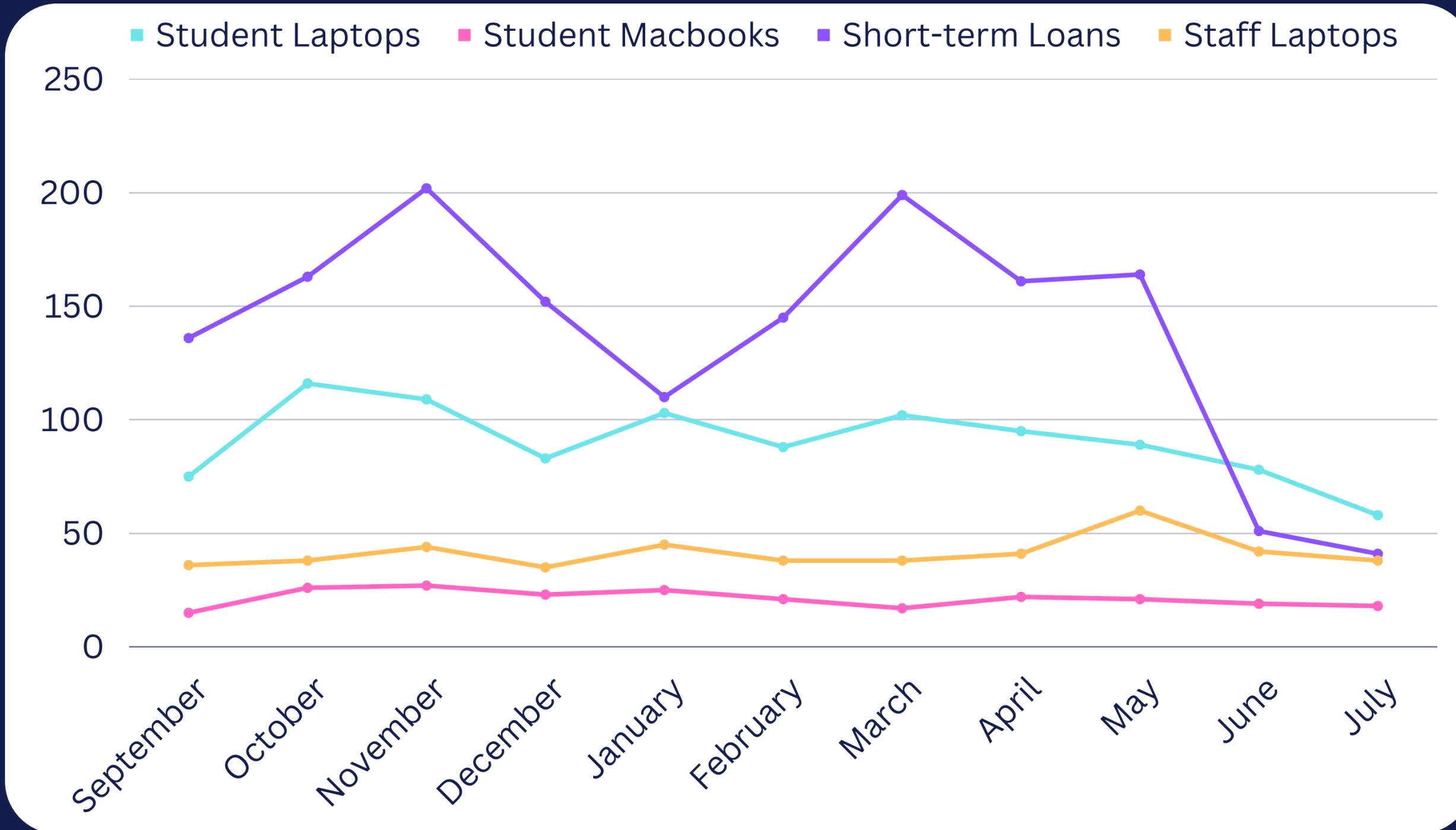
HIVE	Current Month	Previous Month	21/22 Month Comparison
Number of Tickets	57	25	70
Busiest Day	5th, 6th, 19th, 27th July (5)	29th June (7)	29th June (8)
Most Common Enquiry	Training & Advice (21)	IT Equipment Support (12)	Training & Advice (34)
Escalated Tickets	8	2	7

PEIRSON	Current Month	Previous Month	21/22 Month Comparison
Number of Visits	287	331	-
Number of Tickets	156	156	76
Busiest Day	5th July (22)	12th June (13)	7th June (13)
Most Common Enquiry	IT Booking System (99)	IT Booking System (115)	MFD (16)
Escalated Tickets	12	17	13

- Hive Deep Dive:**
- 23% Staff
 - 72% Public User
- Peirson Deep Dive:**
- 31 % Staff
 - 69 % Students



Loan Equipment



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: IT EQUIPMENT SUPPORT



iMac, Desk Phone, iPad, Personal

MFD (Printer/Copier)

Peripheral

Desktop PC

Laptop



WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



Account Activation Request

Password Change/Reset

Account Query

New Staff Starter

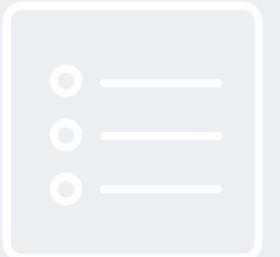
Multi-Factor Authentication Reset



IT EQUIPMENT SUPPORT INCIDENT DEEP DIVE:

- **Laptop:** Hardware issues and OS support
- **Desktop PC:** Hive and Peirson open access desktop PCs

Second Highest Category: Data & Security - Account Query (20)



DATA & SECURITY REQUEST DEEP DIVE:

- **MFA:** 70% Student reset

Second Highest Category: University Systems - IT Booking System (105)



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

Top Incident & Request Category: IT Equipment Support: Laptop

- Request: 50
- Incident: 20



AV Support Trends

