IT Service Desk Monthly Review

December 2023

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

Ticket Totals

374 INCIDENT TICKETS LOGGED

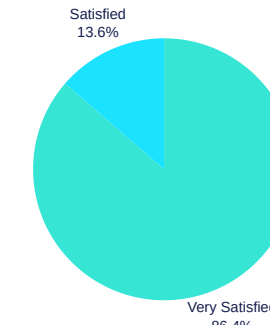**291** TICKETS LOGGED BY STUDENTS

702 REQUEST TICKETS LOGGED
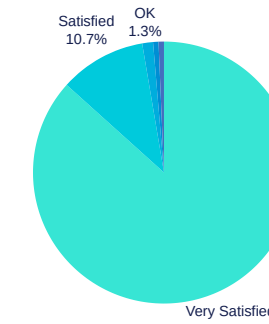
710 TICKETS LOGGED BY STAFF

Feedback

Student Feedback Ratings: 29

Satisfied 13.6%

Very Satisfied 86.4%

Average rating: 4.90/5.00 **Very Satisfied**

Staff Feedback Ratings: 96

Satisfied 10.7%   OK 1.3%

Very Satisfied 86.7%

Average rating: 4.81/5.00 **Very Satisfied**

Contact Totals

No. of phone calls taken: 491 (740 previous month, down 34%)

No. of live chat sessions: 74 (123 previous month, down 40%)

No. of walk-up enquiries: 481 (555 previous month, down 15%)
No. of equipment bookings: **218** (314 previous month, down 31%)

First Time Fix Rate

	Current month	Previous month	Previous Academic Year average
Incident	**72%**	77%	79%
Request	**81%**	81%	75%
Total	**78%**	79%	78%

Communications - Service Desk

	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	399	592	455
Abandoned Calls	5% - 21 Calls	4% - 28 Calls	75 Calls
Busiest Day	Tue 5th Dec (46)	Mon 20th Nov (40)	Tue 6th Dec (51)
Average Talk Time	07:45 [Max 56:21]	07:48 [Max 44:57]	05:54 [Max 1:03:16]
Average Wait Time	01:01 [Max 19:17]	01:14 [Max 24:41]	02:58 [Max 44:15]
Calls Waiting > 5 Min	26	37	90
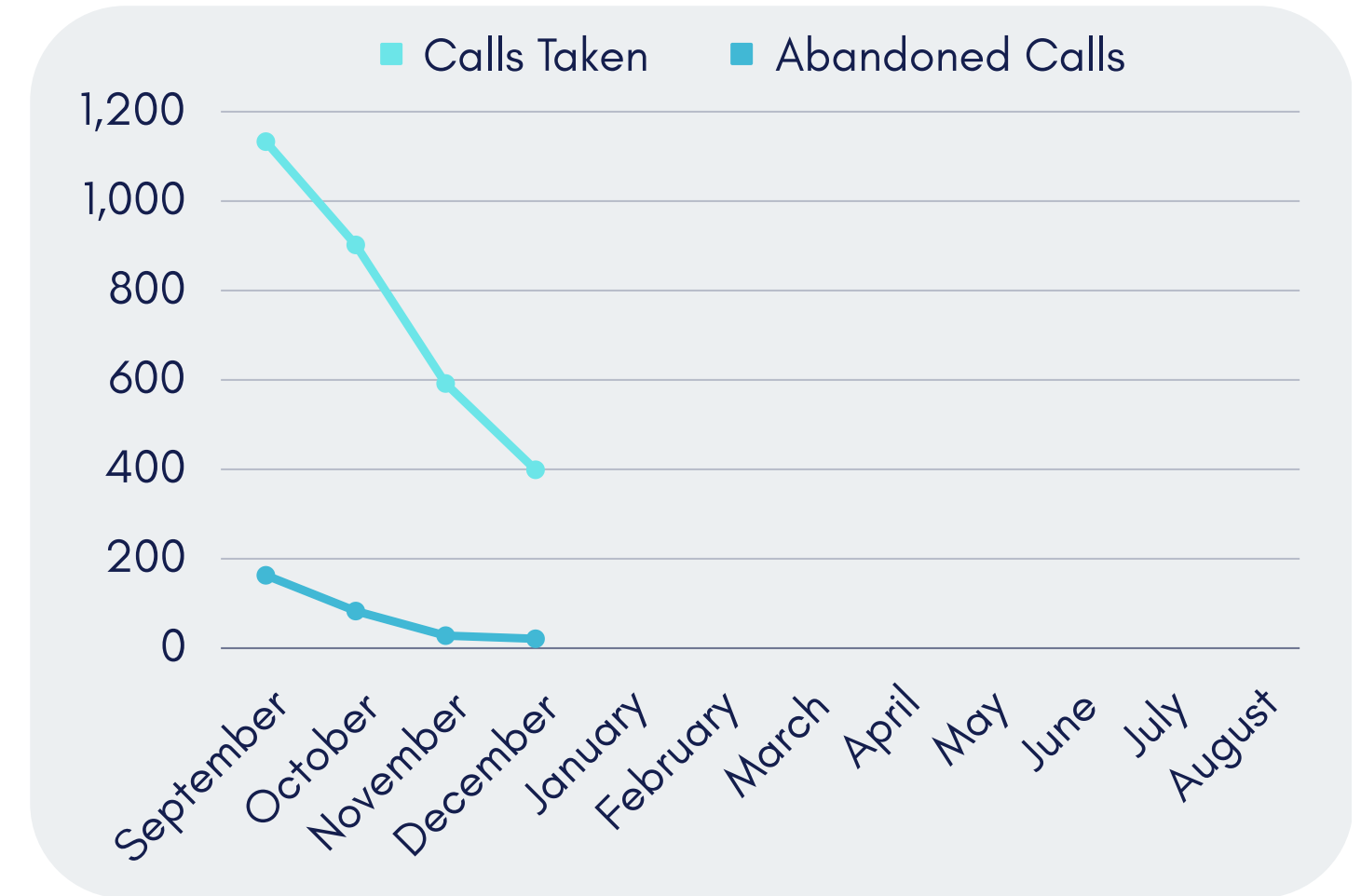
Communications - Room Support

	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	67	148	59
Abandoned Calls	3% – 2 Calls	4% – 6 Calls	12 Calls
Busiest Day	Thurs 7th Dec (10)	Tuesday 21st (11)	Wed 7th Dec (11)
Average Talk Time	03:13 [Max 16:55]	02:32 [Max 13:36]	03:08 [Max 16:28]
Average Wait Time	00:31 [Max 7:35]	00:26 [Max 6:34]	00:50 [Max 21:07]
Calls Waiting > 5 Min	2	1	2

norman ManagedServices

Year to Date Overview
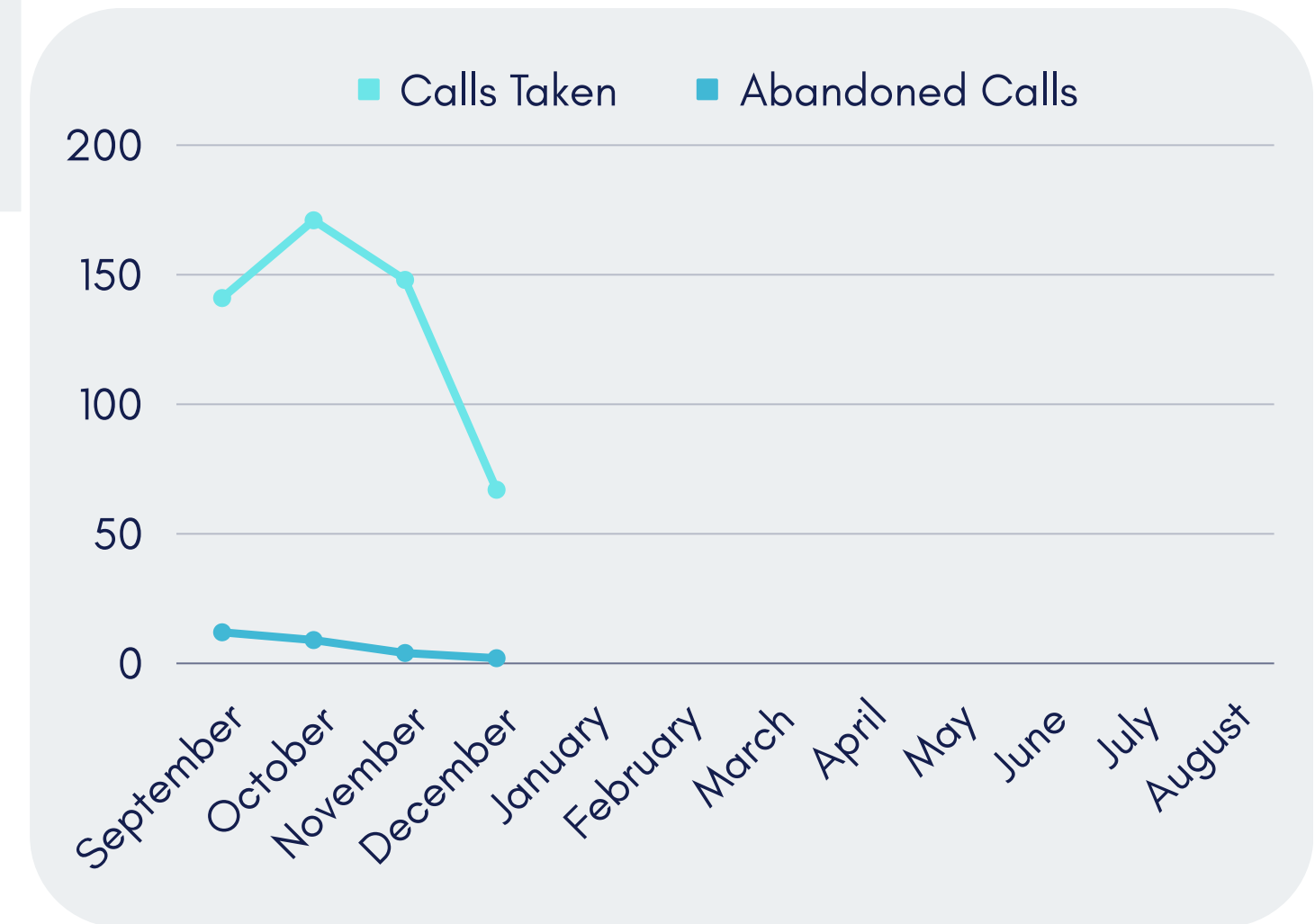
Resolved vs Logged

0   **12**   26

Volume by Channel

Email 2%
Phone 48%
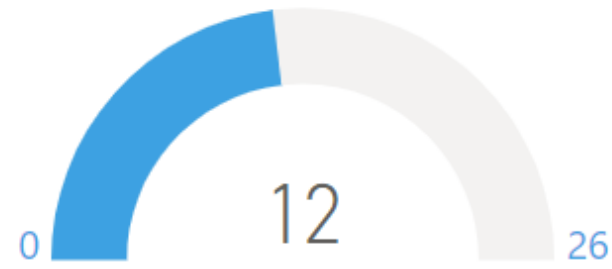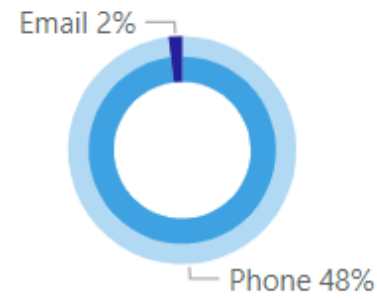
Fix Rate by Channel

Phone   48%

Channel
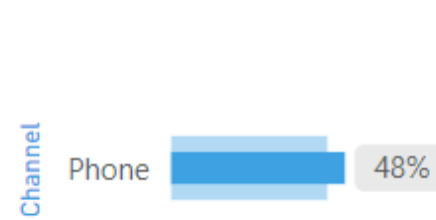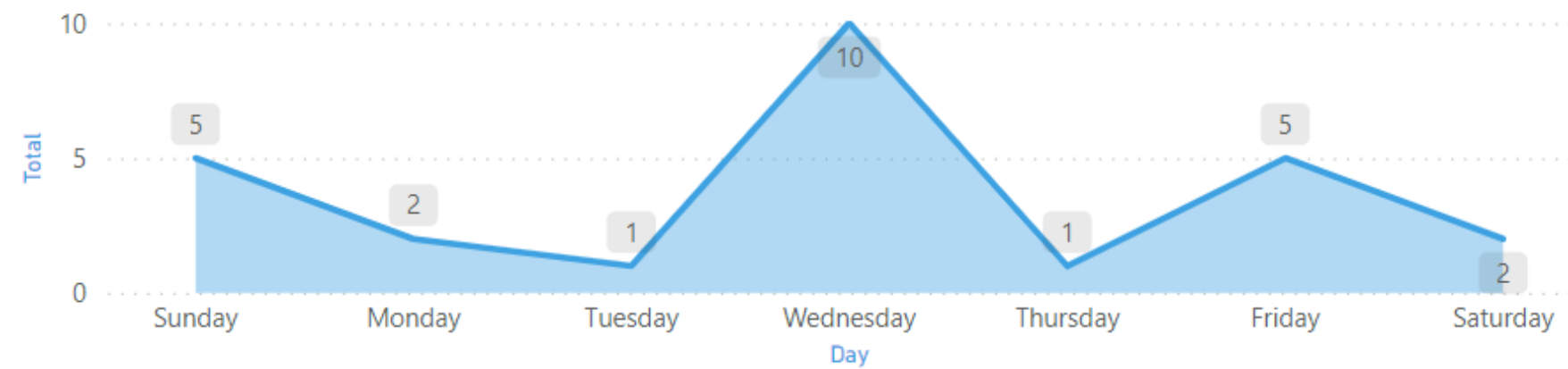
Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	7	43%
Multi-factor authentication (MFA) -> Setup	3	33%
Software -> Office	3	33%
Website -> Portal	3	67%
Password Reset -> Primary	2	50%
Account -> Information	1	100%
Account -> New Account	1	
Administration -> Timetable	1	
Disabled -> Primary	1	
Email -> Sending and Receiving	1	100%
Equipment Loan -> Specialist Equipment	1	
IT Security -> Phishing/Spam	1	100%
Locked -> Primary	1	100%
Total	**26**	**46%**

Demand by day

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Total	5	2	1	10	1	5	2

Day

Demand by month

	Jan	Nov	Dec
Total	16	10	26

Month

Walk-Up Desk

Legend: ■ Peirson ■ Hive

Chart (y-axis: 0, 200, 400, 600, 800; x-axis: September, October, November, December, January, February, March, April, May, June, July, August)

PEIRSON

PEIRSON	Current Month	Previous Month	22/23 Month Comparison
Number of Visits	274	485	–
Number of Tickets	136	286	244
Busiest Day	20th December (19)	27th November (33)	16th November (31)
Most Common Enquiry	IT Booking System (84)	IT Booking System (172)	IT Equipment Support (88)
Escalated Tickets	12	22	30

HIVE

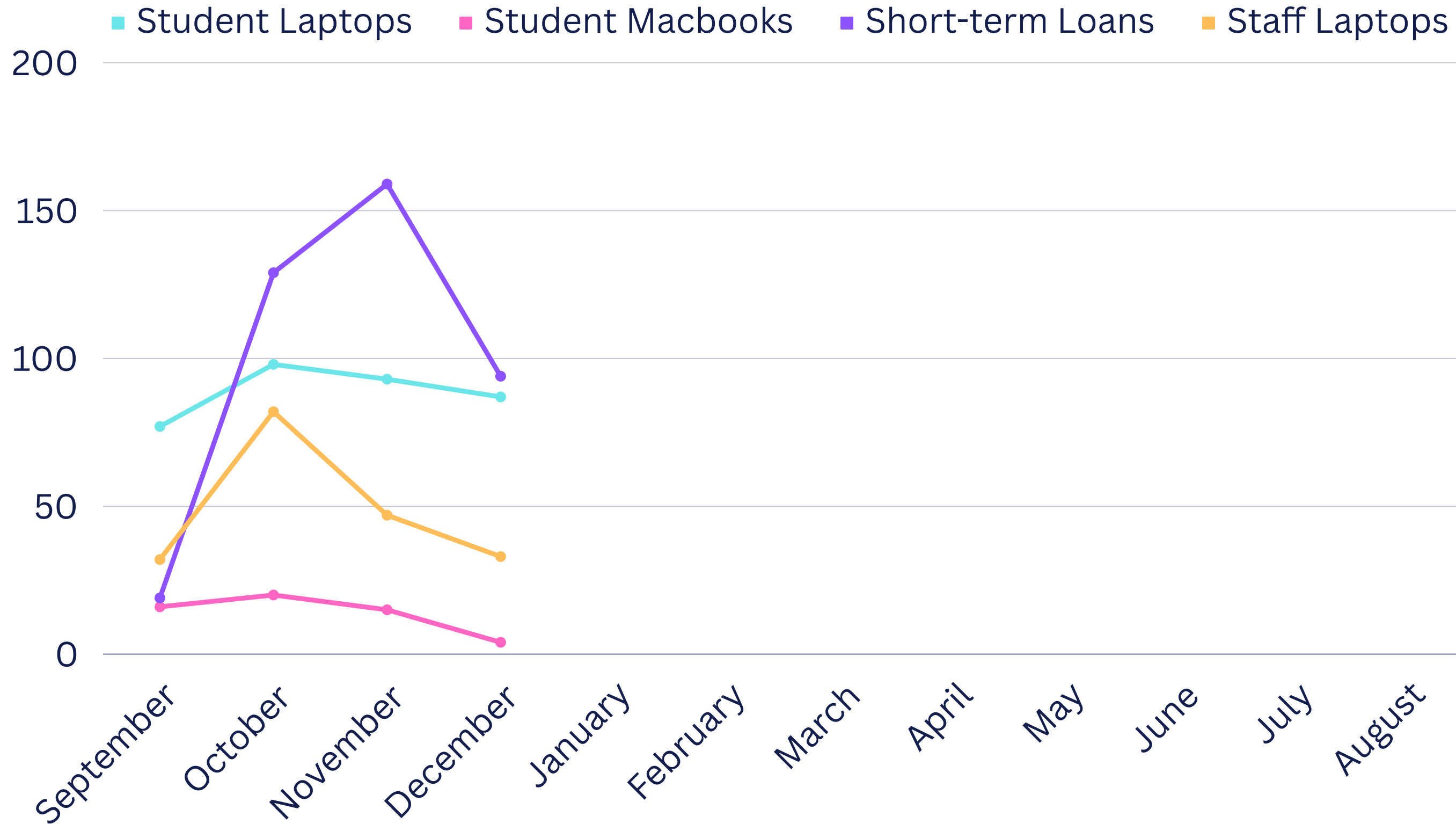| HIVE	Current Month	Previous Month	22/23 Month Comparison
Number of Tickets	53	70	30
Busiest Day	13th Dec (8)	14th & 30th Nov (8)	7th November (6)
Most Common Enquiry	Training & Advice (26)	Training & Advice (33)	Training & Advice (13)
Escalated Tickets	5	8	5

Hive Deep Dive:
- 32% Student – increase in students from previous month
- 57% Public User
- 11% Staff

Peirson Deep Dive:
- 81% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.
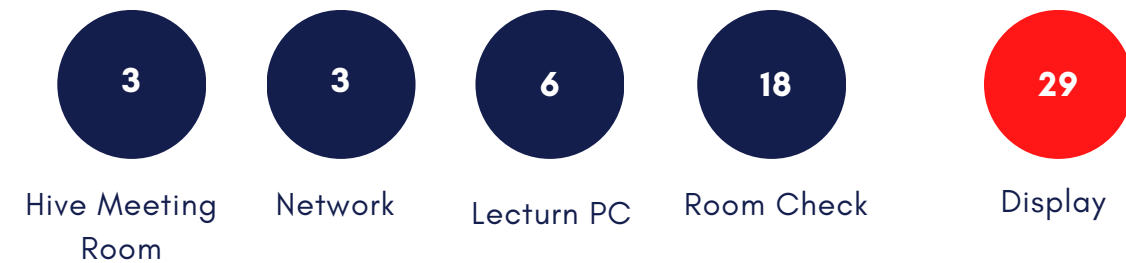
Loan Equipment

Legend: Student Laptops, Student Macbooks, Short-term Loans, Staff Laptops

Y-axis: 0, 50, 100, 150, 200

X-axis: September, October, November, December, January, February, March, April, May, June, July, August

Service Desk Category Trends

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

TOP LEVEL CATEGORY: **CAMPUS ROOM SUPPORT**

| **3**	**3**	**6**	**18**	**29**
Hive Meeting Room	Network	Lecturn PC	Room Check	Display

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

TOP LEVEL CATEGORY: **DATA AND SECURITY**

9	**12**	**24**	**39**	**86**
Account Query	Account Activation Request	New Staff Starter	Password Change/Reset	Multi-Factor Authentication Reset

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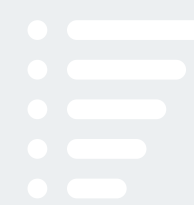**CAMPUS ROOM SUPPORT INCIDENT DEEP DIVE:**
- **Display:** Variety of rooms for projector or smart screen and BYOD not displaying
- **Lectern PC:** Room checks
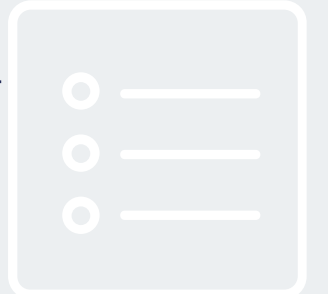
Second Highest Category: IT Equipment Support - Laptop (21)

DATA & SECURITY REQUEST DEEP DIVE:
- **Multi-Factor Authentication:** 79% Student requests
- **Password Change/Reset:** 51% Students

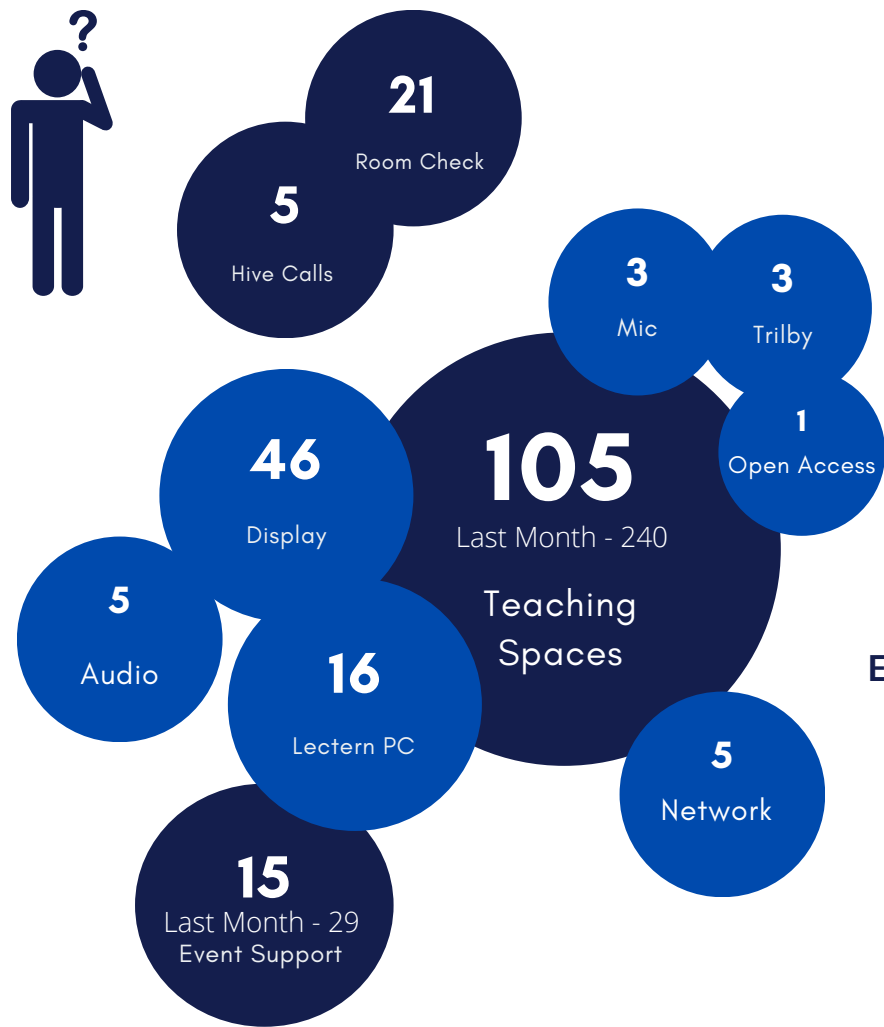**Second Highest Category: University Systems - IT Booking System (86)**

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

Top Incident & Request Category: IT Equipment Support: Laptop
- Request: 25
- Incident: 18