IT Service Desk Monthly Review

January 2024

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

Ticket Totals

610 INCIDENT TICKETS LOGGED
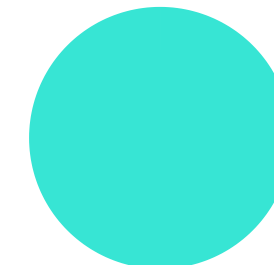
454 TICKETS LOGGED BY STUDENTS

1113 REQUEST TICKETS LOGGED
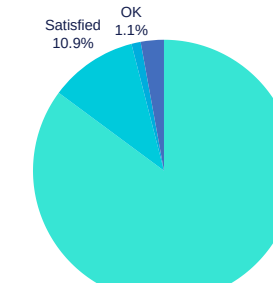
1174 TICKETS LOGGED BY STAFF

Feedback

Student Feedback Ratings: 23

Very Satisfied 100%

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

Staff Feedback Ratings: 175

Satisfied 10.9%
OK 1.1%
Very Satisfied 85.1%

Average rating: 4.75/5.00 **Very Satisfied**

Contact Totals

No. of phone calls taken: 879 (491 previous month, up 79%)

No. of live chat sessions: 134 (74 previous month, up 81%)

No. of walk-up enquiries: 501 (481 previous month, up 5%)
No. of equipment bookings: **205** (218 previous month, down 6%)

First Time Fix Rate

	Current month	Previous month	Previous Academic Year average
Incident	**79%**	72%	79%
Request	**80%**	81%	75%
Total	**79%**	78%	78%

Communications - Service Desk

|	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	801	399	934
Abandoned Calls	7% - 64 Calls	5% - 21 Calls	91 Calls
Busiest Day	Mon 15th Jan (46)	Tue 5th Dec (46)	3rd Jan (62)
Average Talk Time	07:11 [Max 2:00:04]	07:45 [Max 56:21]	05:58 [Max 50:07]
Average Wait Time	01:45 [Max 48:38]	01:01 [Max 19:17]	01:48 [Max 24:04]
Calls Waiting > 5 Min	95	26	110
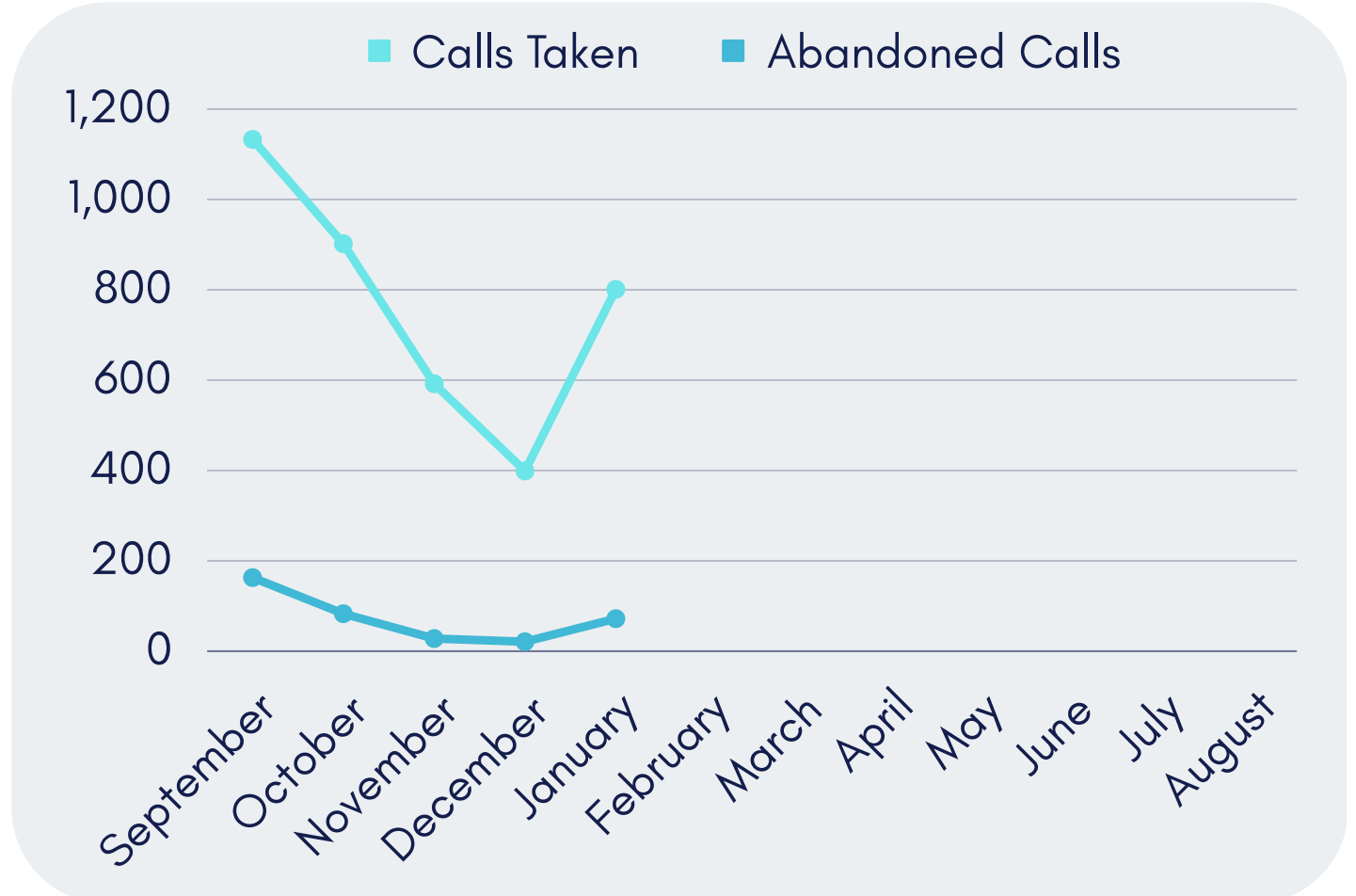
Service Desk Deep Dive:
- **Abandoned Call Rate:** 44 abandoned calls would be the target, 28 calls were waiting over 5 minutes.
- **Average Wait Time:** target missed by 15 seconds, but performed slightly better than last year.
- **Average Talk Time**: Achieved KPI and investigating 2 hour telephone call.

Communications - Room Support

|	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	91	67	139
Abandoned Calls	4% - 4 Calls	3% - 2 Calls	10 Calls
Busiest Day	Tues 23d Jan (11)	Thurs 7th Dec (10)	23rd Jan (16)
Average Talk Time	02:51 [Max 19:01]	03:13 [Max 16:55]	02:24 [Max 16:28]
Average Wait Time	00:22 [Max 1:56]	00:31 [Max 7:35]	00:50 [Max 21:07]
Calls Waiting > 5 Min	0	2	2
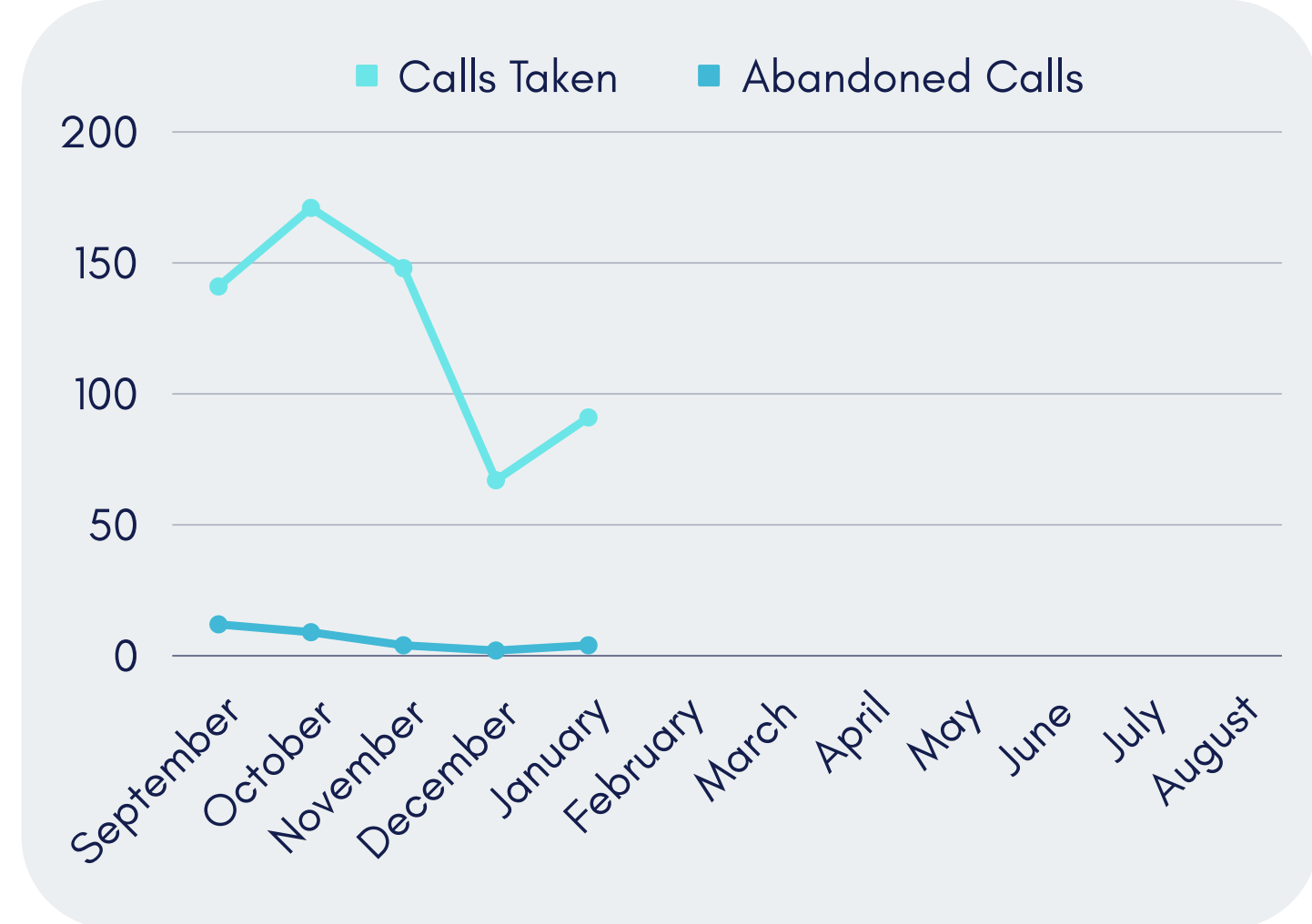
Room Support Deep Dive Deep Dive:
- **Abandoned Call Rate:** 2 out of 4 after 4:30pm.
- **22/23 Month Comparison:** significant decrease (35%) in call outs from teaching rooms.
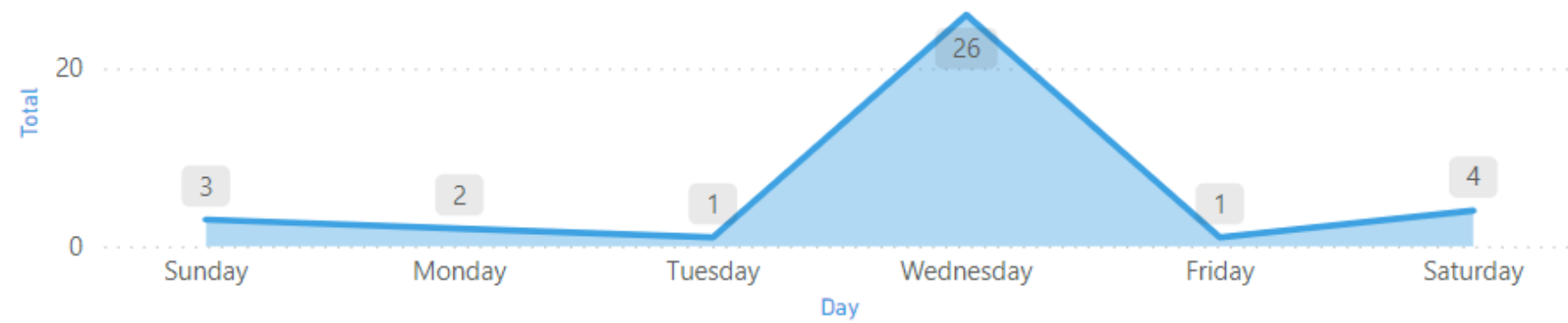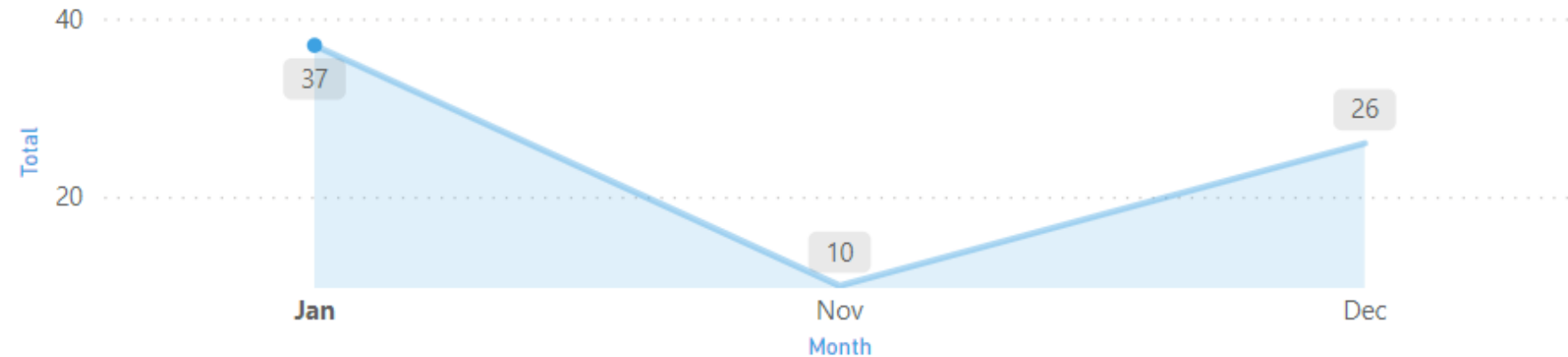
Resolved vs Logged

0   21   37

Volume by Channel

Email 0%

Phone 51%
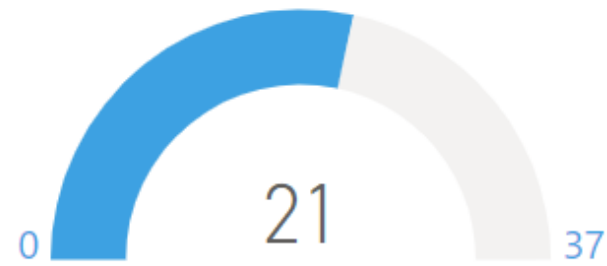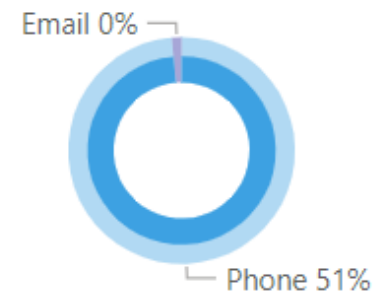
Fix Rate by Channel

Channel

Phone — 57%

Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	10	50%
Multi-factor authentication (MFA) -> Setup	7	71%
Password Reset -> Primary	4	75%
Account -> Information	2	50%
Computer -> Laptop	2	50%
Software -> Specialist	2	50%
Classroom -> Projector	1	100%
Disabled -> Primary	1	
Email -> Sending and Receiving	1	
Equipment Loan -> Laptop	1	100%
IT Security -> Phishing/Spam	1	
Operating System -> Windows	1	
Printing -> How To	1	100%
Site/Module -> Change/Create	1	100%
Site/Module -> Unavailable	1	100%
Website -> Portal	1	
Total	**37**	**57%**

Demand by day

Total

	3	2	1	26	1	4
	Sunday	Monday	Tuesday	Wednesday	Friday	Saturday

Day

Demand by month

Total

37	10	26
Jan	Nov	Dec

Month

Walk-Up Desk

Legend: ■ Peirson ■ Hive

(Line chart: months September through August on x-axis, values 0–800 on y-axis. Peirson line starts ~750 in September, ~680 October, ~490 November, ~270 December, ~430 January. Hive line stays low ~100 September declining to ~70 January.)

PEIRSON

PEIRSON	Current Month	Previous Month	22/23 Month Comparison
Number of Visits	432	274	–
Number of Tickets	215	136	244
Busiest Day	Mon 15th Jan (18)	20th December (19)	16th November (31)
Most Common Enquiry	IT Booking System (102)	IT Booking System (84)	IT Equipment Support (88)
Escalated Tickets	24	12	30

HIVE

HIVE	Current Month	Previous Month	22/23 Month Comparison
Number of Tickets	69	53	30
Busiest Day	15th Jan (9)	13th Dec (8)	7th November (6)
Most Common Enquiry	Training & Advice (37)	Training & Advice (26)	Training & Advice (13)
Escalated Tickets	3	5	5

Hive Deep Dive:
- 36% Student – increase in students from previous month
- 69% Public User
- 4% Staff

Peirson Deep Dive:
- 75% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.
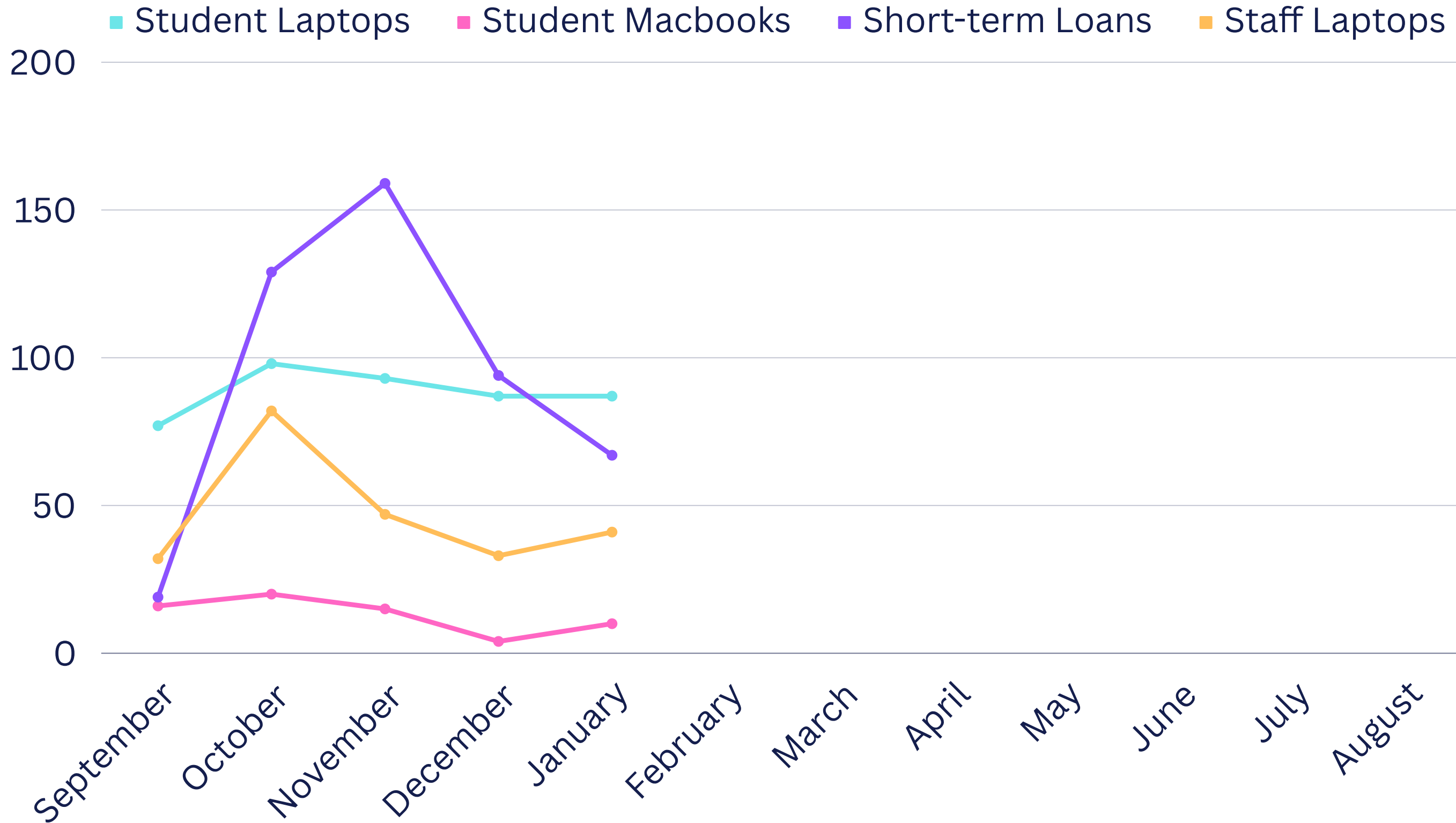
Service Desk Category Trends

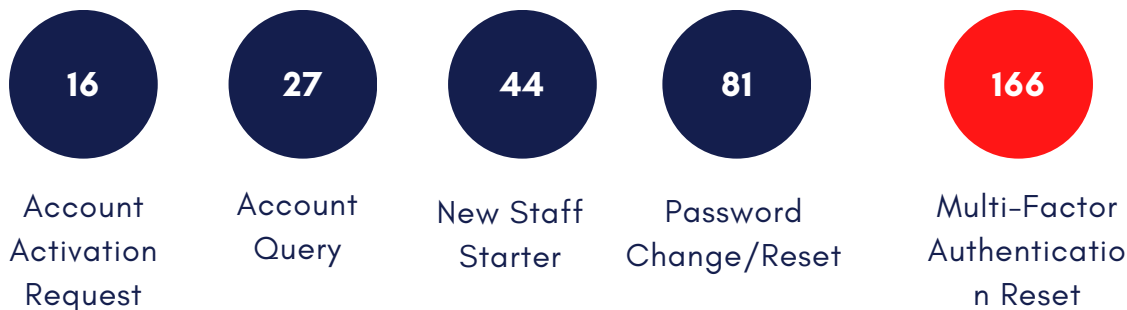## WHICH ARE OUR TOP **INCIDENTS** THIS MONTH?

### TOP LEVEL CATEGORY: **IT EQUIPMENT SUPPORT**

3	10	16	24	53
Macbook	MFD	Peripherals	Desktop PC	Laptop

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

TOP LEVEL CATEGORY: **DATA AND SECURITY**

16	27	44	81	166
Account Activation Request	Account Query	New Staff Starter	Password Change/Reset	Multi-Factor Authentication Reset

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IT EQUIPMENT SUPPORT SUPPORT INCIDENT DEEP DIVE:
- **Laptop:** 51% Laptop incidents related to flashing screen issue
- **Desktop PC & MFD:** Hive public user support request
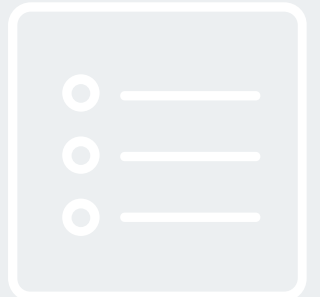
Second Highest Category: Campus Room Support - Display (30)

DATA & SECURITY REQUEST DEEP DIVE:
- **Multi-Factor Authentication:** 77% Student requests
- **Password Change/Reset:** 70% Students (20% increase)

Second Highest Category: University Systems - IT Booking System (107)

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

Top Incident & Request Category: IT Equipment Support: Laptop
- Request: 64, Incident: 80 - Hardware fixes and issue.

Second Highest Incident & Request Category: Communication
- Request: 56 - Telephony request & email permissions