

# IT Service Desk Monthly Review

August 2024

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

## Ticket Totals

**499**

INCIDENT TICKETS  
LOGGED



**501**

TICKETS LOGGED BY  
STUDENTS



**800**

REQUEST TICKETS  
LOGGED



**731**

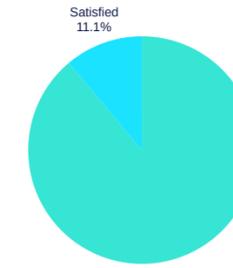
TICKETS LOGGED BY  
STAFF



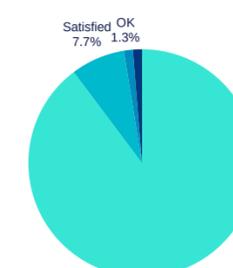
## Feedback

Student Feedback Ratings: 18

Staff Feedback Ratings: 78



Average rating: 4.89/5.00 **Very Satisfied**



Average rating: 4.85/5.00 **Very Satisfied**

## Contact Totals



No. of phone calls taken: 489 (531 previous month, down 8%)



No. of live chat sessions: 75 (102 previous month, down 29%)



No. of walk-up enquiries: 323 (365 previous month, down 12%)

No. of equipment bookings: 183 (265 previous month, down 31%)



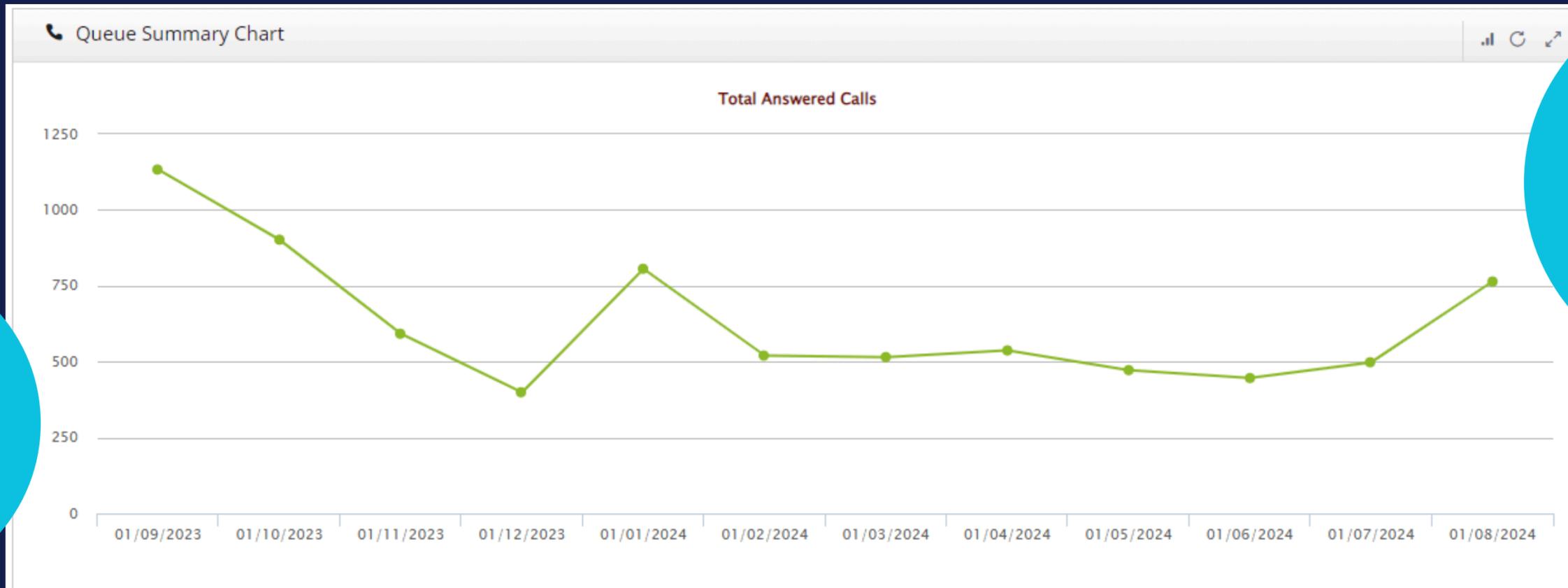
## First Time Fix Rate



	Current month	Previous month	Academic Year average
Incident	<b>71%</b>	67%	73%
Request	<b>78%</b>	73%	78%
<b>Total</b>	<b>75%</b>	71%	76%



# Communications - Service Desk - Yearly Summary



Total Answered  
- August  
**764**  
Previous Month - 498

Total Abandoned -  
August  
**52**  
Previous Month - 36

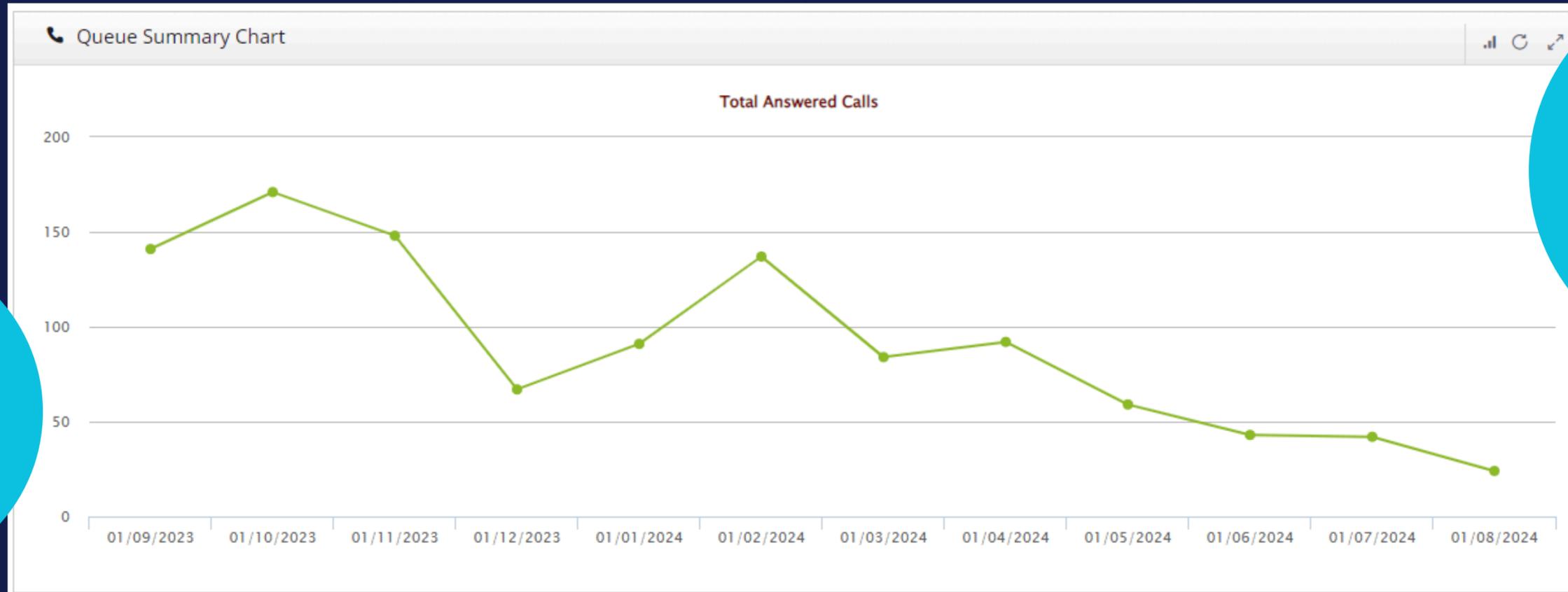
## August 2024 - Service Desk:

Calls Waiting > 5 Min	44
Longest Answer Time	00:21:35
Total Answer Time	11:20:34
Average Answer Time	00:00:53
Longest Talk Time	00:48:45

Average Talk Time	00:06:18
Longest Wait Time	01:10:16
Average Wait Time	00:01:11
Total Hold Time	00:00:00
Total Wait Time	16:19:35



# Communications - Room Support - Yearly Summary



Total Answered  
- August  
**24**  
Previous Month - 42

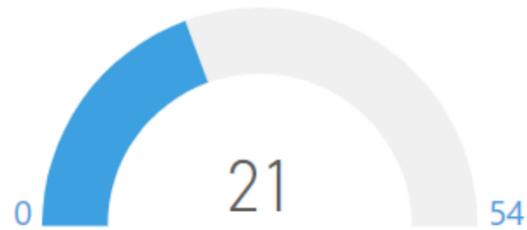
Total Abandoned -  
August  
**3**  
Previous Month - 13

## August 2024 - Room Support:

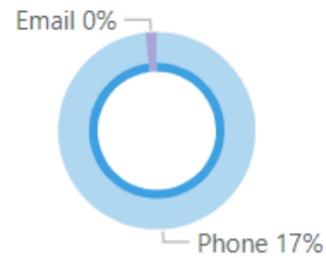
Calls Waiting > 5 Min	2
Longest Answer Time	00:08:59
Total Answer Time	00:25:03
Average Answer Time	00:01:02
Longest Talk Time	00:11:33

Average Talk Time	00:03:02
Longest Wait Time	00:08:59
Average Wait Time	00:01:04
Total Hold Time	00:00:00
Total Wait Time	00:29:07

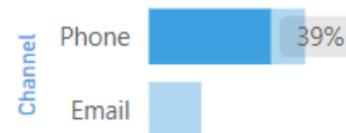
Resolved vs Logged



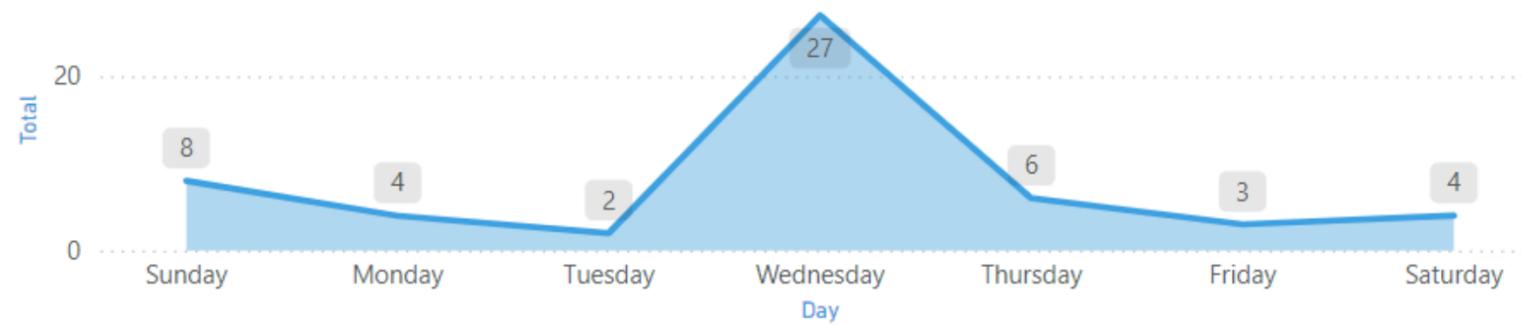
Volume by Channel



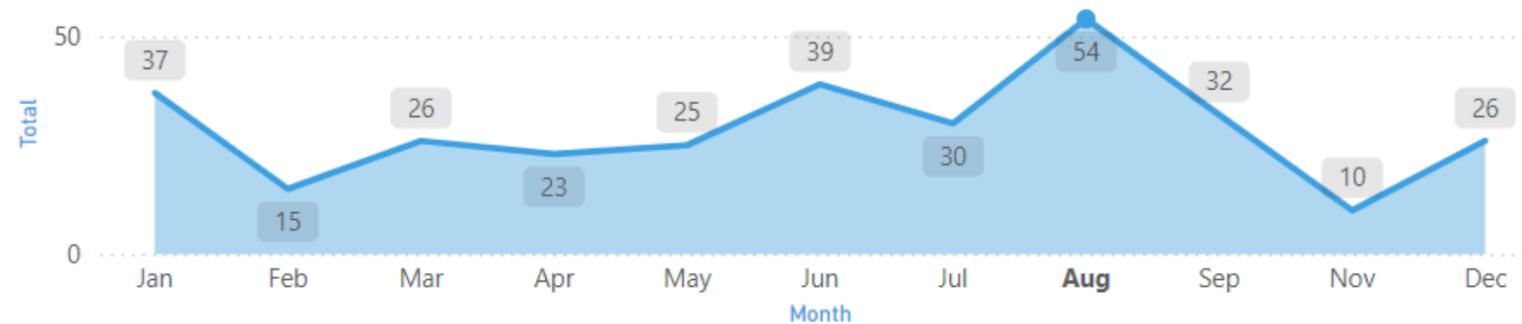
Fix Rate by Channel



Demand by day



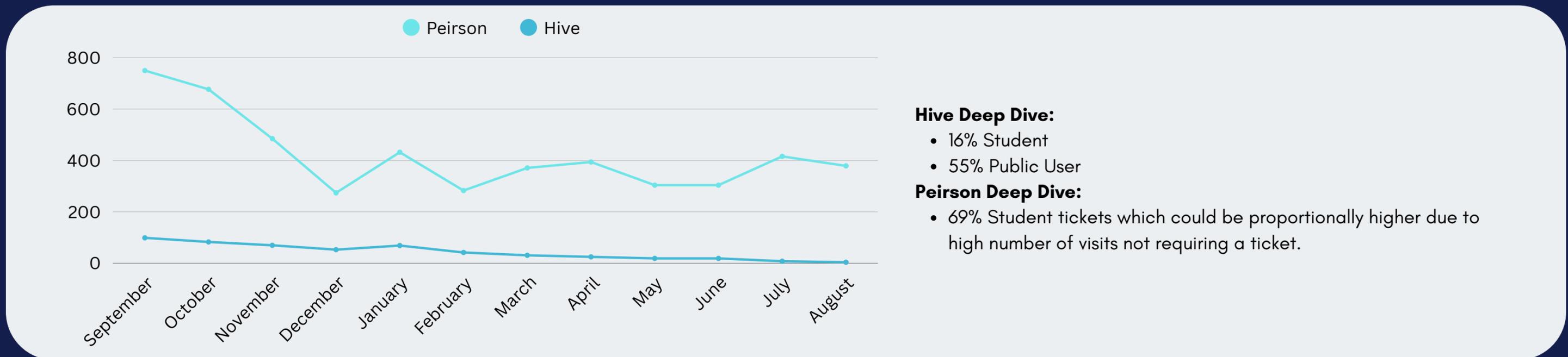
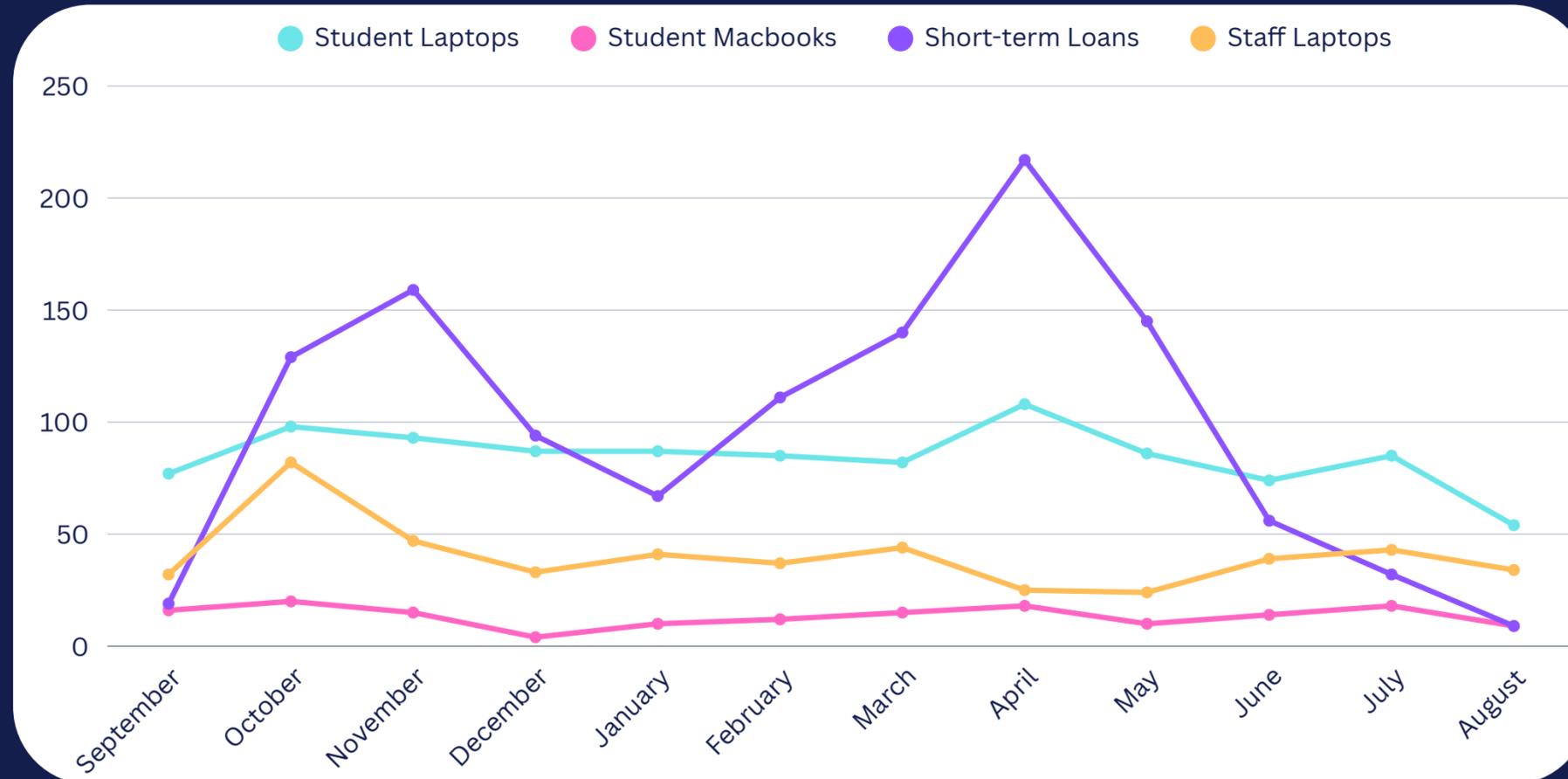
Demand by month



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	12	58%
Password Reset -> Primary	10	40%
Multi-factor authentication (MFA) -> Setup	4	75%
Account -> Information	3	33%
Account -> New Account	3	67%
Disabled -> Primary	3	
Account -> Permissions and Access	2	50%
Administration -> Enrolment	2	
Administration -> Timetable	2	50%
Computer -> Laptop	2	
Locked -> Primary	2	
Website -> Portal	2	50%
Account -> Extend	1	
Administration -> Finance and Fees	1	
Administration -> HR	1	
Email -> Sending and Receiving	1	
Library -> E-Journals/Resources	1	
Software -> Remote Access	1	100%
Telecoms -> Mobile	1	
<b>Total</b>	<b>54</b>	<b>39%</b>



# Walk-Up Support



# Service Desk Category Trends

## WHICH ARE OUR TOP INCIDENTS THIS MONTH?

### TOP LEVEL CATEGORY: DATA & SECURITY



## WHICH ARE OUR TOP REQUESTS THIS MONTH?

### TOP LEVEL CATEGORY: DATA AND SECURITY

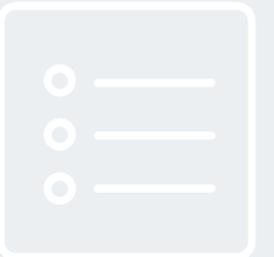


## IT EQUIPMENT SUPPORT SUPPORT INCIDENT DEEP DIVE:

- **Account Query:** Student access queries for accounts, myday or sole.

## Second Highest Category: Software & Learning Tools - SOLE (24)

- **SOLE:** Registration assistance, photo upload, module selection & timetabling.



## DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 67% Student requests

## Second Highest Category: University Systems - IT Booking System (45)

- Loan equipment



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

**Top Incident Category: IT Equipment Support - Laptop (27):** Hardware failures and software installs.

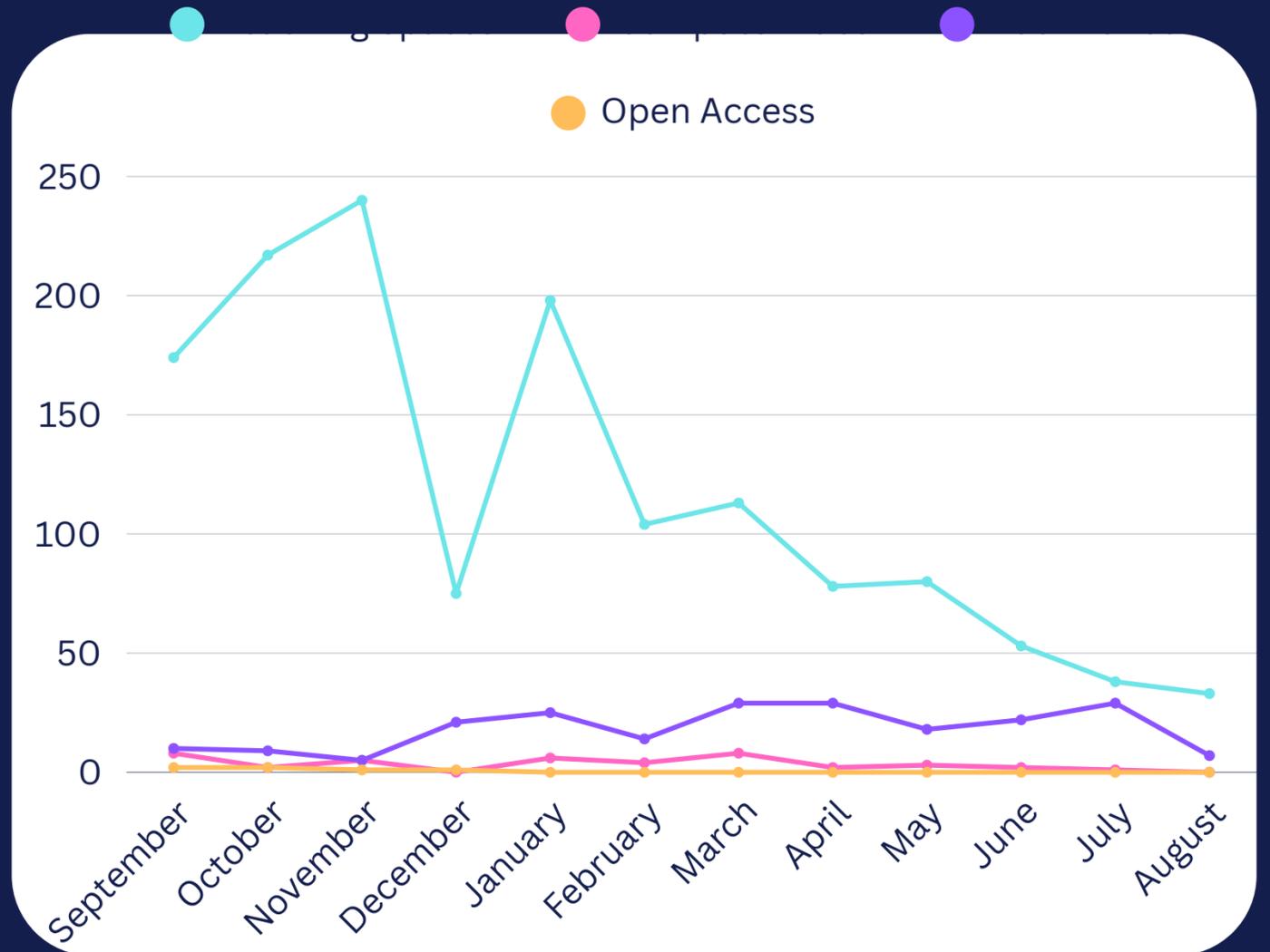
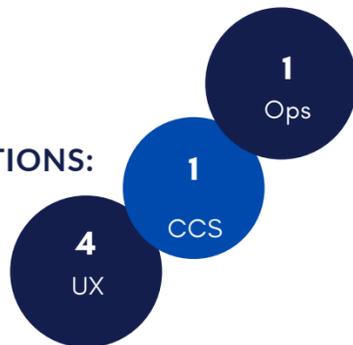
**Top Request Category: IT Equipment - Support: Laptop (35):** New Starter requests and leavers.



# AV Support Trends



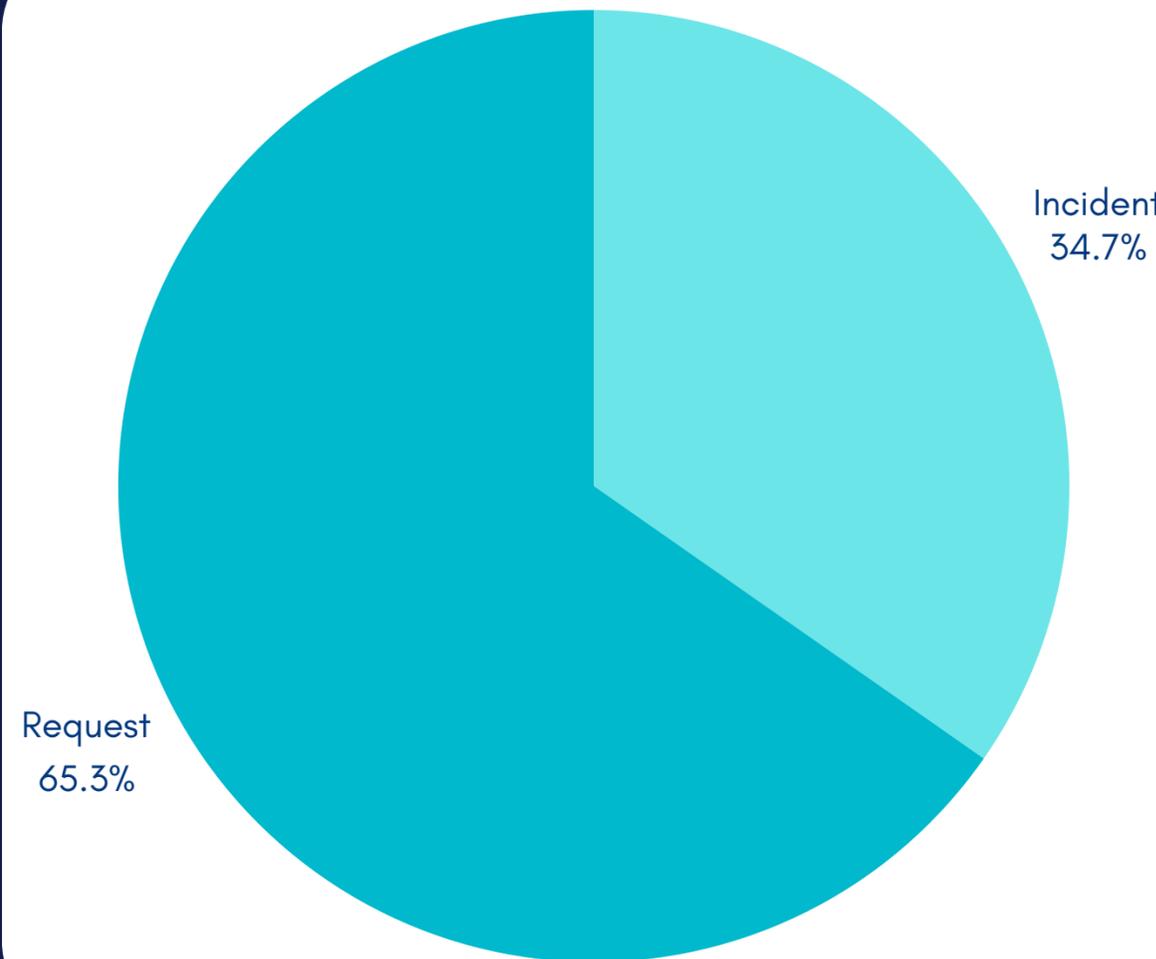
## ESCALATIONS:





# Yearly Team Ticket Totals

	Incident	Request	Total
Campus Room Support	956	386	1,342
Communication	315	512	827
Data & Security	949	3,716	4,665
Department CIS	0	1	1
Events Support	18	237	255
File Sharing & Storage	109	104	213
IT Equipment Support	728	615	1,343
Internet & Wi-Fi	167	147	314
N/A	4	0	4
Network	0	6	6
Norman	239	32	271
Purchasing Requests	7	25	32
Remote Access	42	37	79
Software & Learning Tools	713	855	1,568
Training/ Advice Request	0	434	434
University Systems	163	1,492	1,655
Website	193	100	293
<b>Total</b>	<b>4,603</b>	<b>8,699</b>	<b>13,302</b>





# Yearly Team Ticket Totals

