

IT Service Desk Monthly Review

December 2024

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

421
INCIDENT TICKETS
LOGGED



465
TICKETS LOGGED BY
STUDENTS



773
REQUEST TICKETS
LOGGED

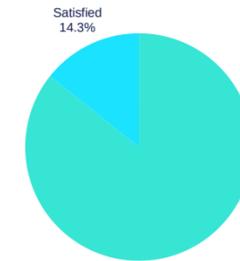


647
TICKETS LOGGED BY
STAFF



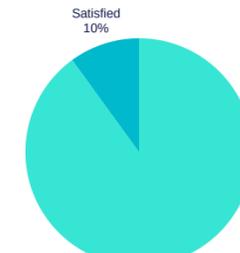
Feedback

Student Feedback Ratings: 7



Average rating: 4.86/5.00 **Very Satisfied**

Staff Feedback Ratings: 60



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

Contact Totals



No. of phone calls taken: 446 (587 previous month, down 24%)



No. of live chat sessions: 40 (113 previous month, down 65%)



No. of walk-up enquiries: 483 (651 previous month, down 26%)



No. of equipment bookings: 212 (269 previous month, up 47%)

First Time Fix Rate



	Current month	Previous month	Academic Year average
Incident	77%	71%	73%
Request	82%	82%	78%
Total	80%	75%	76%



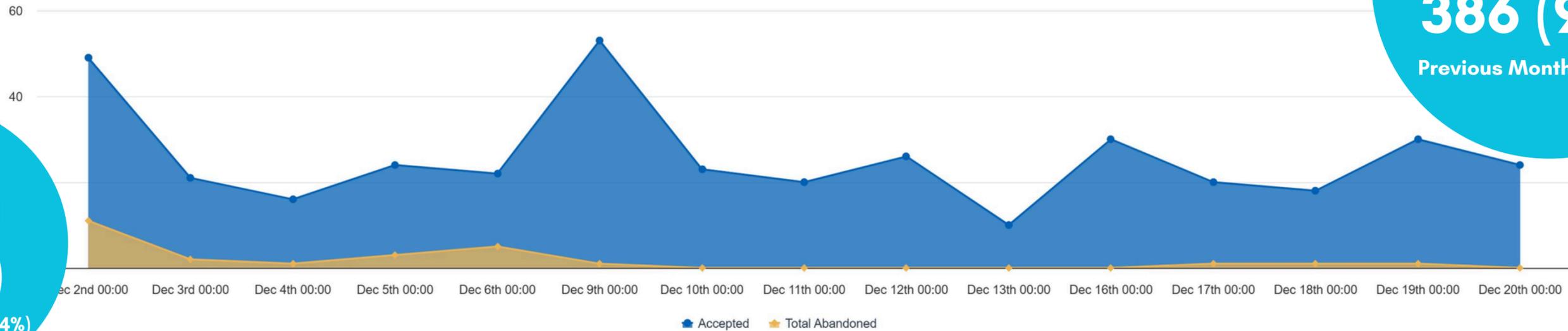
Communications - Service Desk

Total Accepted

386 (92%)

Previous Month - 508 (91%)

Service Desk Queue Accepted vs Abandoned - Chart



Total Abandoned
26 (6%)

Previous Month - 25 (4%)

	Current Month	Previous Month
Average Handling Time	06:19	05:48
Average Wait Time	00:30 [Max 14:47]	00:45 [Max 58:53]
% Calls Answered Under 30 secs	90%	86%

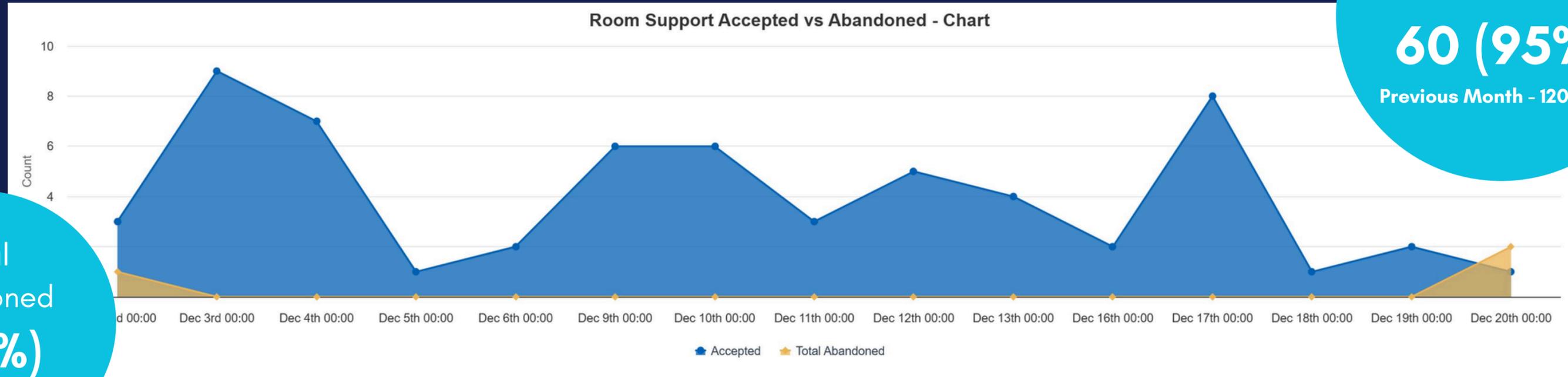
Service Desk Deep Dive:

- **Longest Wait Time:** Improved performance on November 2024



Communications - Room Support

Total Accepted
60 (95%)
 Previous Month - 120 (87%)



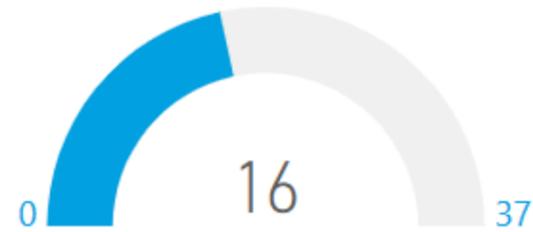
Total Abandoned
3 (5%)
 Previous Month - 18 (13%)

	Current Month	Previous Month
Average Handling Time	02:47	02:27
Average Wait Time	00:19 [8:07]	00:20 [9:42]
% Calls Answered Under 30 secs	97%	92.5%

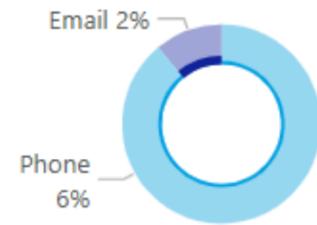
Service Desk Deep Dive:

- Calls Abandoned:** Significant improvement on November 2024.

Resolved vs Logged



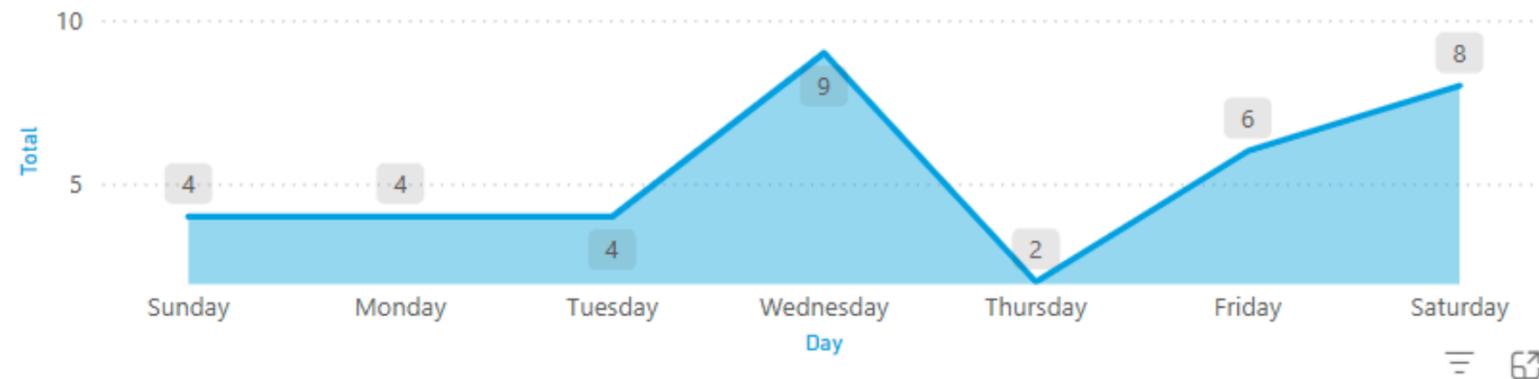
Volume by Channel



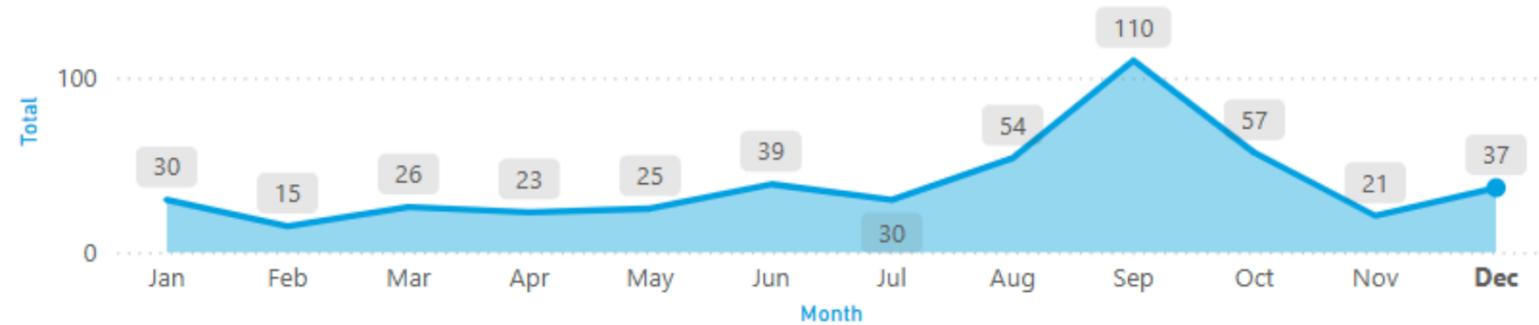
Fix Rate by Channel



Demand by day



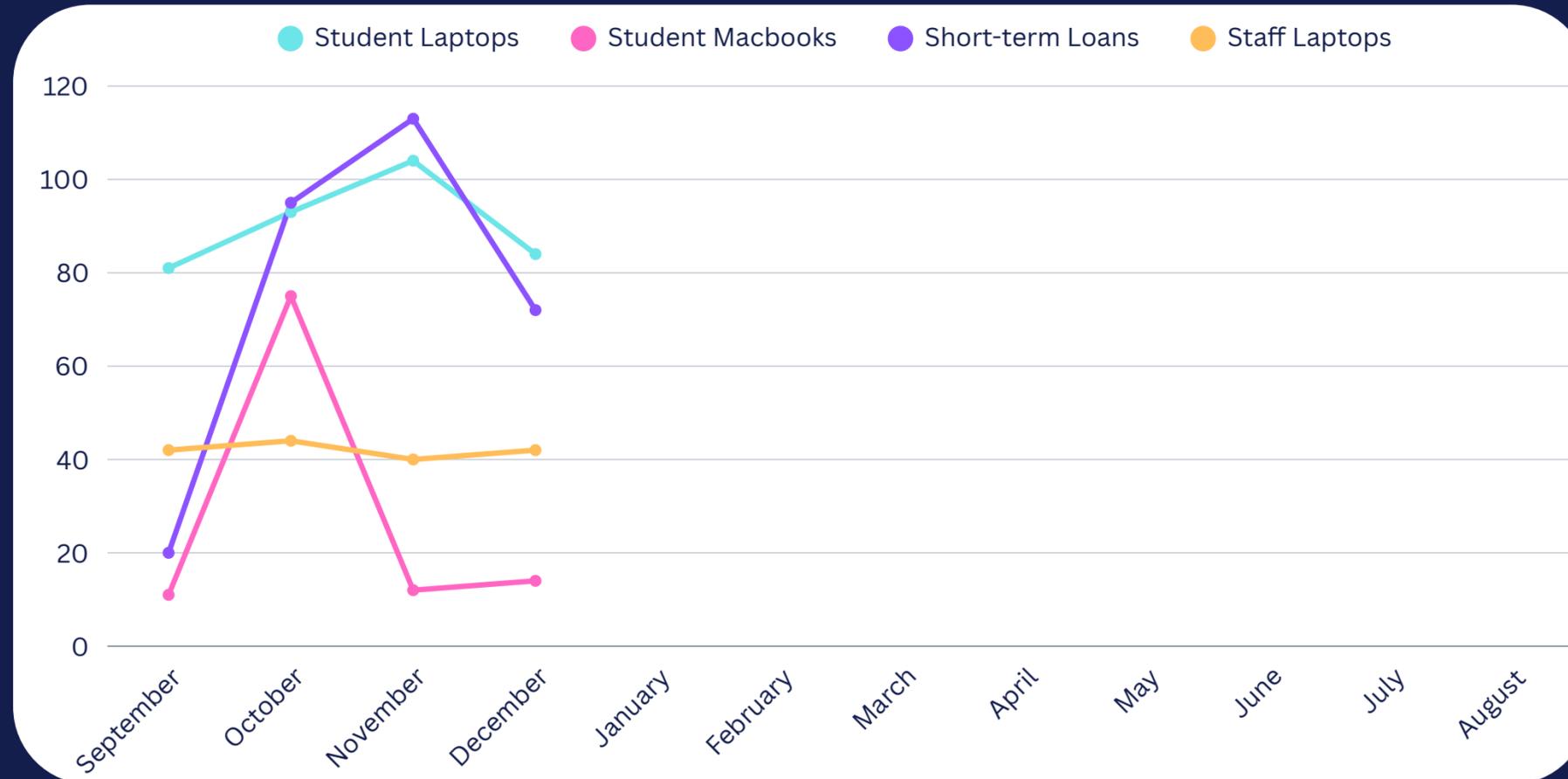
Demand by month



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	16	38%
Account -> Information	5	40%
Multi-factor authentication (MFA) -> Setup	2	
Network -> Wireless	2	50%
Password Reset -> Primary	2	50%
Account -> New Account	1	
Email -> Calendar	1	
Equipment Loan -> Laptop	1	
Locked -> Primary	1	100%
Printing -> How To	1	100%
Shared -> Access	1	
Site/Module -> Unavailable	1	100%
Software -> Office	1	100%
Software -> Specialist	1	100%
VLE/Courseware -> Assignment	1	100%
Total	37	43%



Walk-Up Support



Peirson Deep Dive:

- 84% Student tickets which could be proportionally higher due to a number of visits not requiring a ticket.

Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: DATA & SECURITY (86)



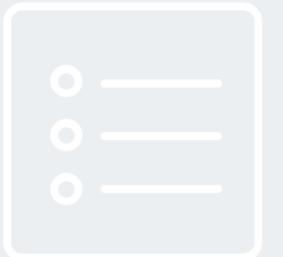
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: UNIVERSITY SYSTEMS (149)



IDATA & SECURITY DEEP DIVE:

- **Account Query:** MFA Reset, login issues, SOLE queries, timesheets.
- **Account Activation Request:** Feed back to Service Desk Analyst on categorisation



UNIVERSITY SYSTEMS REQUEST DEEP DIVE:

- **IT Booking System:** Loan devices from Peirson.

Second Highest Category: Multi-Factor Authentication (86)

- 80% Student MFA resets



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

Top Incident Category: IT Equipment Support - MFD (20)

Top Request Category: IT Equipment - Support: Laptop (31)



AV Support Trends

