

IT Service Desk Monthly Review

February 2025

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

581
INCIDENT TICKETS
LOGGED



1767
TOTAL TICKETS

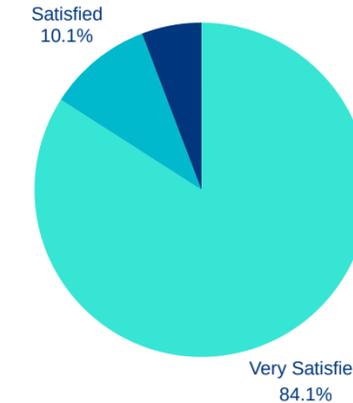
1186
REQUEST TICKETS
LOGGED



006
PROBLEM RECORDS

Feedback

Total No. Feedback Ratings:
69



Average rating: 4.70/5.0
(Very Satisfied)

Contact Totals



No. of phone calls taken: 630 (864 previous month, down 27%)



No. of live chat sessions: 17 (103 previous month, down 83%)



No. of walk-up enquiries: 977 (731 previous month, up 34%)
No. of equipment bookings: 276 (212 previous month, up 30%)

First Time Fix Rate



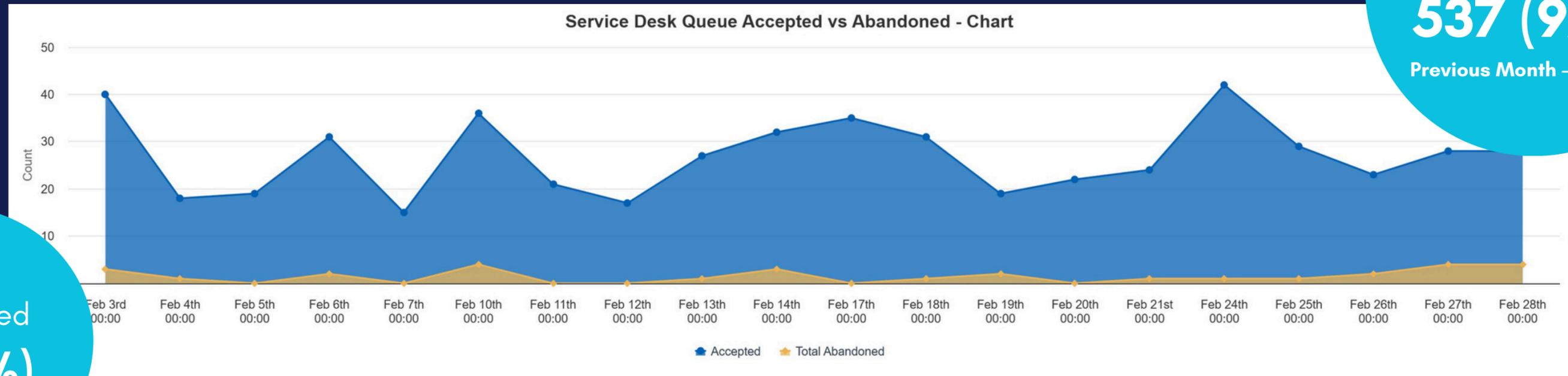
	Current month	Previous month	Academic Year average
Incident	69%	75%	73%
Request	71%	85%	78%
Total	71%	81%	76%



Communications - Service Desk

Total Accepted
537 (92%)
 Previous Month - 751 (95%)

Total Abandoned
30 (5%)
 Previous Month - 18 (2%)



	Current Month	Previous Month
Average Handling Time	05:49	07:14
Average Wait Time	00:35 [Max 12:30]	00:23 [Max 12:39]
% Calls Answered Under 30 secs	88%	92%



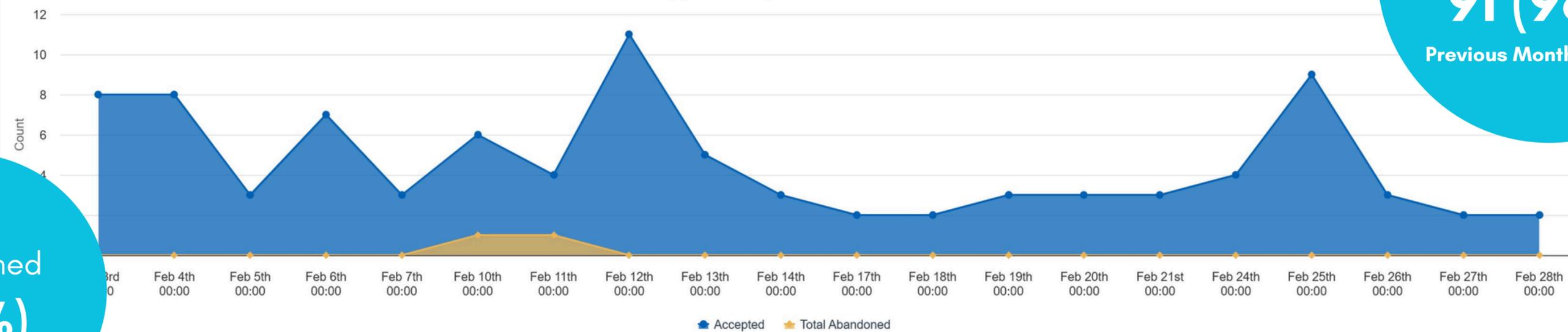
Communications - Room Support

Total Accepted

91 (98%)

Previous Month - 113 (96%)

Room Support Accepted vs Abandoned - Chart

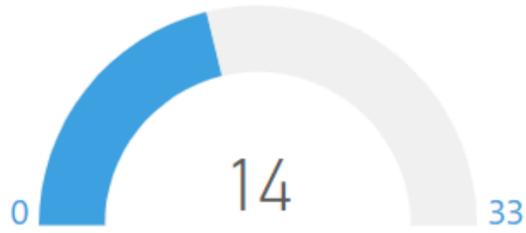


Total Abandoned
2 (2%)

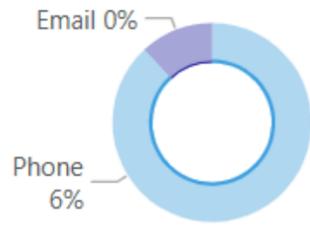
Previous Month - 5 (4%)

	Current Month	Previous Month
Average Handling Time	02:06	02:40
Average Wait Time	00:21 [4359]	00:18 [4:57]
% Calls Answered Under 30 secs	89%	94%

Resolved vs Logged



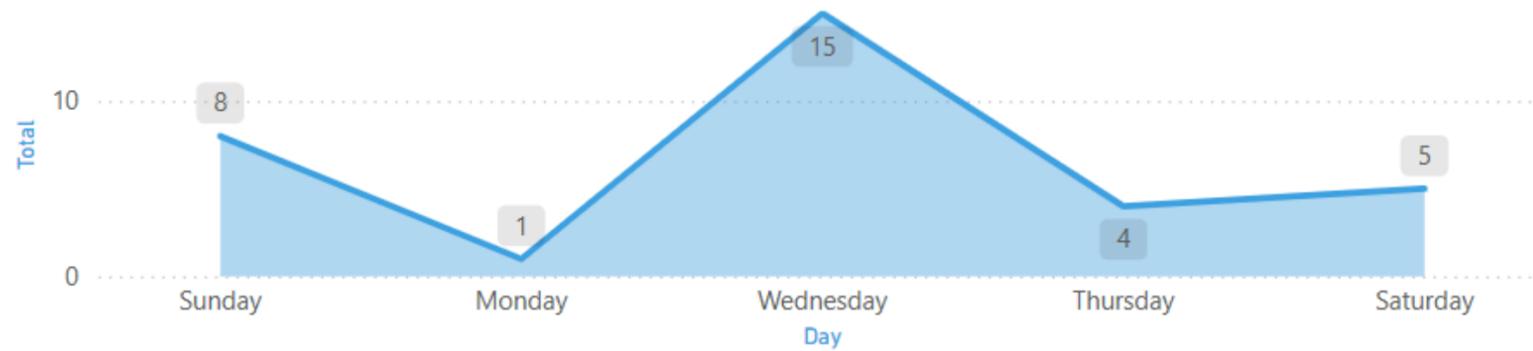
Volume by Channel



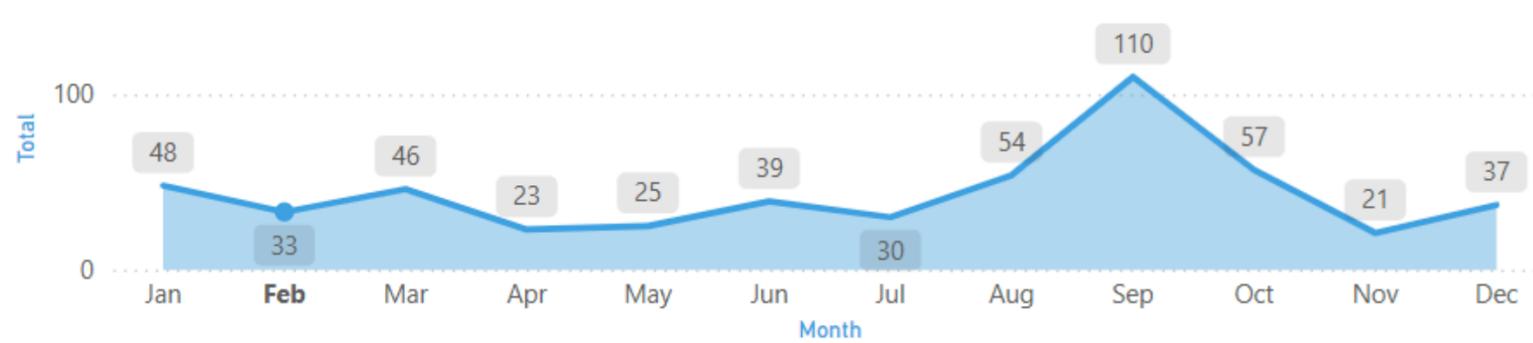
Fix Rate by Channel



Demand by day



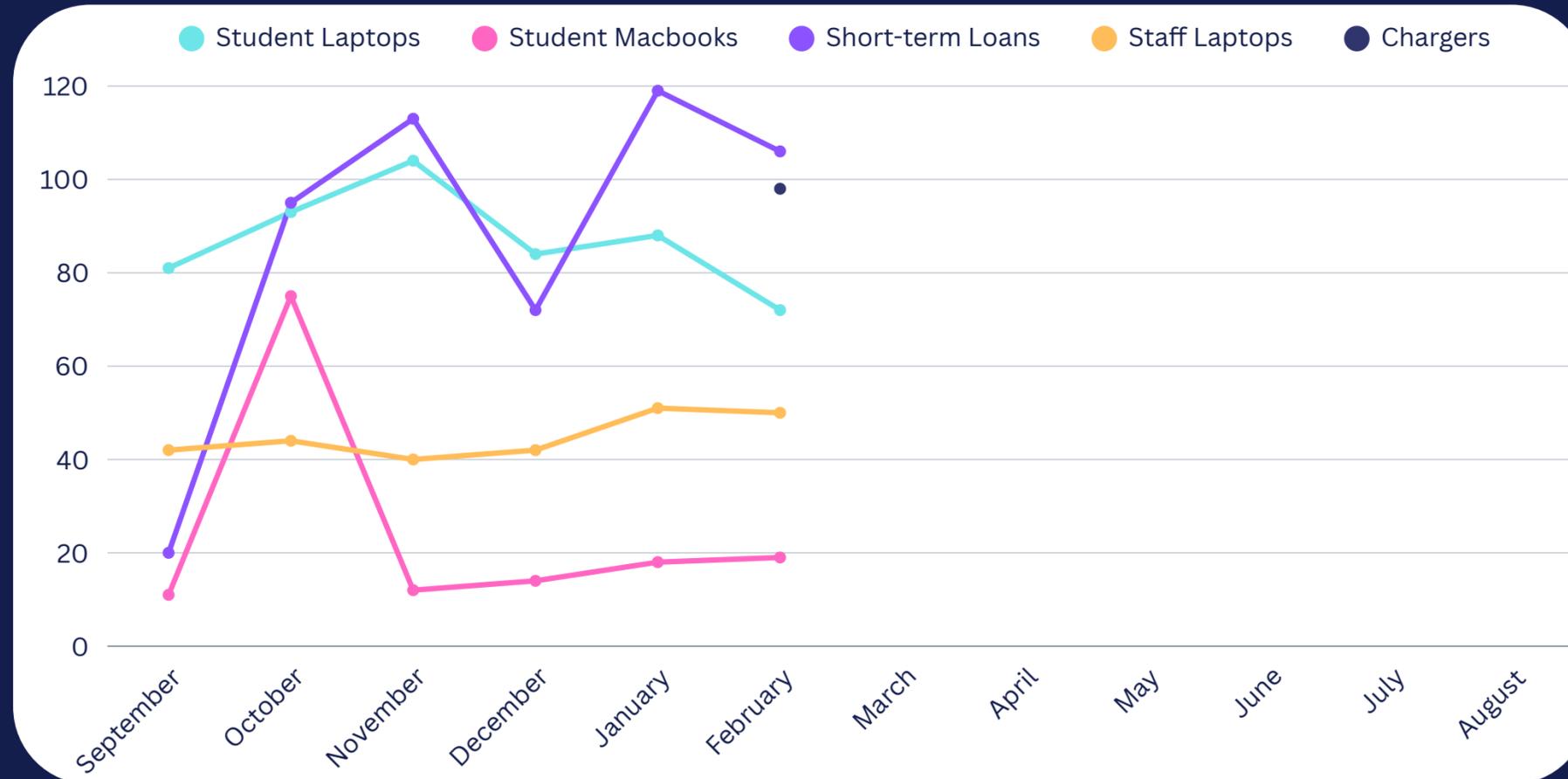
Demand by month



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	7	71%
Password Reset -> Primary	7	29%
Account -> Permissions and Access	4	75%
Website -> Portal	3	33%
Computer -> Laptop	2	50%
Multi-factor authentication (MFA) -> Setup	2	
Software -> Specialist	2	50%
Account -> New Account	1	
Disabled -> Other System	1	
Disabled -> Primary	1	
Equipment Loan -> Laptop	1	100%
Locked -> Primary	1	
VLE/Courseware -> Assignment	1	
Total	33	42%



Walk-Up Support



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (78)



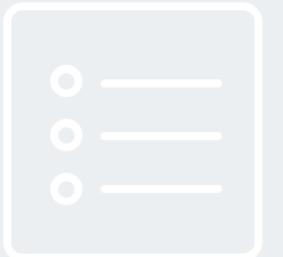
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: ACCOUNT (152)



CAMPUS ROOM SUPPORT DEEP DIVE:

- **Display:** no rooms have repeatedly appeared
- **Audio:** CH1003 2 call outs
- **PC:** Mouse or Keyboard issues



ACCOUNT DEEP DIVE:

- **Account Activation:** New staff starters and student workers activating their account for iTrent access
- **Name Change:** Student who are also requesting an email change.



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

Top Incident Category: Hardware - MFD (Printer/Scanner) (20)

Top Request Category: Hardware - Laptop (78)



AV Support Trends

