# The IT Service

## How did we do in September?

**803**
INCIDENT TICKETS LOGGED

**1494**
TOTAL SERVICE DESK TICKETS LOGGED

**319**
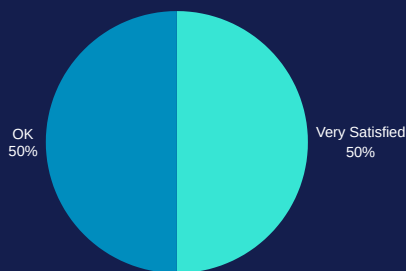TICKETS LOGGED BY STUDENTS
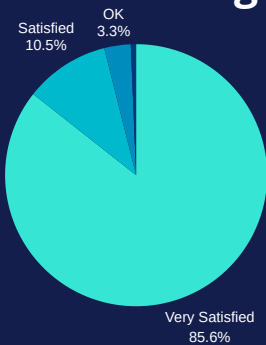
**691**
REQUEST TICKETS LOGGED

**1101**
TICKETS LOGGED BY STAFF

## Student Feedback Ratings: 2

OK 50%

Very Satisfied 50%

**Average rating: 4.00/5.0 (Very Satisfied)**

## Staff Feedback Ratings: 153

Satisfied 10.5%

OK 3.3%

Very Satisfied 85.6%

**Average rating: 4.80/5.0 (Very Satisfied)**

**Phone Calls Taken: 648***
(**Down** from 788 last month - 18%)

**Live Chat Sessions: 149**
(**Down** from 187 last month - 20%)

**Desk Walk-ups: 896**
(**Up** from 383 last month - 134%)

*256 Additional telephone calls handled via Norman Managed Services

No. of **Change Requests** processed by the IT Change Advisory Board: **15**

No. of **Emergency Changes** authorised by the CIO this month: **04**

**Monthly first time fix rates**

**Total: 65%** (last month 75%)
Incidents only: 66%  Requests only: 64%