

# IT Service Desk Monthly Review

July 2024

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

## Ticket Totals

**406**

INCIDENT TICKETS  
LOGGED



**317**

TICKETS LOGGED BY  
STUDENTS



**762**

REQUEST TICKETS  
LOGGED



**831**

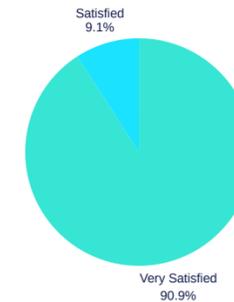
TICKETS LOGGED BY  
STAFF



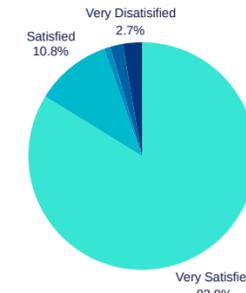
## Feedback

Student Feedback Ratings: 11

Staff Feedback Ratings: 111



Average rating: 4.91/5.00 **Very Satisfied**



Average rating: 4.71/5.00 **Very Satisfied**

## Contact Totals



No. of phone calls taken: 540 (489 previous month, up 10%)



No. of live chat sessions: 56 (75 previous month, down 29%)



No. of walk-up enquiries: 424 (323 previous month, up 35%)

No. of equipment bookings: 179 (183 previous month, down 2%)

## First Time Fix Rate



	Current month	Previous month	Previous Academic Year average
Incident	<b>67%</b>	<b>71%</b>	79%
Request	<b>73%</b>	<b>77%</b>	75%
<b>Total</b>	<b>70%</b>	<b>75%</b>	78%



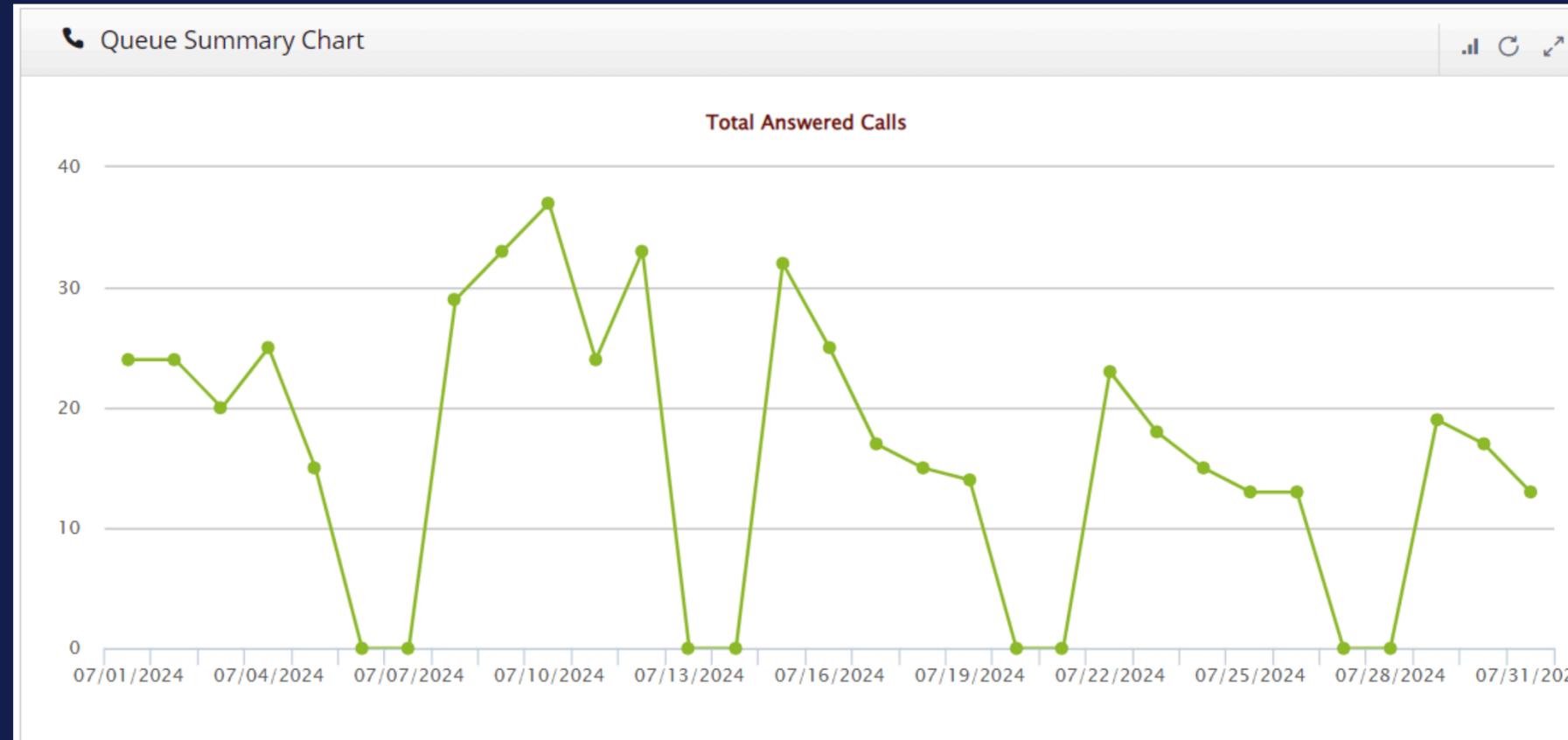
# Communications - Service Desk

Total Answered

498

Total Abandoned

36



Calls Waiting > 5 Min	39
Longest Answer Time	00:27:14
Total Answer Time	07:55:42
Average Answer Time	00:00:57
Longest Talk Time	00:52:26

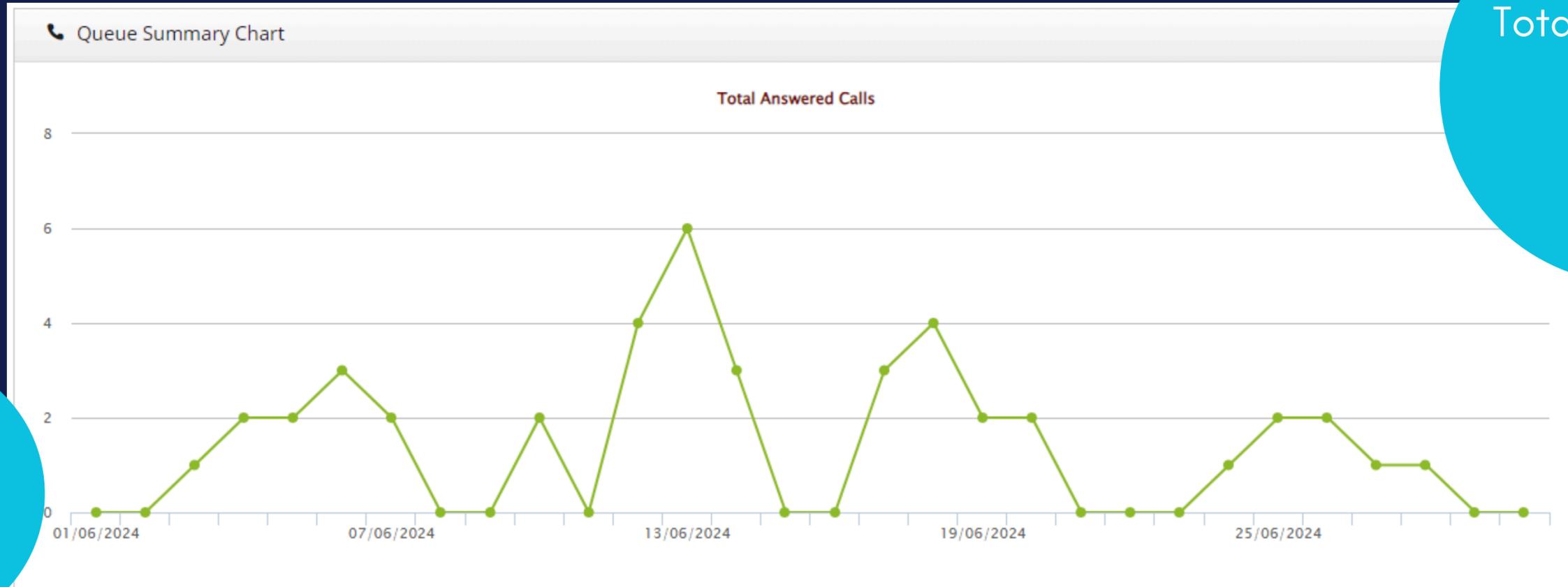
Average Talk Time	00:06:42
Longest Wait Time	00:27:14
Average Wait Time	00:01:15
Total Hold Time	00:00:00
Total Wait Time	11:15:44



# Communications - Room Support

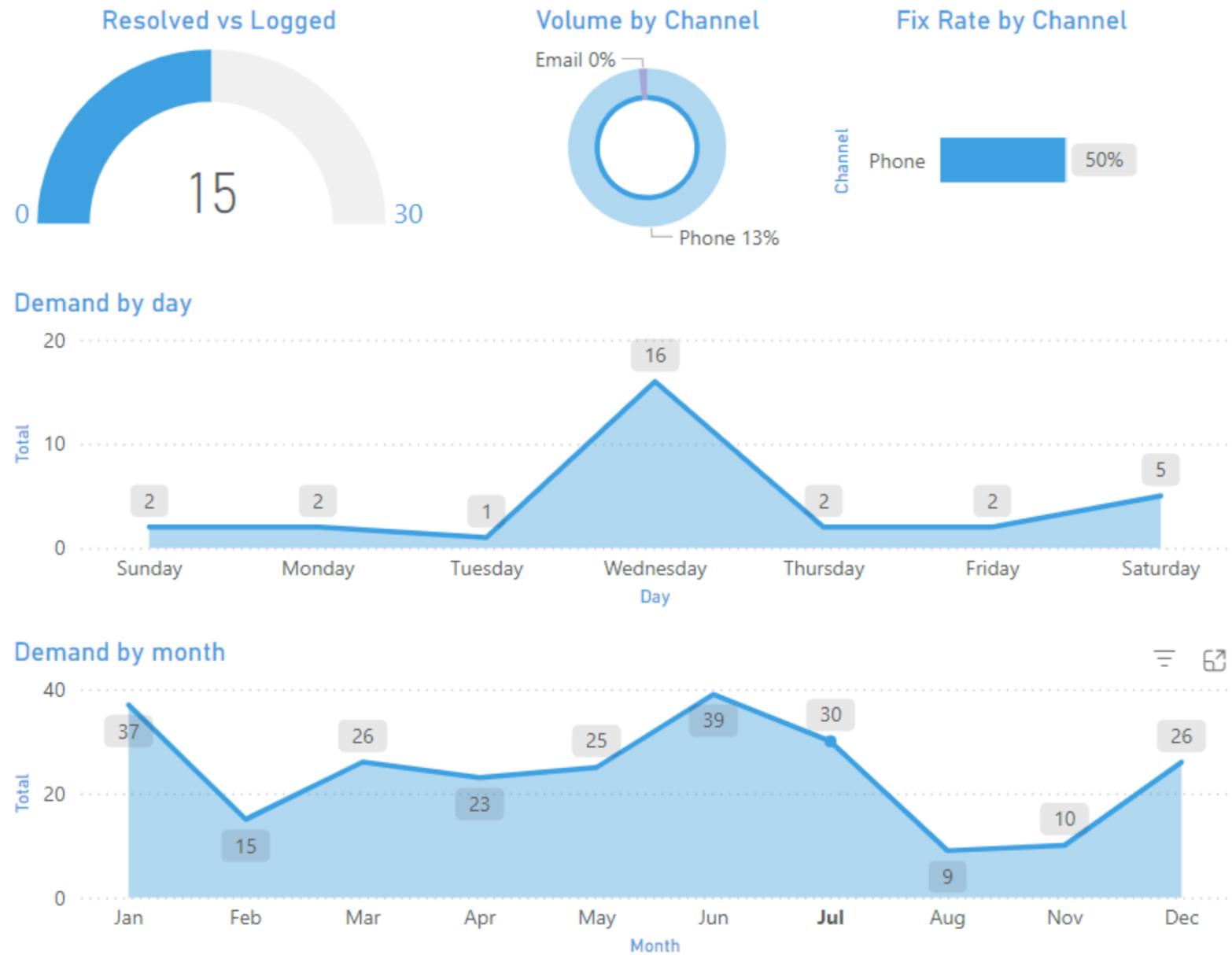
Total Answered  
**42**

Total Abandoned  
**13**



Calls Waiting > 5 Min	8
Longest Answer Time	00:51:07
Total Answer Time	01:19:19
Average Answer Time	00:01:53
Longest Talk Time	00:14:50

Average Talk Time	00:03:09
Longest Wait Time	00:51:07
Average Wait Time	00:02:27
Total Hold Time	00:00:00
Total Wait Time	02:14:59



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	10	50%
Password Reset -> Primary	7	57%
Account -> Information	2	50%
Account -> Permissions and Access	2	
Administration -> Accommodation	2	50%
Website -> Portal	2	50%
Account -> Extend	1	100%
Account -> New Account	1	
Library -> Borrowing	1	100%
Library -> E-Journals/Resources	1	100%
Software -> Office	1	
<b>Total</b>	<b>30</b>	<b>50%</b>



# Walk-Up Desk



PEIRSON	Current Month	Previous Month	22/23 Month Comparison
<b>Number of Visits</b>	416	304	287
<b>Number of Tickets</b>	148	156	156
<b>Busiest Day</b>	Mon 1st Jul (24)	Mon 6th May (15)	5th July (22)
<b>Most Common Enquiry</b>	IT Booking System (114)	IT Booking System (109)	IT Booking System (99)
<b>Escalated Tickets</b>	16	8	13

HIVE	Current Month	Previous Month	22/23 Month Comparison
<b>Number of Tickets</b>	8	19	57
<b>Busiest Day</b>	30th Jul (2)	1st & 4th Jun (3)	5th July (5)
<b>Most Common Enquiry</b>	MFD/Copier (2)	Training & Advice (8)	Training & Advice (21)
<b>Escalated Tickets</b>	5	6	8

### Hive Deep Dive:

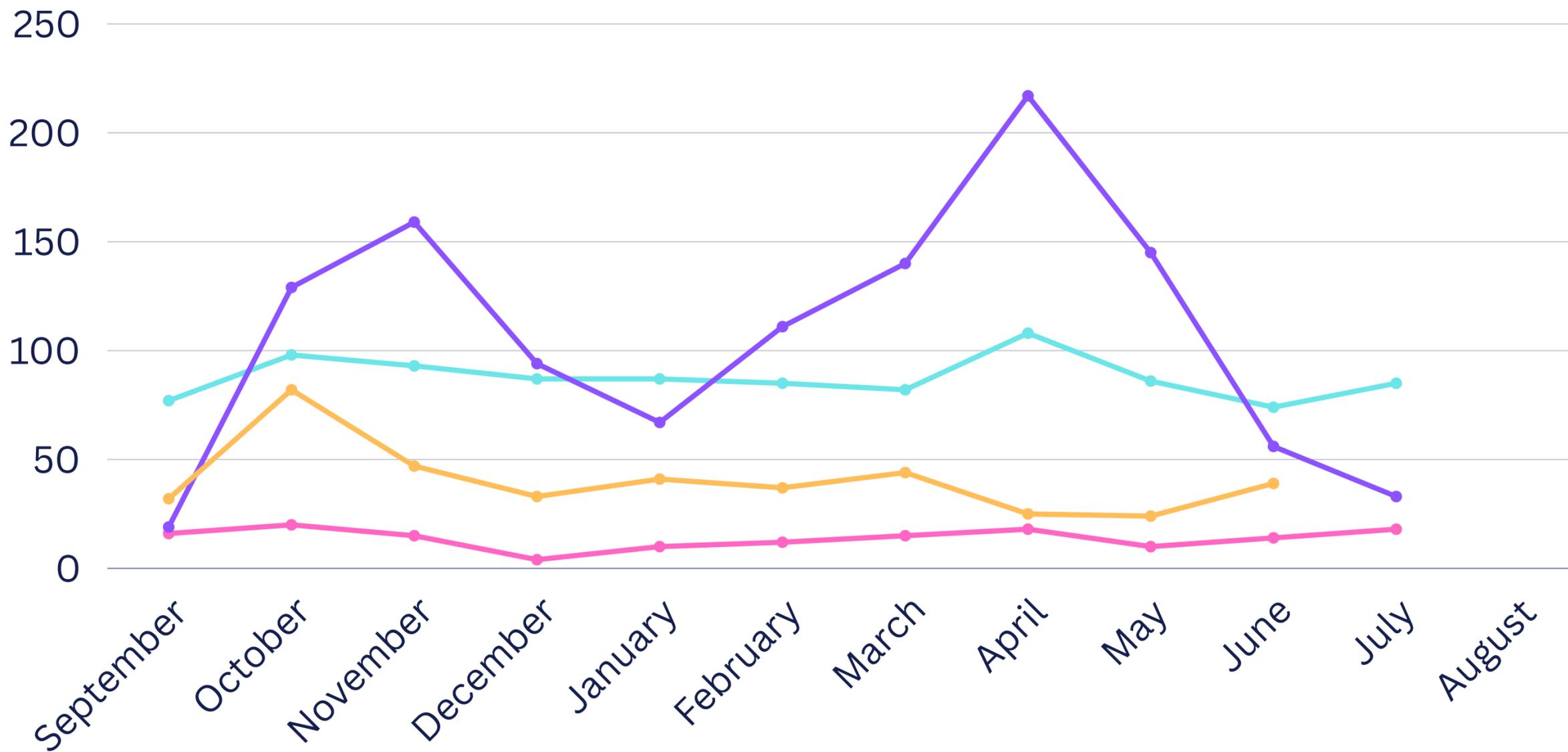
- 50% Student
- 12.5% Public User

### Peirson Deep Dive:

- 80% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.



# Loan Equipment



# 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 for portal and ID cards.

## Second Highest Category: Campus Room Support - Room Check (29)

- **Room Check:** Maintenance checks



## DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 86% Student requests

## Second Highest Category: University Systems - IT Booking System (116)

- Loan equipment



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

**Top Incident Category: IT Equipment Support - Laptop (22):**

Hardware failures and returning kit

**Top Request Category: IT Equipment - Support: Laptop (46):**

Staff leaver kit returns



# AV Support Trends

