

IT Service Desk Monthly Review

October 2024

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

679

INCIDENT TICKETS
LOGGED



704

TICKETS LOGGED BY
STUDENTS



1240

REQUEST TICKETS
LOGGED



1125

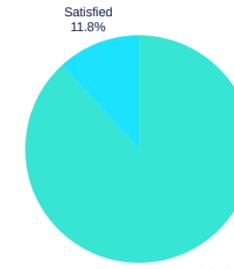
TICKETS LOGGED BY
STAFF



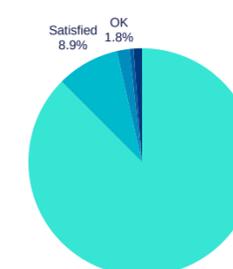
Feedback

Student Feedback Ratings: 17

Staff Feedback Ratings: 163



Average rating: 4.88/5.00 **Very Satisfied**



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

Contact Totals



No. of phone calls taken: 816 (648 previous month, up 8%)



No. of live chat sessions: 95 (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	71%	67%	73%
Request	78%	73%	78%
Total	75%	71%	76%



Communications - Service Desk

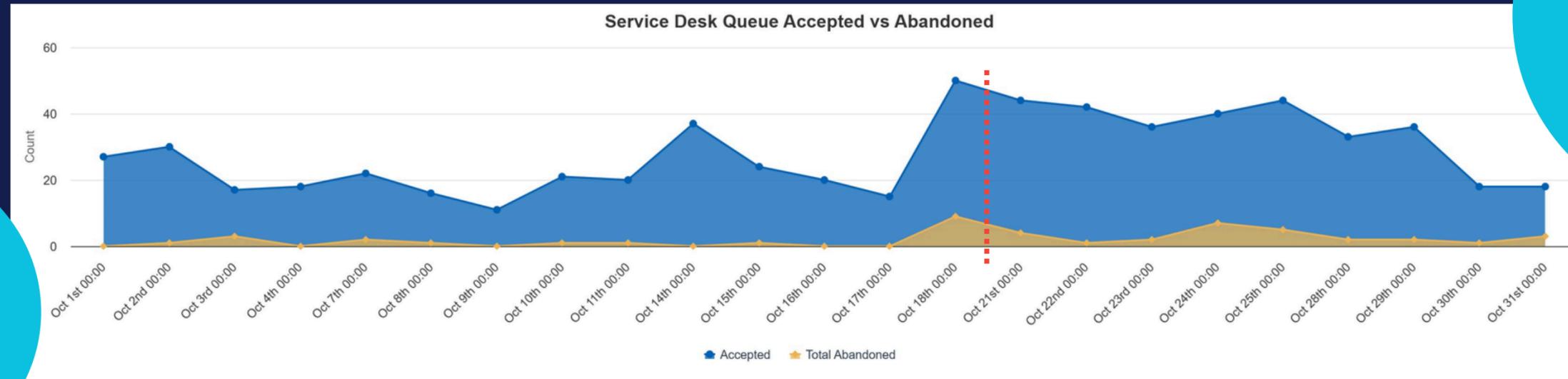
Total Accepted

639 (88%)

Previous Month - 498

Total Abandoned
46 (6%)

Previous Month - 36



	Current Month	Previous Month
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Average Handling Time

05:37

06:30

Average Wait Time

00:53
[Max 35:27]

00:32
[Max 14:58]

% Calls Answered Under 30 secs

85%

91%

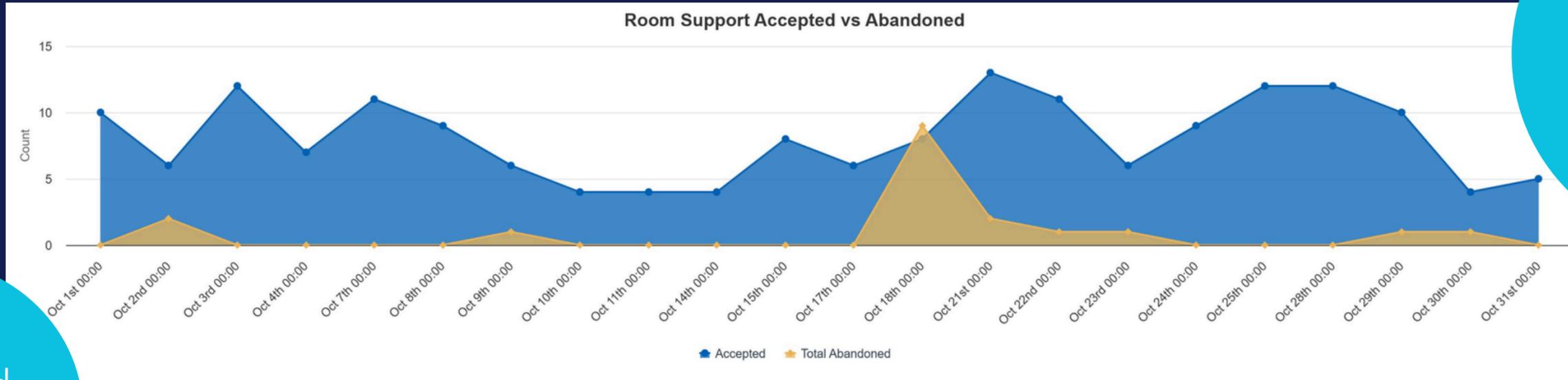
Service Desk Deep Dive:

- **Norman Support:** Additional Norman support is demonstrated in the graph above. The Norman support ended where the red line is placed, on the 18th October. This contributed to a lower average handling time and % calls answered under 30 seconds due to the increase in demand and shorter length of call type.
- **18th October spike:** the increase in calls on the 18th October is linked to an outage with myday which affected staff and students which is our busiest day



Communications - Room Support

Total Accepted
177 (91%)
 Previous Month - 149



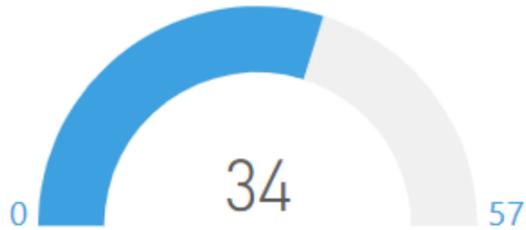
Total Abandoned
18 (9%)
 Previous Month - 11

	Current Month	Previous Month
Average Handling Time	02:20	02:27
Average Wait Time	00:29 [15:56]	00:30 [Max 10:18]
% Calls Answered Under 30 secs	90%	91%

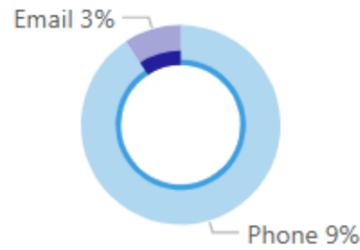
Service Desk Deep Dive:

- **Norman Support:** Additional Norman support is demonstrated in the graph above. The Norman support ended where the red line is placed, on the 18th October.
- **Calls Answered:** Reduction in calls answered over 5 minutes from September (3) to October (5).

Resolved vs Logged



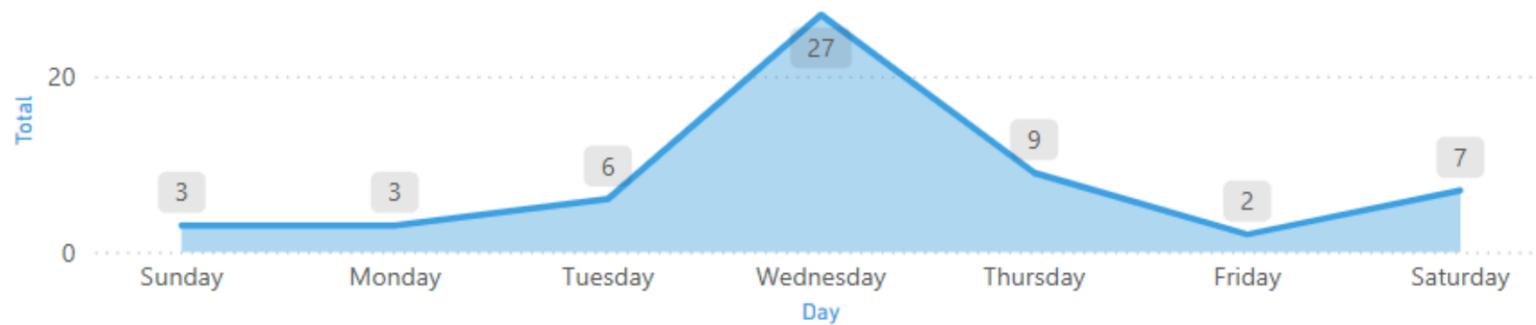
Volume by Channel



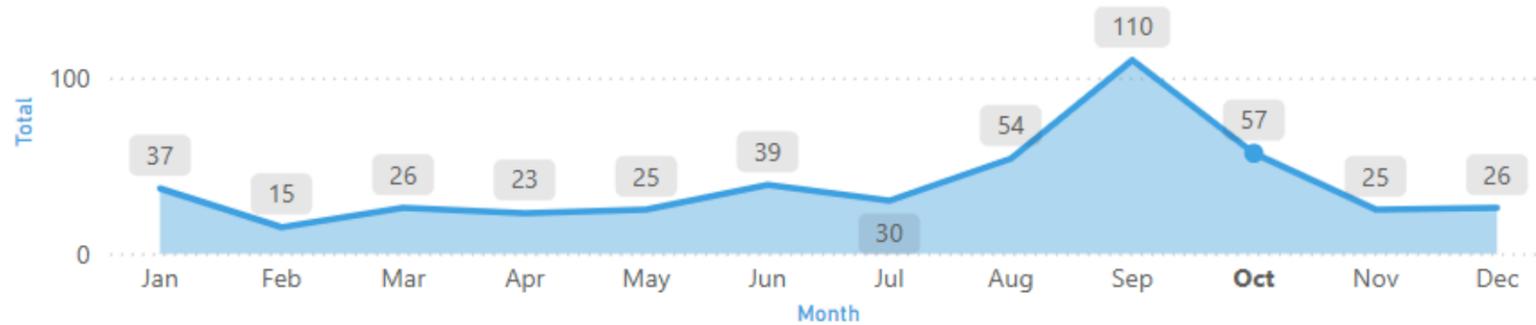
Fix Rate by Channel



Demand by day



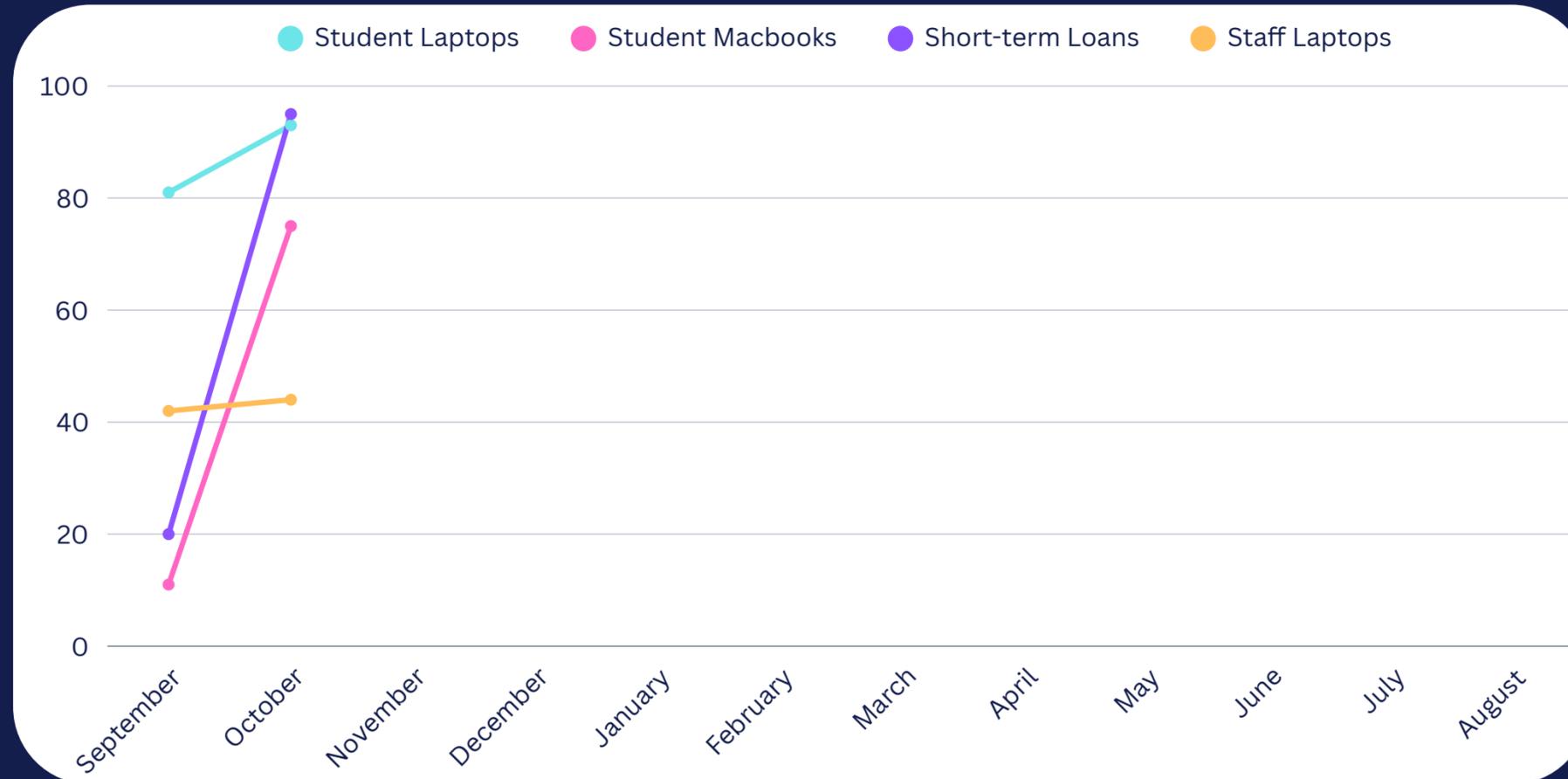
Demand by month



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	16	88%
Password Reset -> Primary	10	80%
Account -> Permissions and Access	5	20%
Account -> Information	4	50%
Account -> New Account	3	67%
Site/Module -> Unavailable	3	33%
Website -> Portal	3	
Administration -> Leavers information	2	100%
Administration -> Finance and Fees	1	
Computer -> Desktop	1	
Computer -> Laptop	1	
Locked -> Primary	1	
Multi-factor authentication (MFA) -> Setup	1	
Network -> Halls/Accommodation	1	100%
Network -> Wireless	1	100%
Site/Module -> Content	1	
Software -> Office	1	100%
Software -> Specialist	1	100%
VLE/Courseware -> Assignment	1	
Total	57	60%



Walk-Up Support



Peirson Deep Dive:

- 84% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.
- Ticket data being logged for October.

Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT



WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY

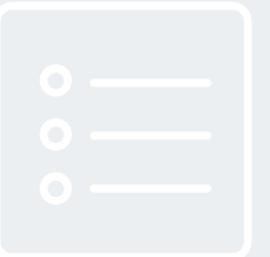


ICAMPUS ROOM SUPPORT DEEP DIVE:

- **Display:** repeated tickets from EE 1106, BY 1145, EE 1107.

Second Highest Category: Data & Security (99)

- **Account Query:** iTrent account queries, name change request



DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 80% Student requests

Second Highest Category: Training/Advice Request (205)

- Peirson walk-up support tickets



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

Top Incident Category: IT Equipment Support - Laptop (42): Windows update failures and unable to boot.

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



AV Support Trends

