

IT Service Desk Monthly Review

March 2025

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

273

INCIDENT TICKETS
LOGGED



1210

TOTAL TICKETS

937

REQUEST TICKETS
LOGGED



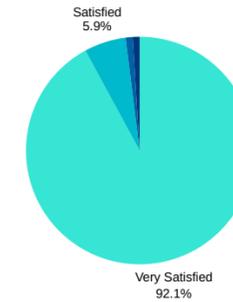
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PROBLEM RECORDS

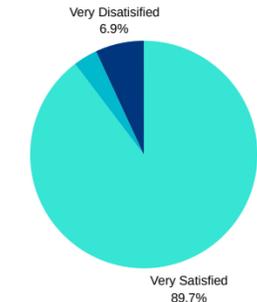
Feedback

Staff Feedback Ratings: 101

Student Feedback Ratings: 28



Average rating: 4.87/5.0 (Very Satisfied)



Average rating: 4.64/5.0 (Very Satisfied)

Contact Totals



No. of phone calls taken: 532 (670 previous month, down 26%)



No. of live chat sessions: 135 (65 previous month, up 108%)

No. of unique AI chat sessions: 21 (32 previous month, down 34%)



No. of walk-up enquiries: 390 (565 previous month, down 31%)

No. of equipment bookings: 290 (283 previous month, up 2%)

First Time Fix Rate

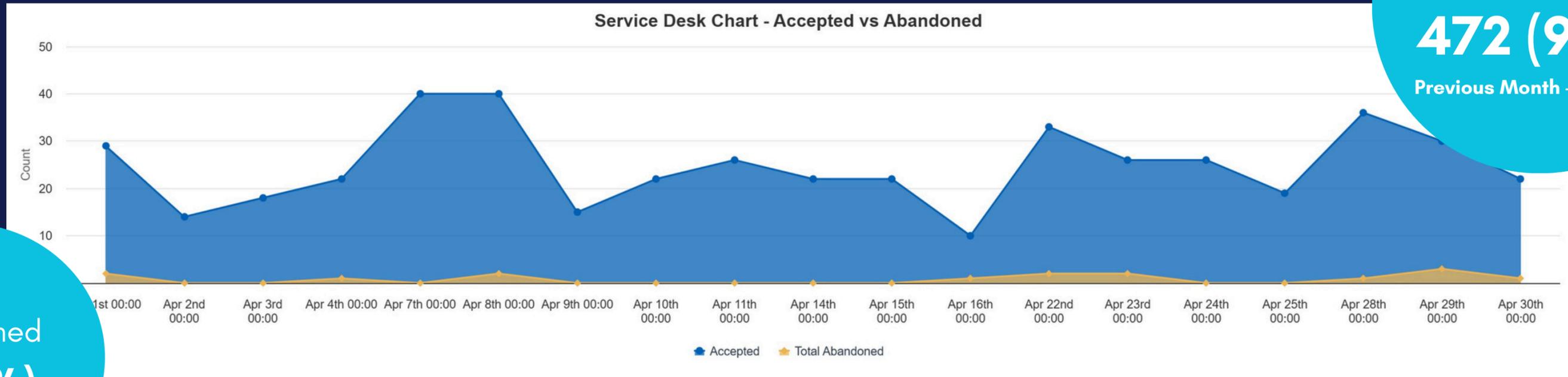


	Current month	Previous month	Academic Year average
Incident	70%	64%	70%
Request	83%	69%	77%
Total	80%	68%	74%



Communications - Service Desk

Total Accepted
472 (97%)
 Previous Month - 575 (92%)



Total Abandoned
15 (2%)
 Previous Month - 51 (8%)

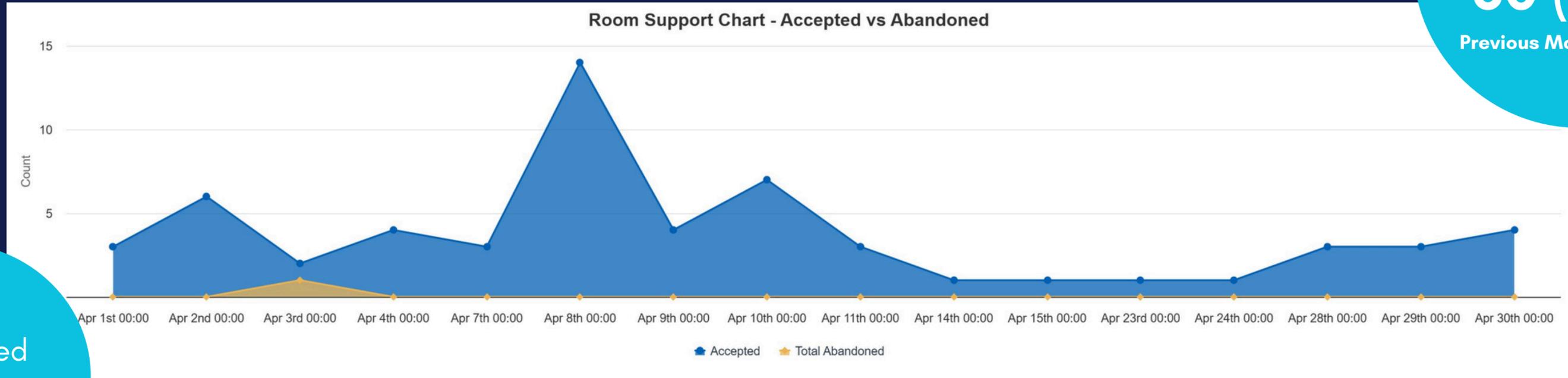
	Current Month	Previous Month
Average Handling Time	06:20	06:00
Average Wait Time	00:26 [Max 12:26]	01:18 [Max 37:05]
% Calls Answered Under 30 secs	91%	76%



Communications - Room Support

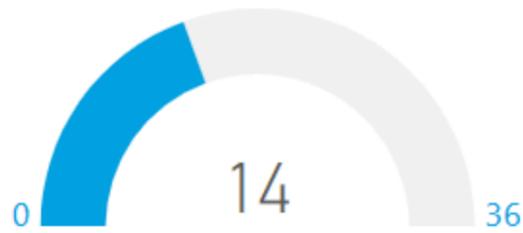
Total Accepted
60 (98%)
 Previous Month - 95 (94%)

Total Abandoned
1 (2%)
 Previous Month - 6 (6%)

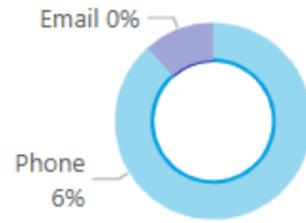


	Current Month	Previous Month
Average Handling Time	02:26	02:41
Average Wait Time	00:10 [00:46]	00:25 [07:18]
% Calls Answered Under 30 secs	95%	93%

Resolved vs Logged



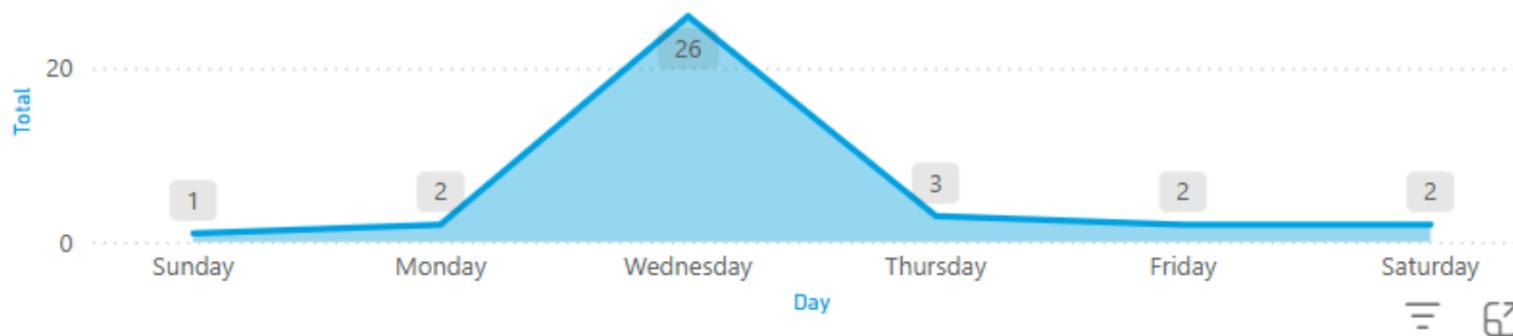
Volume by Channel



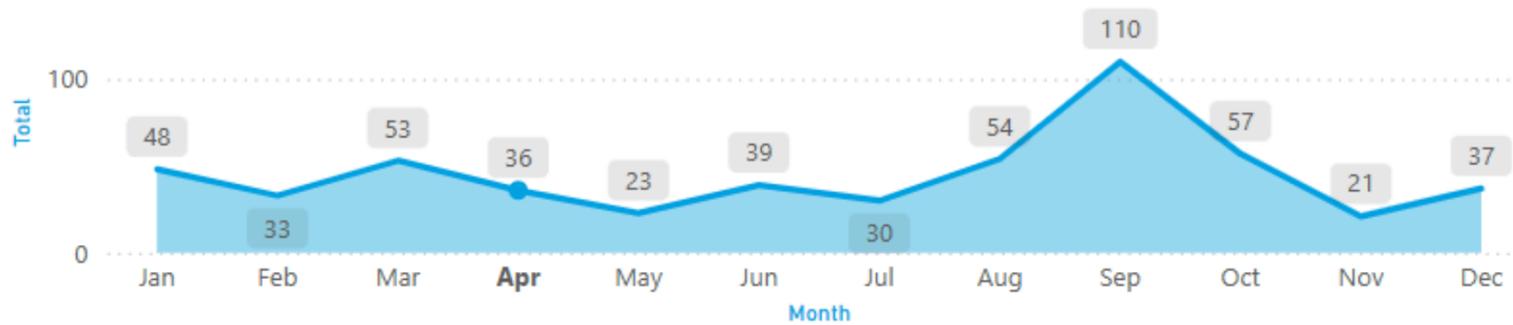
Fix Rate by Channel



Demand by day



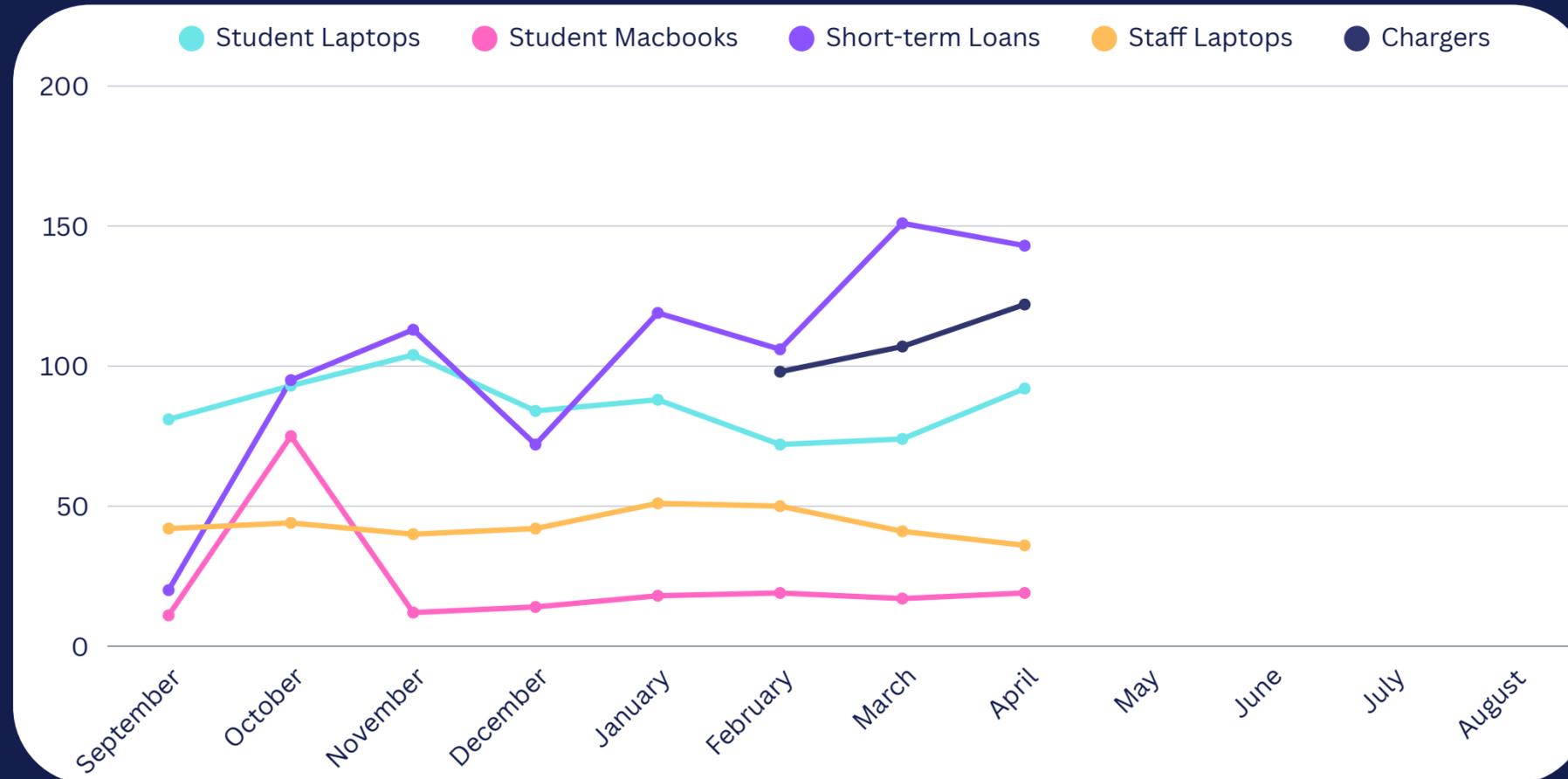
Demand by month



Subject	Total	Fix Rate
Password Reset -> Primary	7	43%
Multi-factor authentication (MFA) -> Post Setup	6	67%
Account -> Permissions and Access	5	40%
Locked -> Primary	3	
Account -> New Account	2	
Administration -> HR	2	50%
Multi-factor authentication (MFA) -> Setup	2	50%
Account -> Information	1	
Classroom -> Equipment booking	1	
Computer -> Laptop	1	
Email -> Desktop Configuration	1	100%
Equipment Loan -> Laptop	1	
Site/Module -> Unavailable	1	
Software -> Specialist	1	100%
Student Support -> Assignment Extension	1	100%
VLE/Courseware -> Assignment	1	
Total	36	39%



Walk-Up Support



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: ACCOUNT (37)



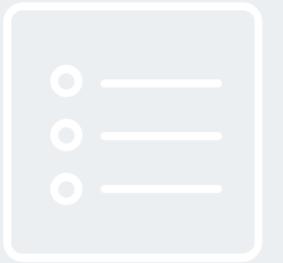
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: N/A (210)



ACCOUNT INCIDENT DEEP DIVE:

- **Account Activation:** New starters



N/A DEEP DIVE:

- **N/A** - Quick calls being closed without a category being selected due to a known Sysaid bug.



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

Top Incident Category: Hardware - Laptop, MFD, Desktop PC (11)

Top Request Category: Hardware - Laptop (38)



AV Support Trends

