

IT Service Desk Monthly Review

October 2021

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

1225

INCIDENT TICKETS
LOGGED



731

TICKETS LOGGED BY
STUDENTS



554

REQUEST TICKETS
LOGGED

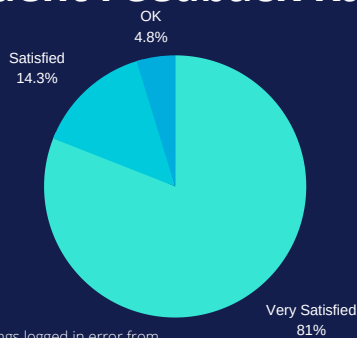


945

TICKETS LOGGED BY
STAFF



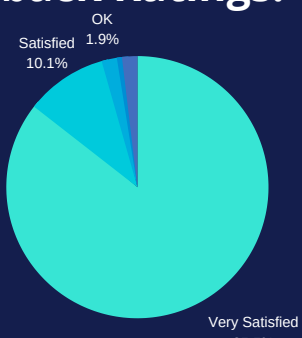
Student Feedback Ratings: 21



*2 Very Dissatisfied ratings logged in error from comments

Average rating: 4.38/5.0 (Very Satisfied)

Staff Feedback Ratings: 159



*8 Very Dissatisfied ratings logged in error from comments

Average rating: 4.50/5.0 (Very Satisfied)



No. of Phone Calls taken: 1766 (2070 previous month, down 14%)



No. of Live chat sessions: 135 (177 previous month, down 23%)



No. of Walk-up enquiries: 70

No. of Bookings: 117

Monthly first time fix rate: 66% (down from 67%)



Communications



Phone Line Data

- Number of calls: **1127**
- Number of abandoned calls: **138** (12%)
- Busiest day: **Tue 5th Oct**
- Busiest time of day: **09:00 - 09:30**
- Average call wait time: **1:44** [Max: **37:06**]
- Average talk time: **06:17** [Max: **1:25:55**]
- Average time to abandon call: **03:33** [decrease **22%**]



Room Support Phone Line Data

- Number of calls: **223**
- Number of abandoned calls: **15** (6%)
- Busiest day: **Tue 5th Oct**
- Busiest time of day: **09:00 - 09:30**
- Average call wait time: **1:09** [Max: **6:04**, decreased **52%**]
- Average teaching call talk time: **02:27** [Max: **29:05**]
- Average teaching call wait time: **00:59** [Max: **7:50**]

Walk-up Desk Data

PEIRSON

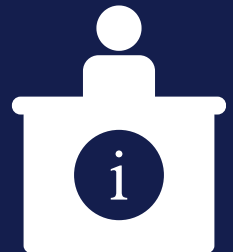
Number of Visits:	50
Busiest Day:	Fri 1st Oct
Most Common Enquiry:	Blackboard
Number of escalated tickets:	N/A

HIVE

Number of Visits:	20
Busiest Day:	Fri 1st Oct
Most Common Enquiry:	Desktop PC
Number of escalated tickets:	N/A

LOAN EQUIPMENT

Laptops:	93 (64)*
Macbooks:	24 (17)*



*previous months data in brackets

Service Desk Category Trends



WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



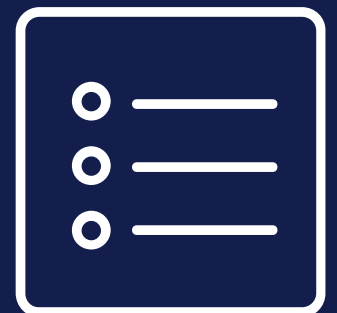
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



DATA & SECURITY INCIDENT DEEP DIVE:

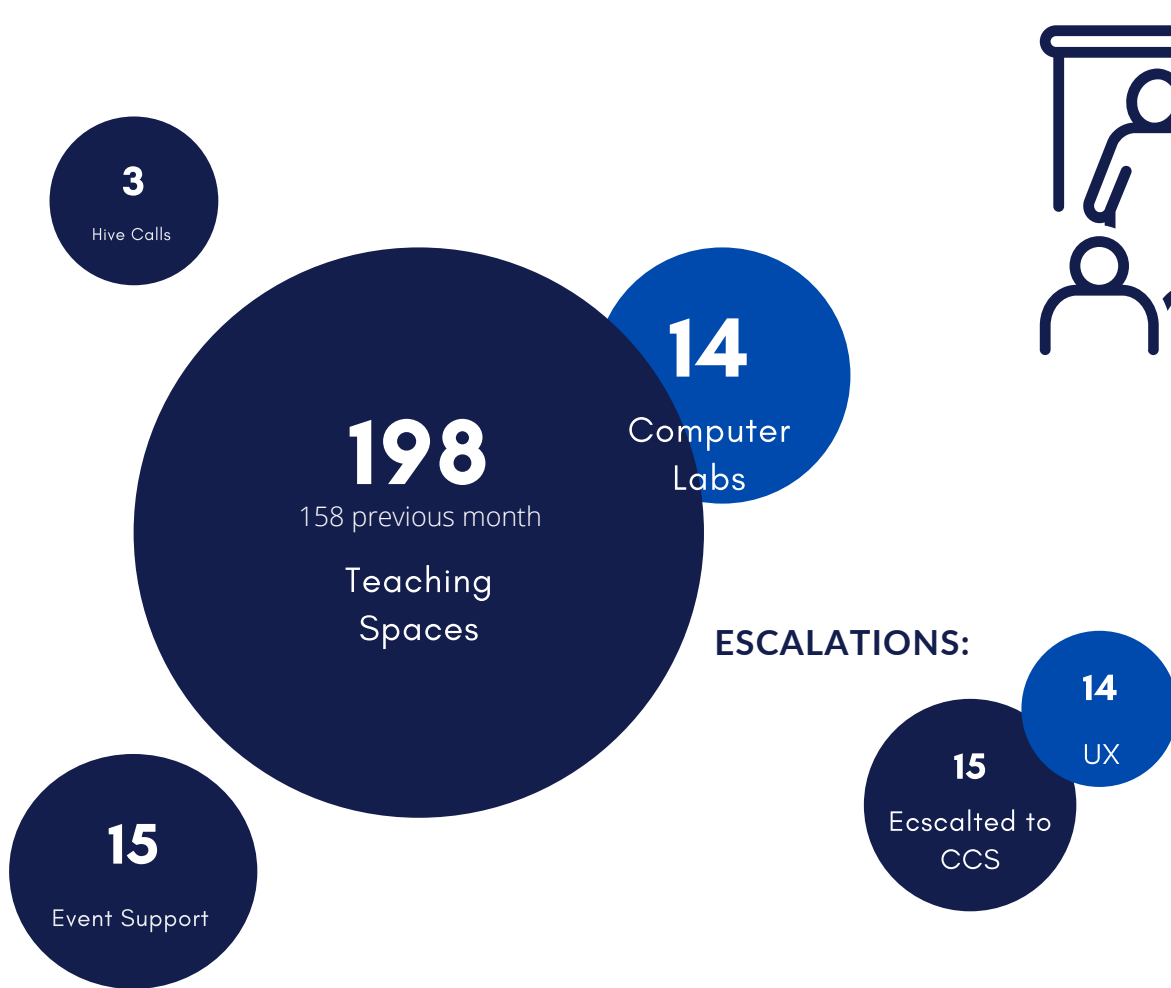
- Higher number of bitlocker queries, bitlocker issues on PC's.
- Requests being logged as incidents



WHY WAS DATA & SECURITY OUR TOP REQUEST CATEGORY?

- MFA reset requests starting to overtake password resets

Learning Space Support Trends



LEARNING SPACE SUPPORT DEEP DIVE:

- Increase in teaching call outs due to teaching spanning a whole month
- Escalated tickets to **UX** were mostly due to escalated AV tickets for longer on-going issues
- Escalated tickets to **CCS** were mostly due to PC issues with lectern PCs
- Computing lab tickets are mostly for specific lab requirements e.g. driver installs

