

IT Service Desk Monthly Review

September 2021

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

2410

INCIDENT TICKETS
LOGGED



1373

TICKETS LOGGED BY
STUDENTS



1419

REQUEST TICKETS
LOGGED

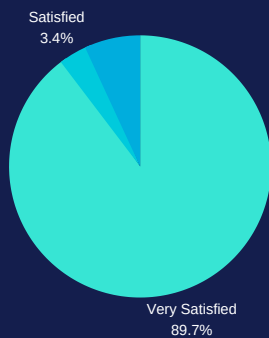


2427

TICKETS LOGGED BY
STAFF

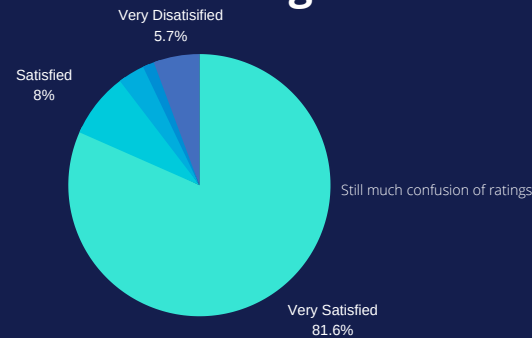


Student Feedback Ratings: 29



Average rating: 4.55/5.0 (Very Satisfied)

Staff Feedback Ratings: 212



Average rating: 4.44/5.0 (Very Satisfied)



No. of Phone Calls taken: 2070 (1108 previous month, up 87%)



No. of Live chat sessions: 177 (136 previous month, 30% up)



No. of Walk-up enquiries: 168

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



Communications



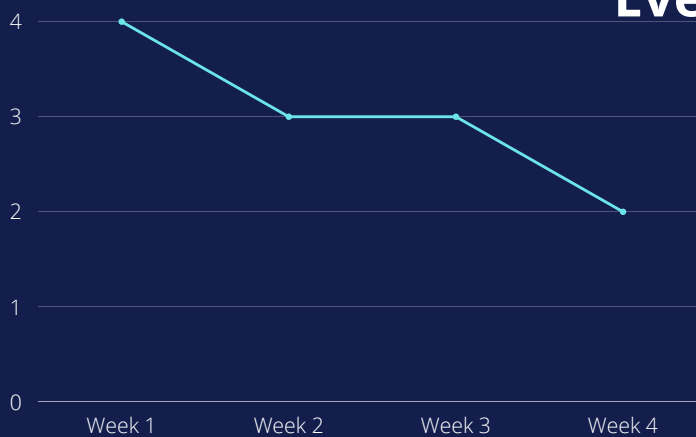
Phone Line Data

- Number of calls: **1791**
- Number of abandoned calls: **505** (21%)
- Busiest day: **Mon 6th Sept**
- Busiest time of day: **09:30 - 10:00**
- Average call wait time: **3:04** [Max: **1:34:26**]
- Average talk time: **05:40** [Max: **49:55**, Increase **3%**]
- Average time to abandon call: **04:23** [Increase **2%**]



Room Support Phone Line Data

- Number of calls: **279**
- Number of abandoned calls: **39** (11%)
- Busiest day: **Mon 20th Sept**
- Busiest time of day: **09:30- 09:59**
- Average call wait time: **1:09** [Max: **5:04**, increased **101%**]
- Average teaching call talk time: **02:36**[Max: **17:49**]
- Average teaching call wait time: **00:59** [Max: **7:50**]



Evening Support Data

13th Sept - 8th Oct

Walk-up Desk Data

- Number of visits: 168
- Busiest day: Tues 14th Sept
- Most common enquiry type: **Data & Security**
- Number of enquiry tickets escalated: **N/A**
- Number of devices loaned: **50 bookings (45 Laptops)**

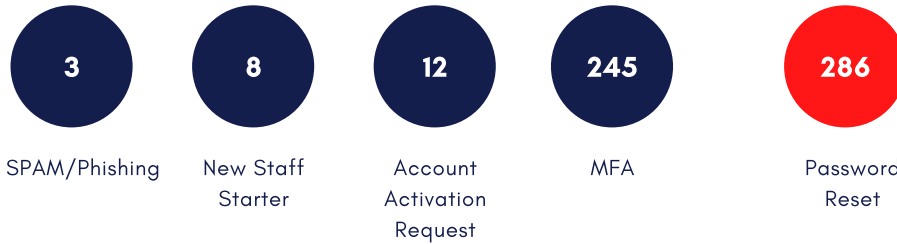


Service Desk Category Trends



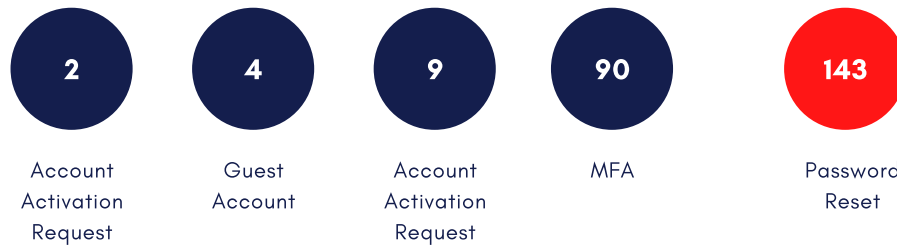
WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



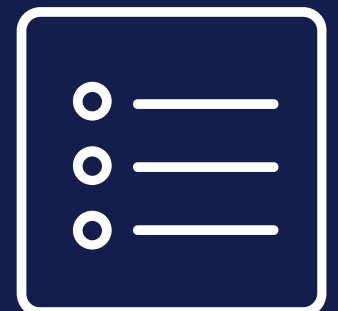
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



WHY WAS DATA & SECURITY OUR TOP INCIDENT CATEGORY?

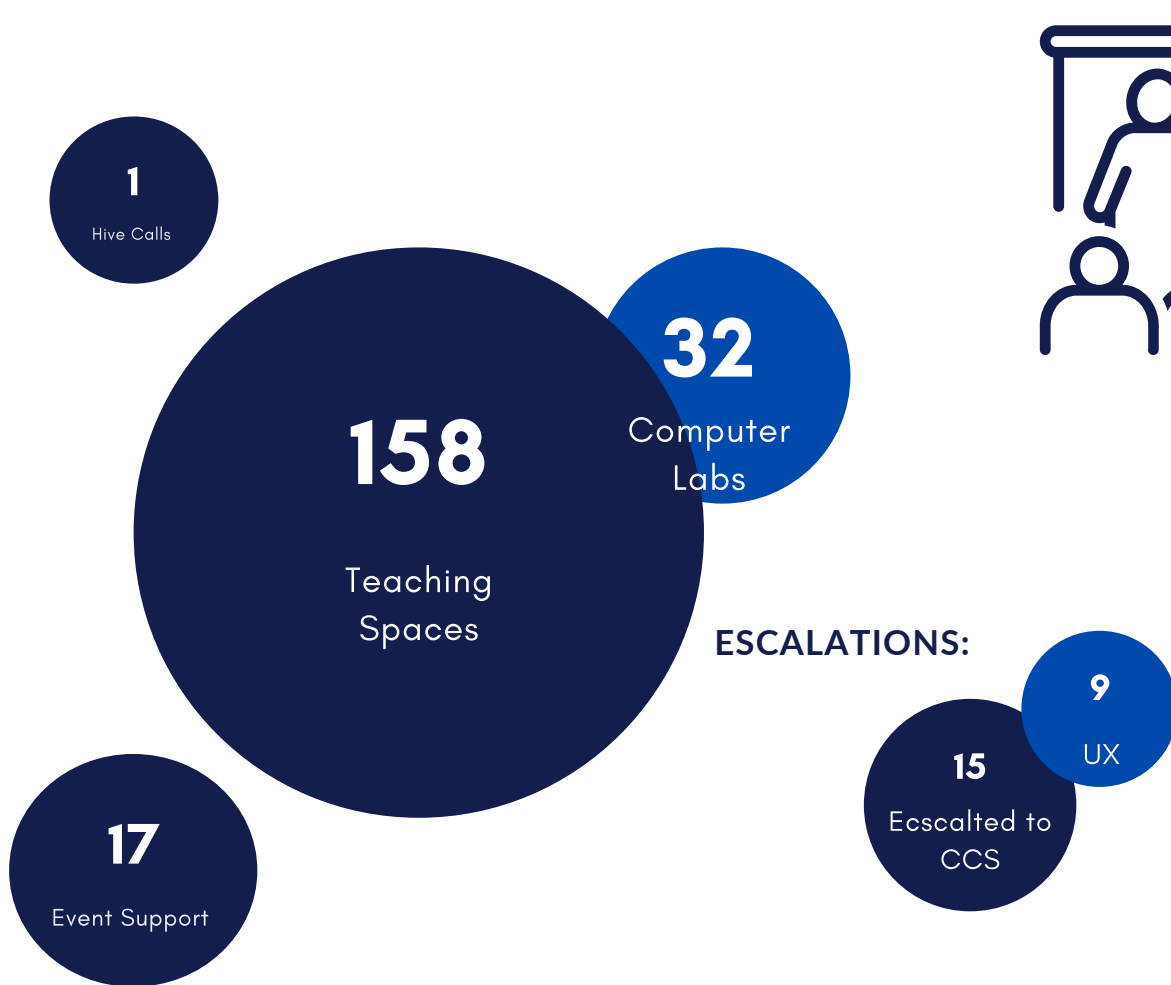
- Incident quick calls are available for MFA and Password Reset which should be moved to request quick calls.
- Start of term so a higher number of issues for new accounts and accounts that haven't been used for a long period of time.



WHY WAS DATA & SECURITY OUR TOP REQUEST CATEGORY?

- Added request quick calls
- Start of term so a higher number of issues for new accounts and accounts that haven't been used for a long period of time.

Learning Space Support Trends



LEARNING SPACE SUPPORT DEEP DIVE:

- High number of Computer Lab issues due to software missing, iMac moves and general PC issues e.g. network connectivity. PC Labs also haven't been used for a long period of time due to COVID restrictions.
- Escalated tickets were due to hardware PC problems and telephony issues

