

IT Service Desk Monthly Review

February 2022

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

972

INCIDENT TICKETS
LOGGED



553*

TICKETS LOGGED BY
STUDENTS



1122

REQUEST TICKETS
LOGGED



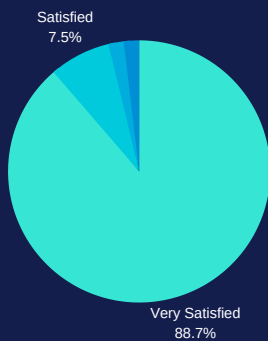
1383*

TICKETS LOGGED BY
STAFF



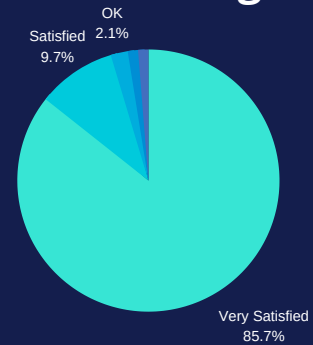
*70 blank user type records

Student Feedback Ratings: 53



Average rating: 4.79/5.0 (Very Satisfied)

Staff Feedback Ratings: 237



Average rating: 4.77/5.0 (Very Satisfied)



No. of Phone Calls taken: 788 (1157 previous month, down 31%)



No. of Live chat sessions: 129 (212 previous month, down 39%)



No. of Walk-up enquiries: 356 (169 previous month)
No. of Bookings: 128 (80 previous month)

Monthly first
time fix rates

Total: 62% (down from 64%)
Incidents: 72% Requests: 56%



Communications



Phone Line Data

- Number of calls: **766** (664)
- Number of abandoned calls: **85** (10%)
- Busiest day: **Mon 28th Feb - 58 calls**
- Average call wait time: **2:22** [Max: **35:50**]
- Average talk time: **05:47** [Max: **1:34:26**]



Room Support Phone Line Data

- Number of calls: **124**
- Number of abandoned calls: **1**
- Busiest day: **Tues 22nd Feb**
- Average call wait time: **31 Seconds** [Max: **9:29**]
- Average teaching call talk time: **02:03** [Max: **16:13**]

Walk-up Desk Data

PEIRSON

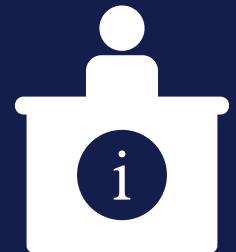
Number of Visits: 243 (135*)
Busiest Day: 22nd Feb - 38
Most Common Enquiry: IT Equipment Support
Number of escalated tickets: 26 (23*)

HIVE

Number of Visits: 111 (86*)
Busiest Day: 22nd Feb - 13
Most Common Enquiry: Training and Advice
Number of escalated tickets: 16

LOAN EQUIPMENT

Laptops: 74 (66*)
Macbooks: 18 (14*)



Service Desk Category Trends



WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: SOFTWARE & LEARNING TOOLS



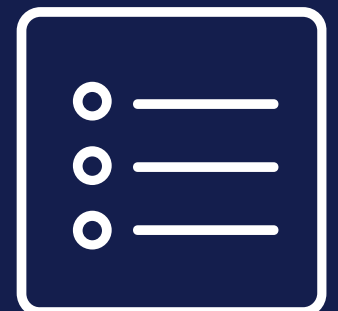
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



DATA & SECURITY INCIDENT DEEP DIVE:

- **Office 365:** issues with Outlook following the exchange migration, unable to sign into apps and office licence expiry.
- **Blackboard:** unable to access requiring cache clear or using link from google.
- **Software Advice:** Windows Licencing or additional software without a category.
- **Adobe Creative Cloud & NVivo:** Licencing updates



WHY WAS DATA AND SECURITY OUR TOP REQUEST CATEGORY?

- Expected number of MFA & Password Resets.
- General new staff queries and account activations.
- MFA & Password resets are now being logged as requests.

IT Service Category Trends



WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: IT EQUIPMENT SUPPORT



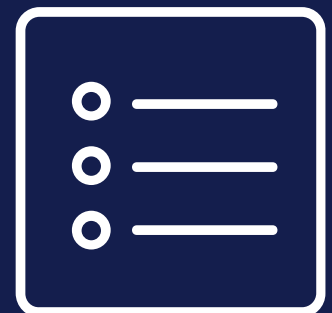
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: IT EQUIPMENT SUPPORT



IT EQUIPMENT SUPPORT INCIDENT DEEP DIVE:

- **Desktop PC:** Windows update project from CCS, identifying and updating PCs not receiving critical updates which were first identified by User Experience.
- **Laptops:** General hardware faults with laptops.
- **MFD:** General hardware issues with printers, due to the age of the MFDs which are due to be replaced.
- **Peripherals:** Monitor and docking station hardware faults.
- **ID Card Printer:** One for ID card printer, others were for MFD issues.



WHY WAS IT EQUIPMENT SUPPORT OUR TOP REQUEST CATEGORY?

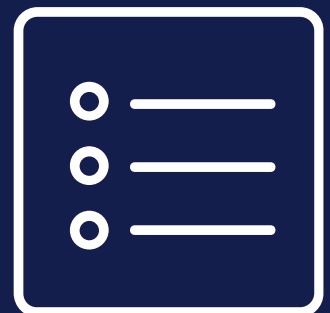
- **Desktop PC:** General desktop PC setups following moves or Hive maintenance requests.
- **Laptops:** New starters and setups following office moves.
- **Peripherals:** Monitor/keyboard/mouse requests
- **iPad:** Replacements required due to age.
- **Desktop printer:** Setup following moves and collection of unused equipment and toner.

Learning Space Support Trends



LEARNING SPACE SUPPORT DEEP DIVE:

- **Teaching Spaces:** Higher teaching spaces incidents due to full month of teaching.
- **Computer Labs:** Exam support, WBS laptop trolley, missing software or updates to software in labs/lecturns.
- **Open Access Areas:** Hive reader printers not working and display screen fixes.



- **Event Support:** Conferencing kit setup and in person event support.
- **CCS Escalations:** Hive reader printers and exam support.
- **UX Escalations:**
 - Longer term AV fixes referred to supplier.
 - Software updates in PC Labs for Adobe Creative Cloud.
 - iMac labs sleep settings amendment.

