

IT Service Desk Monthly Review

January 2022

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

1471

INCIDENT TICKETS LOGGED



735*

TICKETS LOGGED BY STUDENTS



1198

REQUEST TICKETS LOGGED



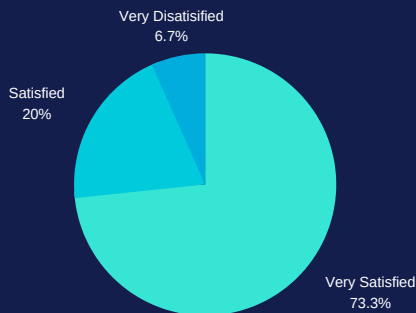
1834*

TICKETS LOGGED BY STAFF



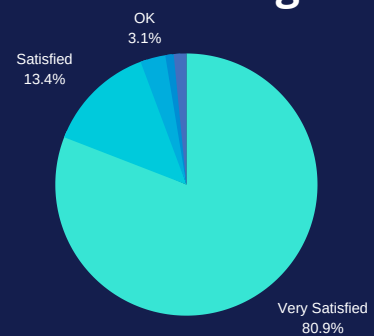
*62 blank user type records

Student Feedback Ratings: 66



Average rating: 4.79/5.0 (Very Satisfied)

Staff Feedback Ratings: 387



Average rating: 4.71/5.0 (Very Satisfied)



No. of Phone Calls taken: 1157 (1297 previous month, down 11%)



No. of Live chat sessions: 212 (77 previous month, increase 175%)



No. of Walk-up enquiries: 169 (206 previous month)

No. of Bookings: 80 (99 previous month)

Monthly first time fix rate: **64%** (down from 77%)



Communications



Phone Line Data

- Number of calls: **1033** (833)
- Number of abandoned calls: **372** (26%)
- Busiest day: **Mon 10th Jan**
- Busiest time of day: **Not available**
- Average call wait time: **4:43** [Max: **1:07:19**]
- Average talk time: **06:29** [Max: **1:08:26**]
- Average time to abandon call: **Not available**



Room Support Phone Line Data

- Number of calls: **124**
- Number of abandoned calls: **7**
- Busiest day: **Tues 18th Dec**
- Busiest time of day: **Not available**
- Average call wait time: **28 Seconds** [Max: **9:49**]
- Average teaching call talk time: **02:03** [Max: **16:13**]
- Average time to abandon call: **Not available**

Walk-up Desk Data

PEIRSON

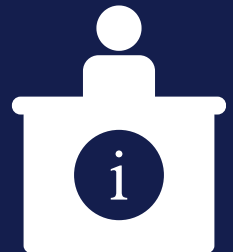
Number of Visits:	135 (99*)
Busiest Day:	26th Jan(13)
Most Common Enquiry:	MFD
Number of escalated tickets:	23

HIVE

Number of Visits:	86
Busiest Day:	28th Jan (12)
Most Common Enquiry:	Public User
	MFD
Number of escalated tickets:	4

LOAN EQUIPMENT

Laptops:	66 (74*)
Macbooks:	14 (25*)



Service Desk Category Trends



WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: DATA & SECURITY



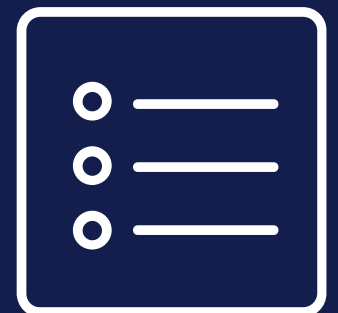
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



DATA & SECURITY INCIDENT DEEP DIVE:

- Usual password reset and MFA resets
- Requests being logged as incidents



WHY WAS DATA AND SECURITY OUR TOP REQUEST CATEGORY?

- Expected number of MFA & Password Resets



IT Service Category Trends



WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: COMMUNICATION



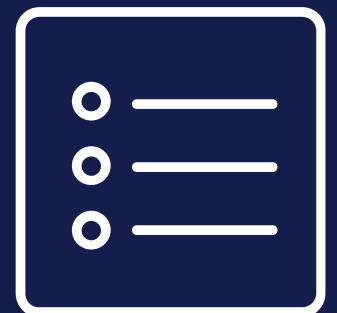
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: COMMUNICATION



COMMUNICATION INCIDENT DEEP DIVE:

- O365 Mailbox Migrations losing permissions to shared mailboxes and calendars
- Telephony requests for those not included on the build capture information



WHY WAS COMMUNICATION OUR TOP REQUEST CATEGORY?

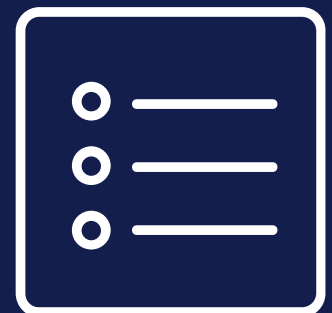
- O365 Mailbox Migrations losing permissions to shared mailboxes and calendars
- Telephony requests for those not included on the build capture information

Learning Space Support Trends



LEARNING SPACE SUPPORT DEEP DIVE:

- Higher teaching spaces incidents due to the start of term.
- Longer term AV fixes escalated to UX



- Tickets escalated through to UX and CCS are for ongoing lectern and PC lab software issues.

