

IT Service Desk Monthly Review

April 2022

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

819

INCIDENT TICKETS
LOGGED



385*

TICKETS LOGGED BY
STUDENTS



709

REQUEST TICKETS
LOGGED



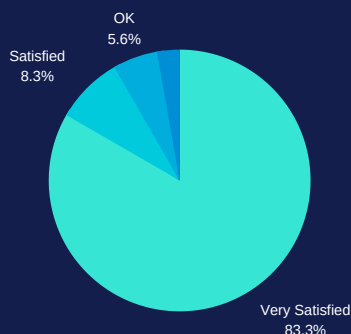
1028

TICKETS LOGGED BY
STAFF



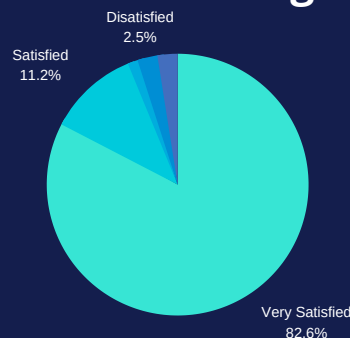
*63 blank user type records

Student Feedback Ratings: 36



Average rating: 4.69/5.0 (Very Satisfied)

Staff Feedback Ratings: 160



Average rating: 4.66/5.0 (Very Satisfied)



No. of phone calls taken: 711 (829 previous month, down 14%)



No. of live chat sessions: 99 (161 previous month, down 38%)



No. of walk-up enquiries: 251 (416 previous month)

No. of equipment bookings: 133 (170 previous month)

Monthly first
time fix rates

Total: 73% (down from 77%)

Incidents: 77% (down from 78%)

Requests: 68% (down from 75%)



Communications



Phone Line Data

- Number of calls taken: **519** (719)
- Number of abandoned calls: **122 (19%)**
- Busiest day: **Wednesday 27th April - 63 calls**
- Average call wait time: **3:03** [Max: **50:44**]
- Average talk time: **07:53** [Max: **54:20**]



Room Support Phone Line Data

- Number of calls taken: **62** (110)
- Number of abandoned calls: **5** (7%)
- Busiest day: **Tues 26th April - 13 calls**
- Average call wait time: **0:50** [Max: 09:06]
- Average teaching call talk time: **02:53** [Max: **21:25**]

Walk-up Desk Data

PEIRSON

Number of Visits: 139 (306*)
Busiest Day: Tue 26th Apr - 22
Most Common Enquiry: IT Equipment Support - MFD
Number of escalated tickets: 23 (30*)

HIVE

Number of Visits: 111 (113*)
Busiest Day: Fri 8th Apr - 10
Most Common Enquiry: Desktop PC
Number of escalated tickets: 30 (7)

LOAN EQUIPMENT

Laptops: 137 (74*)
Macbooks: 24 (18*)



Service Desk Category Trends



WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: SOFTWARE & LEARNING TOOLS



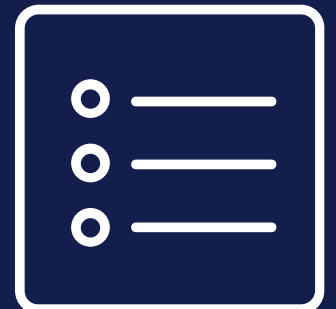
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

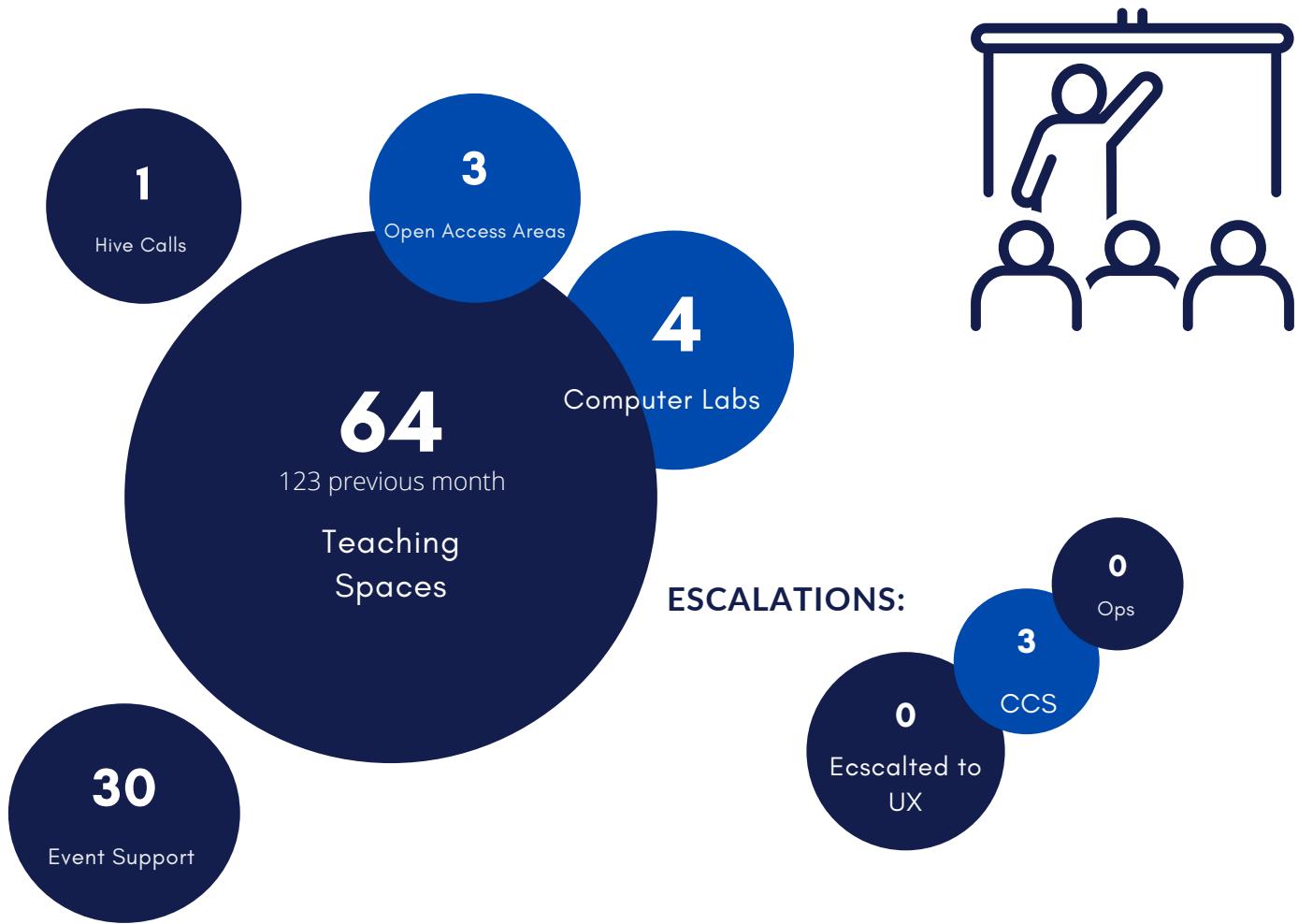
- Office 365: application fixes
- Blackboard: unable to login where cache clear or selecting correct option from drop down list.
- SOLE: Applicants from UW to register for further courses
- Software Advice: Licence expiry - should be reduced with always on VPN
- Turnitin: Assessment period - issues with uploading assessments



WHY WAS DATA AND SECURITY OUR TOP REQUEST CATEGORY?

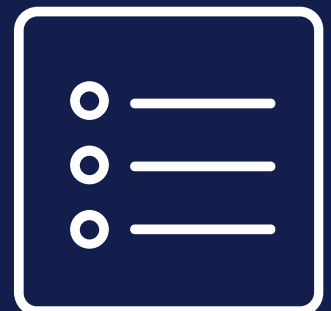
- MFA & Password Resets: some logged against incident rather than request

Learning Space Support Trends



LEARNING SPACE SUPPORT DEEP DIVE:

- **Teaching Spaces:** Mic issues, display issues, lecture capture and sound issues. Lower overall than last month.
- **Computer Labs:** Network issues at Riverside and student profile issues.
- **Open Access Areas:** Display screens in open access areas



- **Event Support:** Mostly Hive and Directorate setup/in person event support.
- **CCS Escalations:** Hardware fixes and art show support.

