IT Service Desk Monthly Review

July 2022

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

543
INCIDENT TICKETS LOGGED

241*
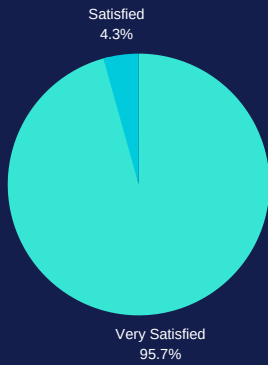TICKETS LOGGED BY STUDENTS

725
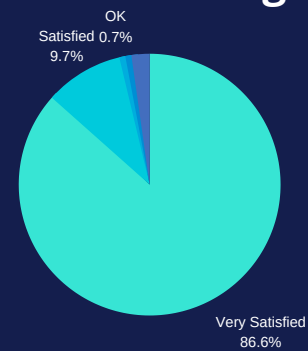REQUEST TICKETS LOGGED

951*
TICKETS LOGGED BY STAFF

*30 blank user type records

Student Feedback Ratings: 23

Satisfied
4.3%

Very Satisfied
95.7%

Average rating: 4.96/5.00 (Very Satisfied)

Staff Feedback Ratings: 134

OK 0.7%
Satisfied
9.7%

Very Satisfied
86.6%

Average rating: 4.78/5.00 (Very Satisfied)

No. of phone calls taken: **615** (663 previous month, down 3%)

No. of live chat sessions: **79** (83 previous month, down 5%)

No. of walk-up enquiries: **74** (155 previous month, down 52%)
No. of equipment bookings: **99** (138 previous month, down 28%)

Monthly first time fix rates

Total: 69% (down from 70%)
Incidents only: 71% Requests only: 67%

Communications

Service Desk Phone Line Data

- Number of calls taken: **549** (587 previous month)
- Busiest day: **Tue 12th July - 50 calls**
- Average call wait time: **1:06** [Max: 30:32]
- Average talk time: **05:13** [Max: 32:40]

- Number of abandoned calls: 38 **(7%)**

Room Support Phone Line Data

- Number of calls taken: **66** (46)
- Busiest day: **Thurs 7th July - 11 calls**
- Average call wait time: **0:36** [Max: **6:38**]
- Average teaching call talk time: **02:03** [Max: **10:54**]

- Number of abandoned calls: 7 (10%)

Walk-up Desk Data

PEIRSON

Number of Visits:	42 (85*)
Busiest Day:	Tue 5th July – 5
Most Common Enquiry:	IT Equipment – Laptop
Number of escalated tickets:	9 (19*)

HIVE

Number of Visits:	4 (70*)
Busiest Day:	N/A
Most Common Enquiry:	Training and Advice
Number of escalated tickets:	7 (0)

LOAN EQUIPMENT

Laptops:	88 (63*)
Macbooks:	11 (21*)

*Last month

Service Desk Category Trends

WHICH ARE OUR TOP **INCIDENTS** THIS MONTH?

TOP LEVEL CATEGORY: **SOFTWARE AND LEARNING TOOLS**

6	**10**	**12**	**13**	**14**
Adobe Creative Cloud	SOLE	Blackboard	Software Advice	O365

WHICH ARE OUR TOP **REQUESTS** THIS MONTH?

TOP LEVEL CATEGORY: **DATA AND SECURITY**

| **8**	**13**	**26**	**62**	**105**
Account Activation Request	Guest Account	New Staff Starter	Password Change/Reset	Multi-Factor Authentication Reset

SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

- **O365:** Largely Microsoft Bookings assistance
- **Software Advice:** Assistance with niche applications

WHY WAS DATA AND SECURITY OUR TOP REQUEST CATEGORY?

- Multi-Factor Authentication Reset - various reasons, including deleting the app once registered
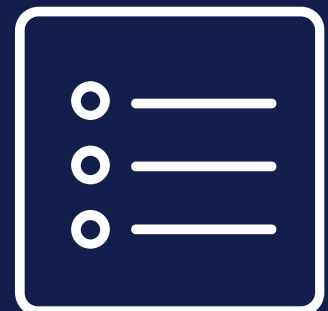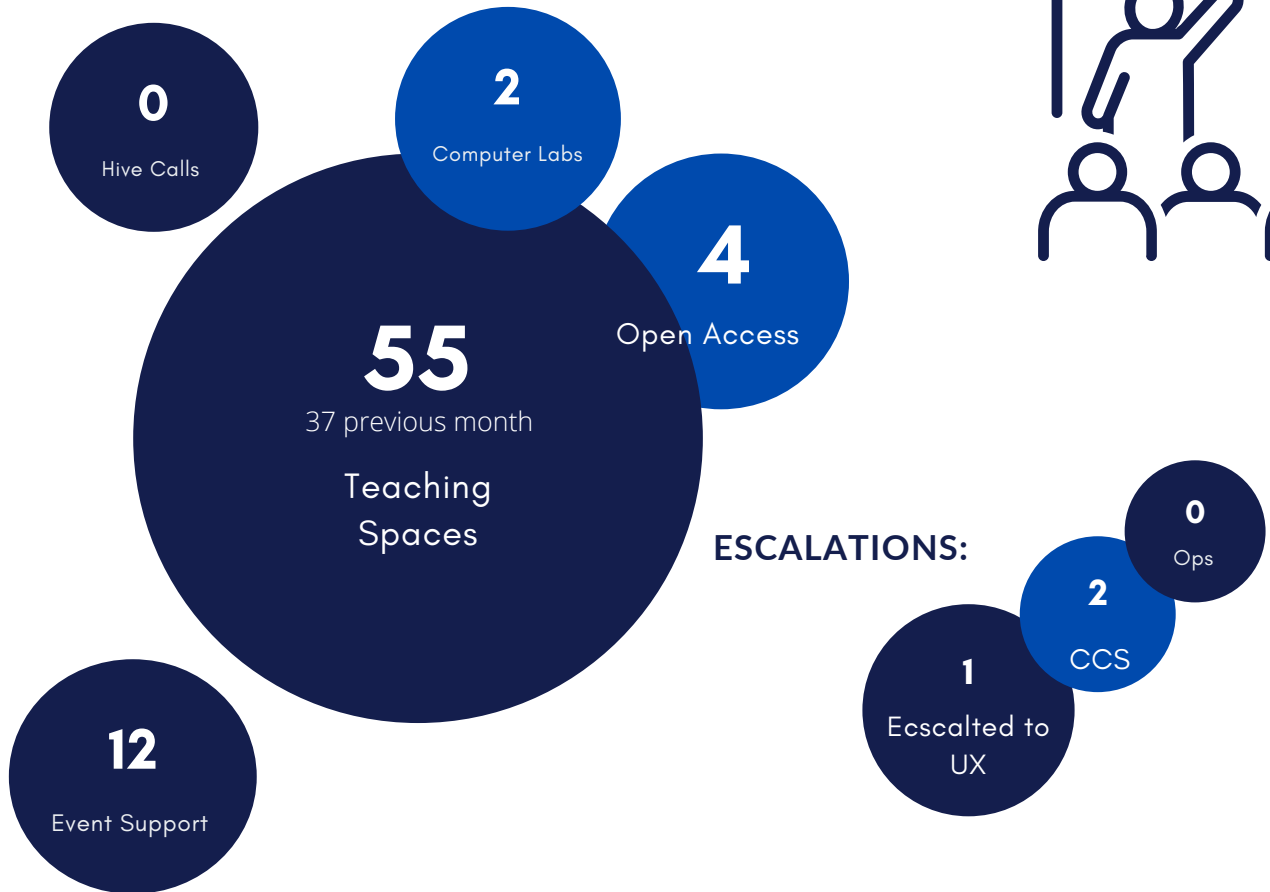
WHICH ARE OUR TOP ESCALATED TICKETS THIS MONTH?

Top Incident Category: **IT Equipment Support - Laptop**
Top Request Category: **Communication - Email**

AV Support Trends

0 Hive Calls

2 Computer Labs

4 Open Access

55
37 previous month
Teaching Spaces

12 Event Support

ESCALATIONS:

0 Ops

2 CCS

1 Ecscalted to UX

LEARNING SPACE SUPPORT DEEP DIVE:

- **Teaching Spaces:** Summer schools

- **Computer Labs:** Primary School taster day requiring software

- **Open Access Areas:** Display screens in open access areas
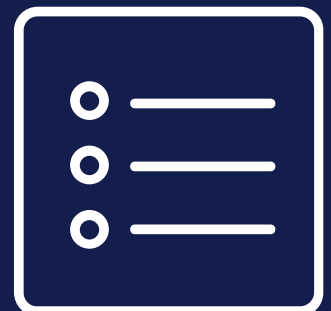
  - **Event Support:** Interviews and larger event support

  - **CCS Escalations:** Test ticket

  - **UX Escalations:** Assiting Service Desk team due to resourcing