

# IT Service Desk Monthly Review

June 2022

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

680

INCIDENT TICKETS LOGGED



307\*

TICKETS LOGGED BY STUDENTS



768

REQUEST TICKETS LOGGED



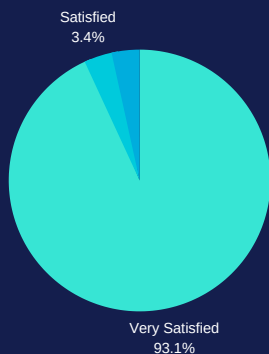
1033\*

TICKETS LOGGED BY STAFF



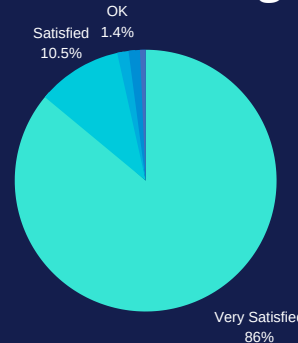
\*31 blank user type records

## Student Feedback Ratings: 29



Average rating: 4.90/5.00 (Very Satisfied)

## Staff Feedback Ratings: 133



Average rating: 4.78/5.00 (Very Satisfied)



No. of phone calls taken: 663 (559 previous month, up 19%)



No. of live chat sessions: 83 (98 previous month)



No. of walk-up enquiries: 155 (286 previous month)  
No. of equipment bookings: 138 (147 previous month)

Monthly first time fix rates

Total: 70% (down from 71%)  
Incidents only: 66% Requests only: 72%



# Communications



## Service Desk Phone Line Data

- Number of calls taken: **587** (517)
- Number of abandoned calls: **44 (7%)**
- Busiest day: **Wed 8th June - 49 calls**
- Average call wait time: **1:04** [Max: 33:28]
- Average talk time: **06:08** [Max: 46:50]



## Room Support Phone Line Data

- Number of calls taken: **46** (41)
- Number of abandoned calls: **2 (8%)**
- Busiest day: **Thurs 23rd June - 8 calls**
- Average call wait time: **0:22** [Max: **4:27**]
- Average teaching call talk time: **02:35** [Max: **15:52**]

## Walk-up Desk Data

### PEIRSON

Number of Visits: 85 (181 \*)  
Busiest Day: Tue 7th June - 15  
Most Common Enquiry: IT Equipment - MFD  
Number of escalated tickets: 19 (33 \*)

### HIVE

Number of Visits: 70 (77\*)  
Busiest Day: Fri 10th June - 8  
Most Common Enquiry: Training and Advice  
Number of escalated tickets: 7 (0)

### LOAN EQUIPMENT

Laptops: 63 (71\*)  
Macbooks: 21 (22\*)



# Service Desk Category Trends



## WHICH ARE OUR TOP INCIDENTS THIS MONTH?

### TOP LEVEL CATEGORY: SOFTWARE AND LEARNING TOOLS



## WHICH ARE OUR TOP REQUESTS THIS MONTH?

### TOP LEVEL CATEGORY: DATA AND SECURITY

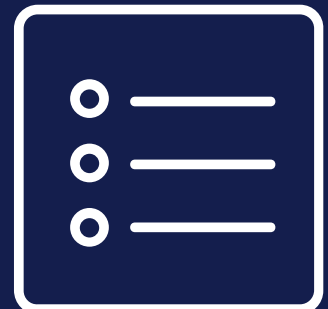


## SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

- Assessment retakes, higher number of Blackboard tickets and SOLE for end of year grades.

## WHY WAS DATA AND SECURITY OUR TOP REQUEST CATEGORY?

- MFA & Password resets being logged as requests
- Account Activation Requests should be around 24



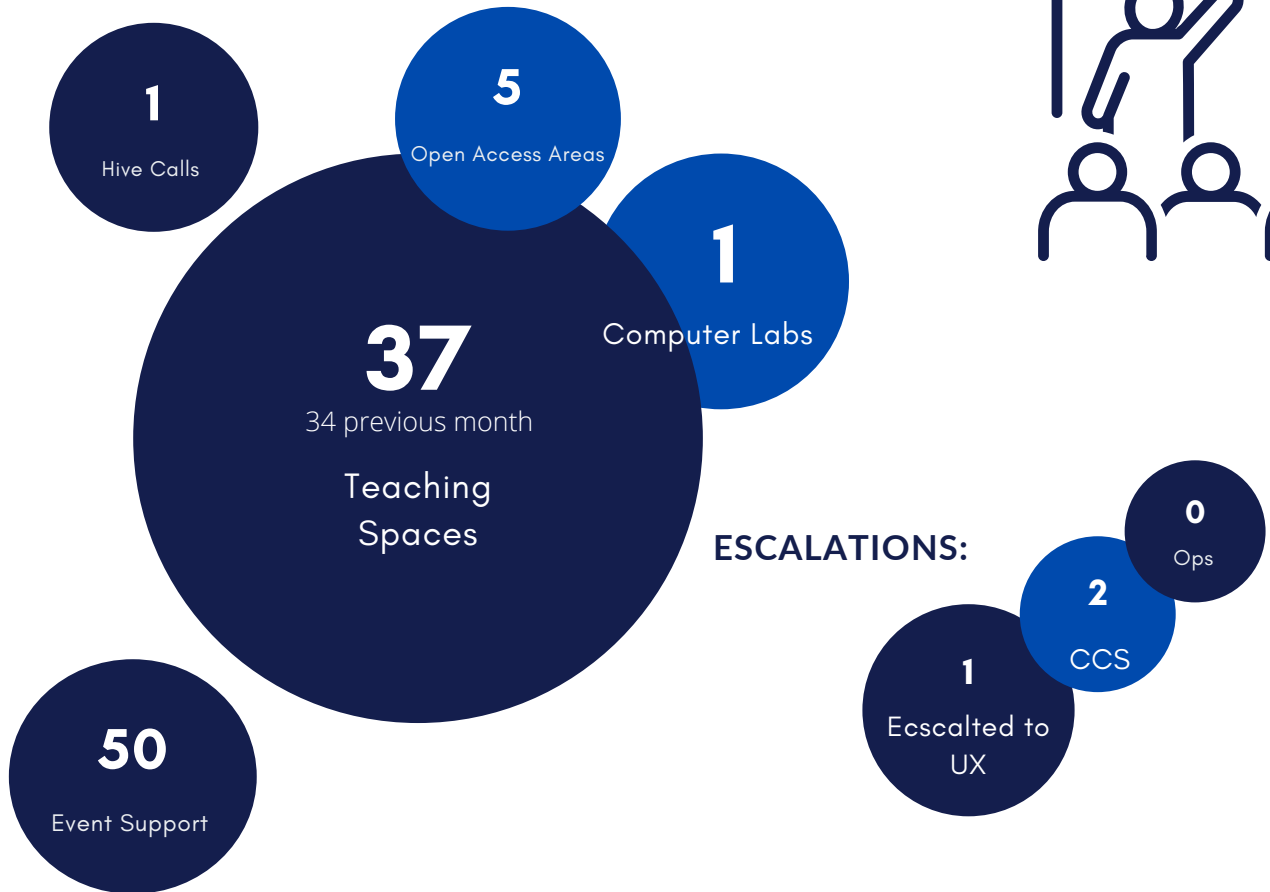
## WHICH ARE OUR TOP ESCALATED TICKETS THIS MONTH?

Top Incident & Request Category: IT Equipment Support

Second Incident & Request Category: Communication

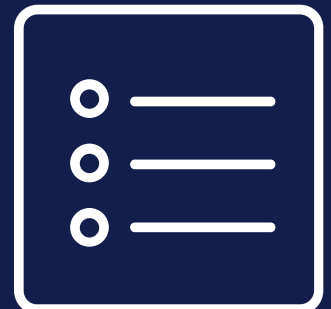


# AV Support Trends



## LEARNING SPACE SUPPORT DEEP DIVE:

- **Teaching Spaces:** Mostly display or projection issues
- **Computer Labs:** Hardware issue
- **Open Access Areas:** Display screens in open access areas with issues since rollout



- **Event Support:** Mostly Hive and Directorate setup/in person event support.
- **CCS Escalations:** 1 ticket closed in incorrect team
- **UX Escalations:** Trilby Apple TV fixes.

