

IT Service Desk Monthly Review

December 2022

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

634

INCIDENT TICKETS
LOGGED



377

TICKETS LOGGED BY
STUDENTS



586

REQUEST TICKETS
LOGGED



797

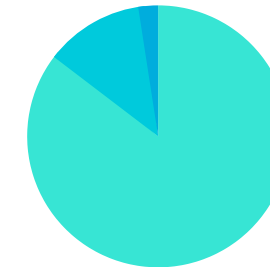
TICKETS LOGGED BY
STAFF



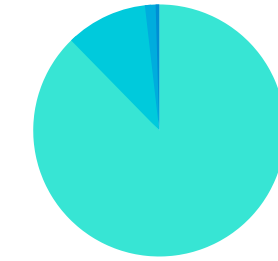
Feedback

Student Feedback Ratings: 41

Staff Feedback Ratings: 103



Average rating: 4.78/5.00 **Very Satisfied**



Average rating: 4.72/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: 514 (845 previous month, down 39%)



No. of live chat sessions: 82 (138 previous month, down 40%)



No. of walk-up enquiries: 223 (202 previous month, up 10%)

No. of equipment bookings: 177 (160 previous month, up 11%)



First Time Fix Rate

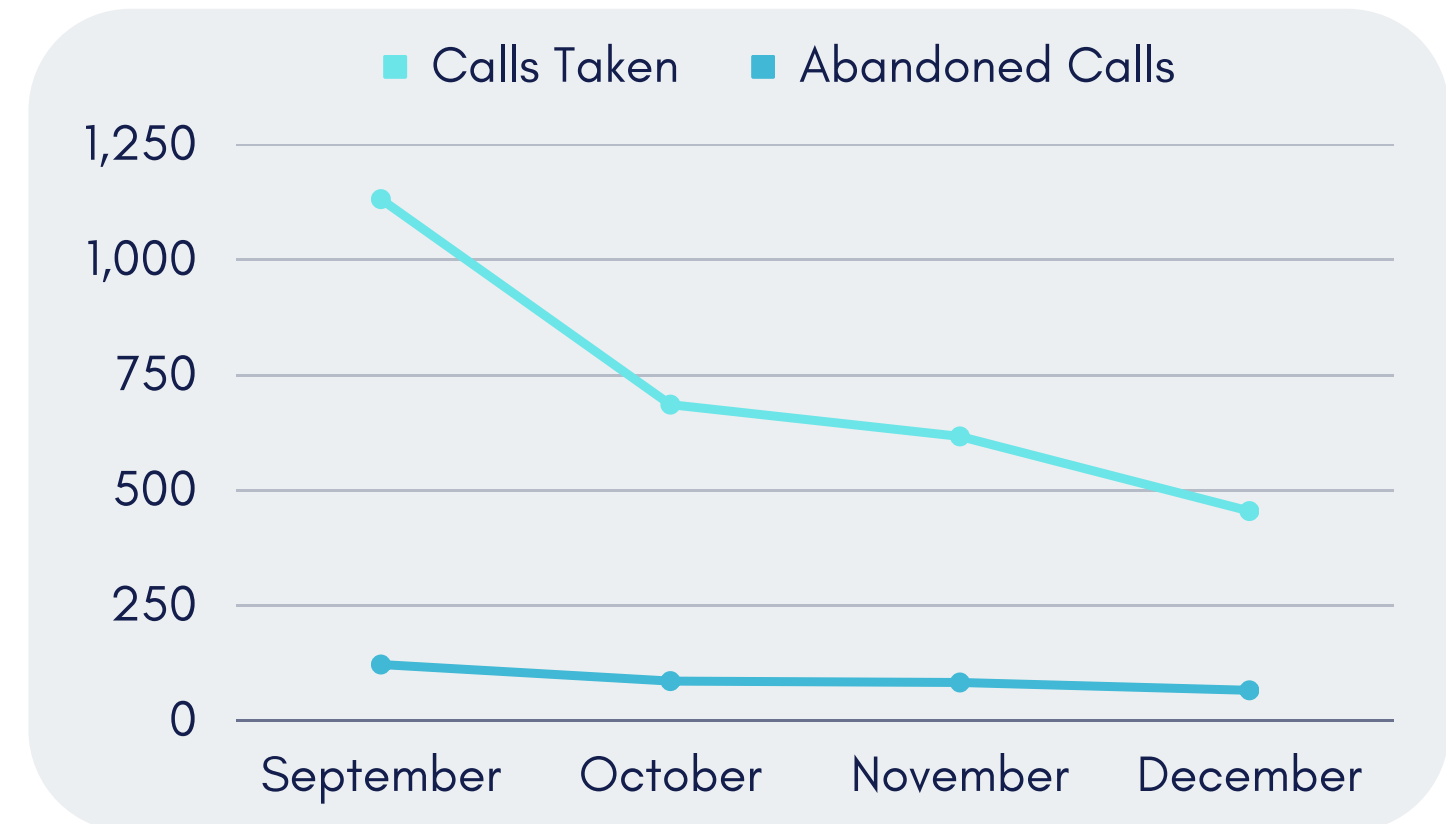


	Current month	Previous month	Year average
Incident	80%	86%	80%
Request	77%	77%	75%
Total	79%	81%	78%



Communications - Service Desk

	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Calls Taken	455	617	833	723
Calls Recieved	530	699	1084	815
Abandoned Calls	12% - 66 Calls	12% - 83 Calls	17% - 91 Calls	12%
Busiest Day	Tuesday 6th Dec (56)	Mon 7th Nov (60)	Tuesday 14th Dec	-
Average Talk Time	05:54 [Max 1:03:16]	05:53 [Max 48:40]	07:06 [Max 1:03:12]	05:30 [Max 1:03:16]
Average Wait Time	02:58 [Max 44:15]	01:47 [Max 30:07]	03:16 [Max 1:02:11]	02:00 [Max 44:15]
Calls Waiting > 5 Min	90	70	-	100 Total



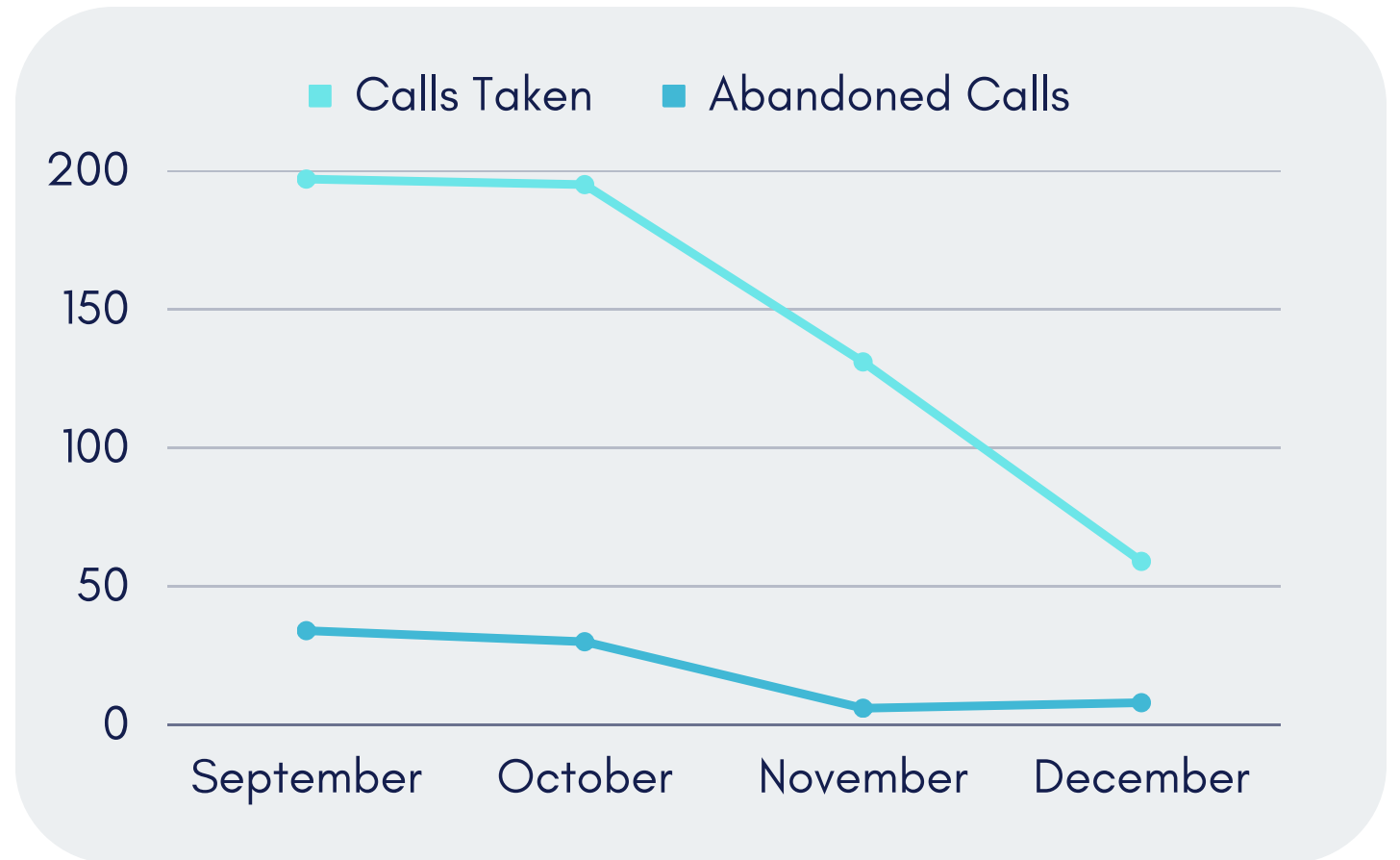
Deep Dive:

- Abandoned calls highest volume on 15th & 13th December
- Longest wait time: Tues 13th December, closely followed by Tues 20th Dec (42 minutes)



Communications - Room Support

	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Calls Taken	59	131	72	146
Calls Recieved	71	146	82	166
Abandoned Calls	11% - 8 Calls	4% - 6 Calls	4 Calls	12%
Busiest Day	2nd & 7th Dec (11)	Mon 14th Nov	-	-
Average Talk Time	03:08 [Max 16:28]	02:39 [Max 20:20]	02:45 [Max 15:29]	02:28 [Max 39:42]
Average Wait Time	00:50 [Max 21:07]	00:40 [Max 21:07]	00:31 [04:52]	00:49 [Max 21:07]
Calls Waiting > 5 Min	2	3	-	26 Total

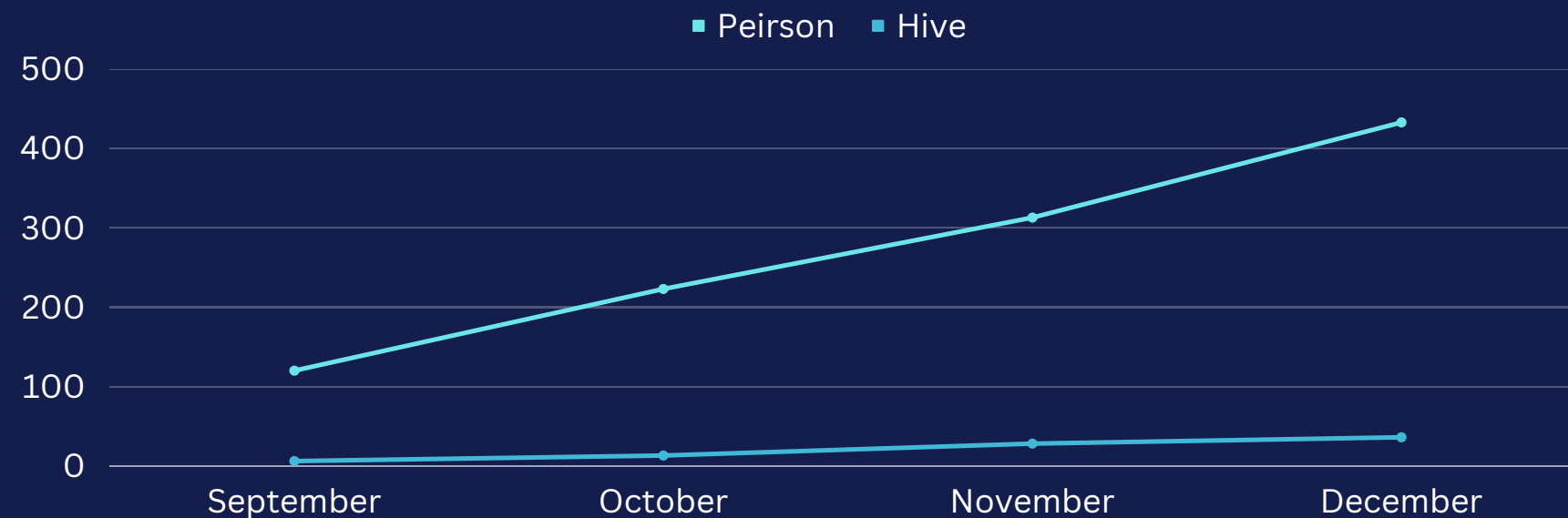


Deep Dive:

- Abandoned calls highest volume on 2nd & 13th December.
- Longest wait time: Tues 13th December



Walk-Up Desk



HIVE	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Number of Tickets	36	28	27	21
Busiest Day	Thur 8th Dec (12)	Thur 24th Nov (6)	3rd Dec (7)	-
Most Common Enquiry	MFD (5)	Training & Advice (13)	IT Equipment (12)	Training & Advice (33 Total)
Escalated Tickets	3	3	10	21 Total

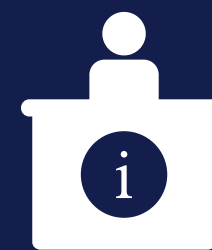
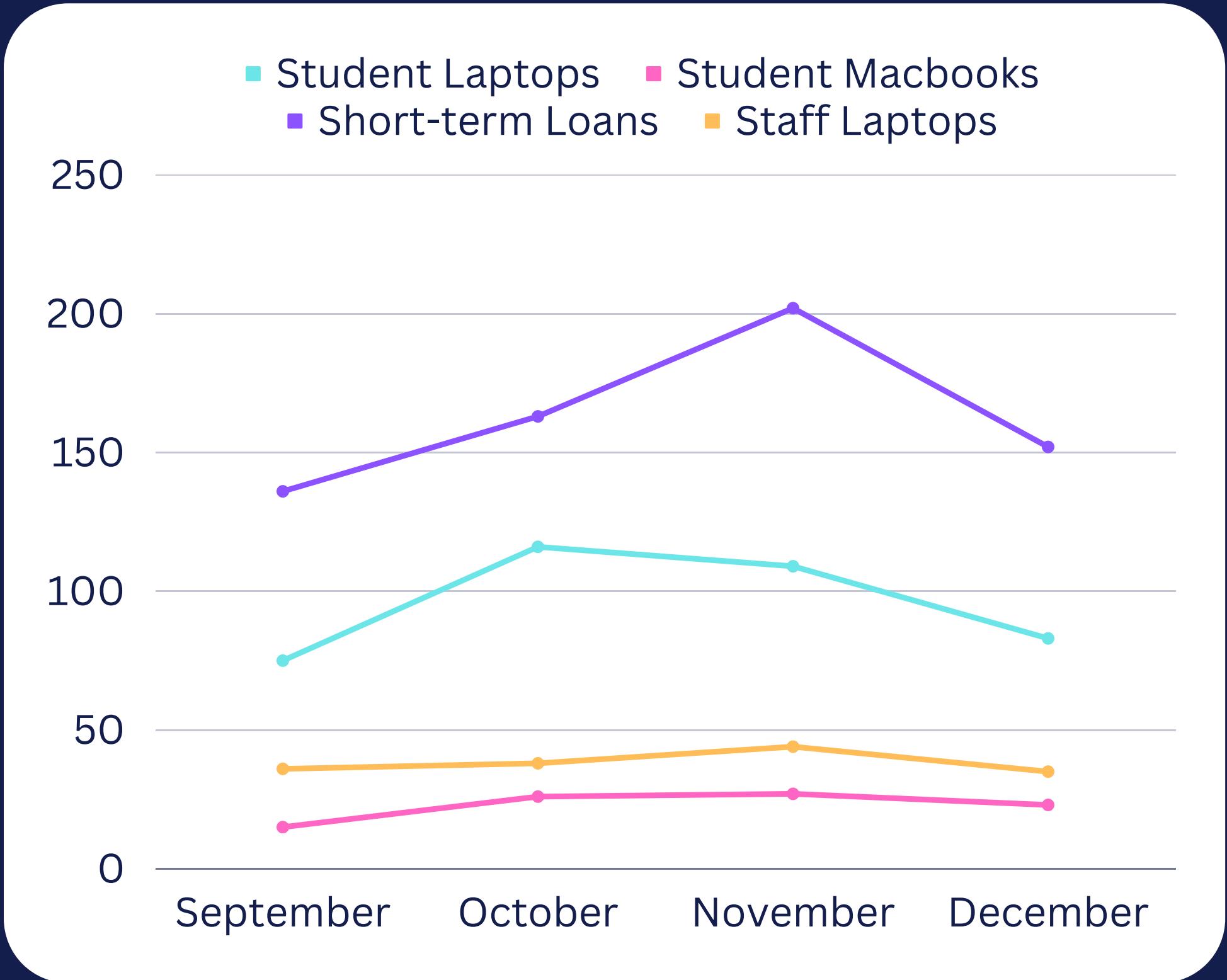
PEIRSON	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Number of Visits	433	313	-	-
Number of Tickets	203	257	141	189
Busiest Day	Thur 8th Dec (28)	Thur 17th Nov (31)	Fri 16th Dec (18)	-
Most Common Enquiry	Loan Equipment (108)	Loan Equipment (88)	IT Equipment Support (66)	Total: Loan Equipment (176)
Escalated Tickets	30	29	23	-

Hive Deep Dive:

- Hive - MFD - How is the print roll out at the Hive?
- Hive user type is 66% 'Public User'
- Hive highest number of tickets handled outside of the Student Support team were in Sept

Peirson Deep Dive:

- Significant difference in walk-up vs tickets logged
- Busiest day trend towards the end of term



Loan Equipment

Service Desk Category Trends - December

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: DATA & SECURITY



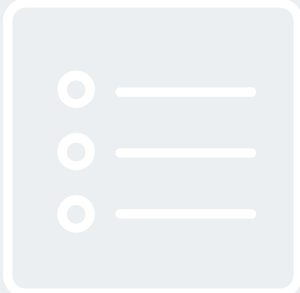
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



DATA & SECURITY INCIDENT DEEP DIVE:

- **MFA:** 87% Student reset
- **Account Query:** Student registration, locked accounts and unable to access systems.
- **Account Activation Request:** requests logged as incidents.
- **Second Highest Category - IT Equipment Support - Laptop (55):**
 - Loan devices reimaging.
 - Requests logged as incidents



DATA & SECURITY REQUEST DEEP DIVE:

- **MFA:** 71% Student reset
- **Password change and reset:** Nearly even split between staff vs students.



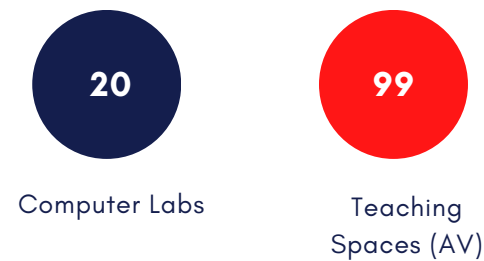
WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident Category: IT Equipment Support (47): Hardware fixes
Top Request Category: IT Equipment Support (38): New laptop requests

Service Desk Category Trends - November

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT



WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



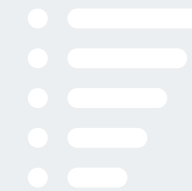
CAMPUS ROOM SUPPORT INCIDENT DEEP DIVE:

- **Teaching Spaces (AV):** Higher number of projector and sound fixes
- **Computer Labs:** Analyst training required on categories



DATA & SECURITY REQUEST DEEP DIVE:

- **MFA:** 90% Student reset
- **Password change and reset:** 81% Student reset



WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident & Request Category: IT Equipment Support - Laptop (61)



AV Support Trends



Deep Dive:

- **Teaching Spaces:** Large proportion of display issues.
- **Open Access Areas:** Timetabling/Display screens
- **UX:** Room upgrade for EEG164?
- **CCS:** Lecturn fixes
- **Ops:** Network fix

