

IT Service Desk Monthly Review

January 2023

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

1005

INCIDENT TICKETS
LOGGED



546

TICKETS LOGGED BY
STUDENTS



993

REQUEST TICKETS
LOGGED



1418

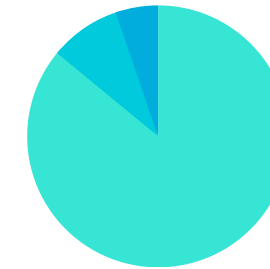
TICKETS LOGGED BY
STAFF



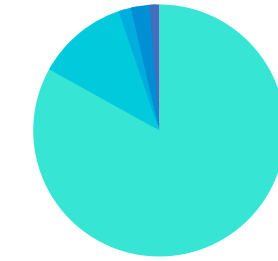
Feedback

Student Feedback Ratings: 57

Staff Feedback Ratings: 248



Average rating: 4.70/5.00 **Very Satisfied**



Average rating: 4.73/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: **983** (514 previous month, up 91%)



No. of live chat sessions: **199** (82 previous month, up 142%)



No. of walk-up enquiries: **401** (433 previous month, down 8%)

No. of equipment bookings: **173** (177 previous month, down 2%)



First Time Fix Rate

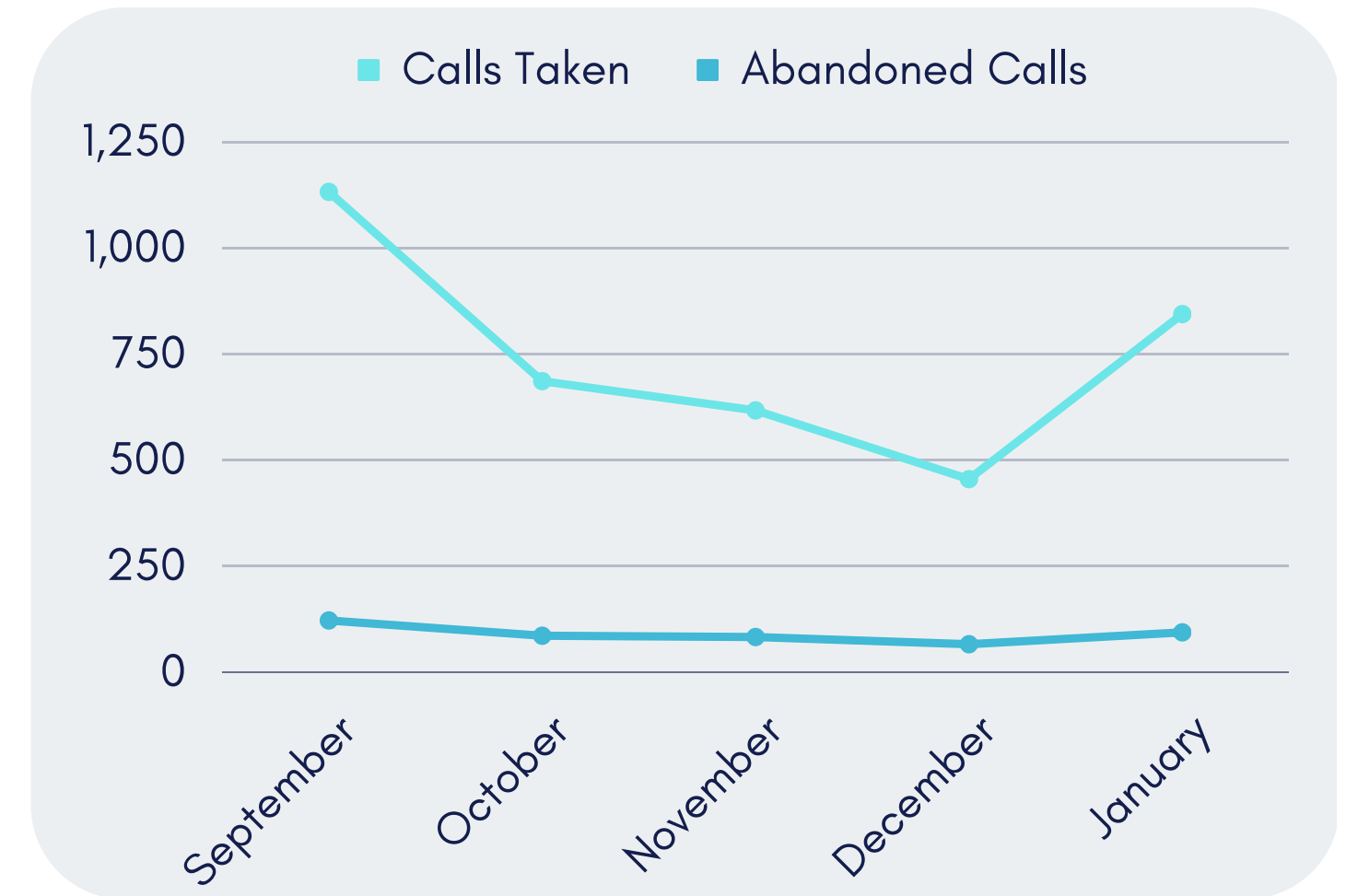


	Current month	Previous month	Year average
Incident	80%	80%	81%
Request	79%	77%	75%
Total	75%	79%	78%



Communications - Service Desk

	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Calls Taken	844	455	-	746
Calls Recieved	937	530	-	839
Abandoned Calls	10% - 94 Calls	12% - 66 Calls	-	11%
Busiest Day	Tuesday 3rd Jan (72)	Tuesday 6th Dec (56)	-	-
Average Talk Time	05:58 [Max 50:07]	05:54 [Max 1:03:16]	-	05:36 [Max 1:03:16]
Average Wait Time	01:48 [Max 24:04]	02:58 [Max 44:15]	-	01:57 [Max 44:15]
Calls Waiting > 5 Min	110	90	-	200 Total



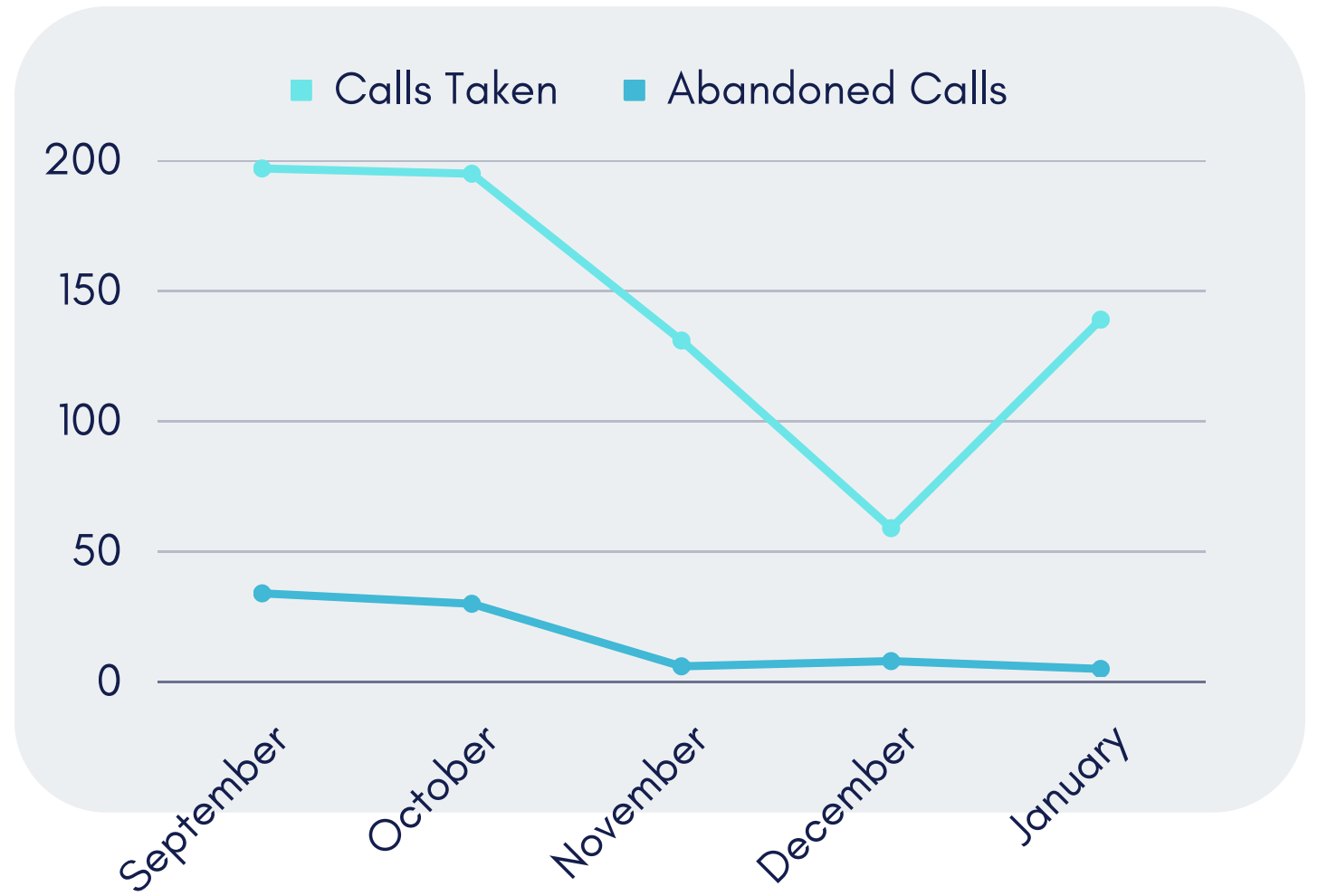
Deep Dive:

- Calls Waiting > 5 Min: Increased due to higher number of calls
- Busiest Day: Return to work following Christmas break
- 21/22 Month Comparison: Unavailable due to change of system



Communications - Room Support

	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Calls Taken	139	59	-	144
Calls Recieved	149	71	-	164
Abandoned Calls	3% - 5 Calls	11% - 8 Calls	-	10%
Busiest Day	Mon 23rd Jan (16)	2nd & 7th Dec (11)	-	-
Average Talk Time	02:24 [Max 20:51]	03:08 [Max 16:28]	-	02:27 [Max 39:42]
Average Wait Time	00:50 [Max 10:01]	00:50 [Max 21:07]	-	00:49 [Max 21:07]
Calls Waiting > 5 Min	10	2	-	36 Total

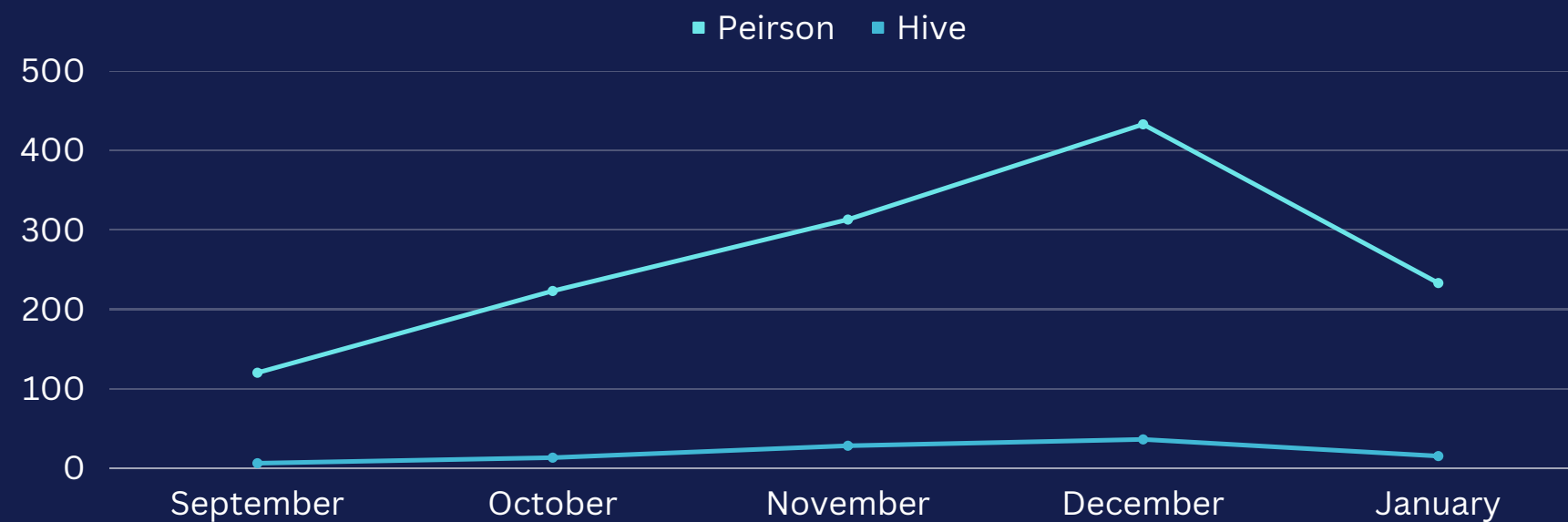


Deep Dive:

- Longest wait time: Reduced by half vs last month
- 21/22 Month Comparison: Unavailable due to change of system



Walk-Up Desk



HIVE	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Number of Tickets	15	36	49	21
Busiest Day	Wed 18th Jan (7)	Thur 8th Dec (12)	28th Jan (11)	-
Most Common Enquiry	Internet & WiFi (8)	MFD (5)	Training & Advice (21)	Training & Advice (39 Total)
Escalated Tickets	0	3	4	21 Total

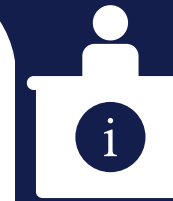
PEIRSON	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Number of Visits	168	433	-	-
Number of Tickets	233	203	137	197
Busiest Day	Tues 24th Jan (24)	Thur 8th Dec (28)	Wed 26th Jan (13)	-
Most Common Enquiry	Loan Equipment (102)	Loan Equipment (108)	IT Equipment Support (66)	Total: Loan Equipment (278)
Escalated Tickets	41	30	23	242 Total

Hive Deep Dive:

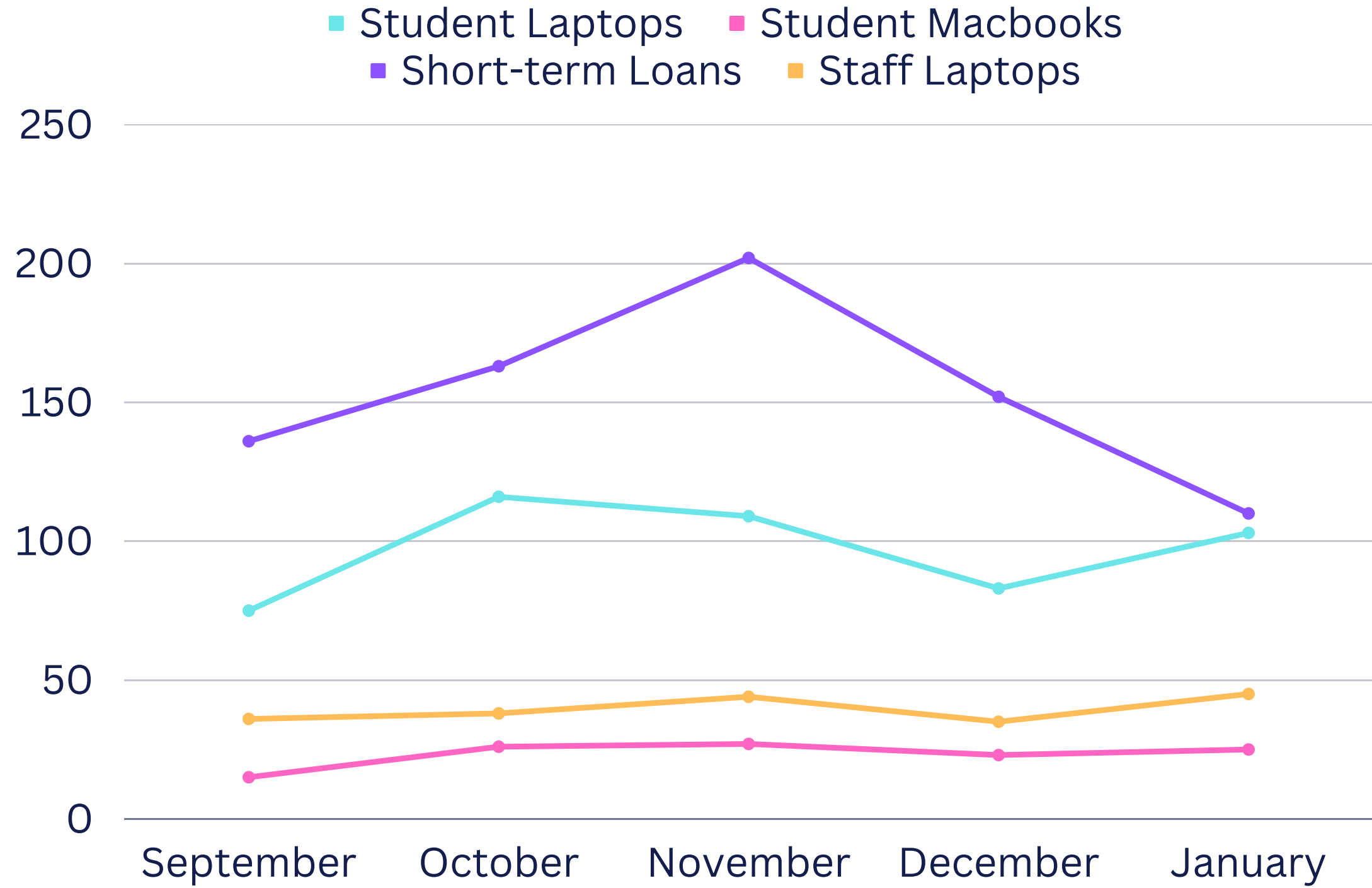
- Hive - Internet & WiFi - County WiFi queries
- Hive user type is 73% 'Public User'

Peirson Deep Dive:

- Higher number of tickets logged since last year. Improved quick calls may have contributed to the higher ticket volume.
- Peirson user type is 80% 'Student'



Loan Equipment



Service Desk Category Trends - January

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: DATA & SECURITY



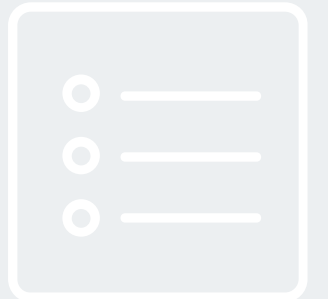
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



DATA & SECURITY INCIDENT DEEP DIVE:

- **Data Breach:** Have I Been Pwned notifications
- **Account Activation Request:** requests logged as incidents.
- **Second Highest Category - Software & Learning Tools - Blackboard (31):**
 - Cannot access virtual classroom



DATA & SECURITY REQUEST DEEP DIVE:

- **MFA:** 76% Student reset
- **Password change and reset:** 71% Student Reset

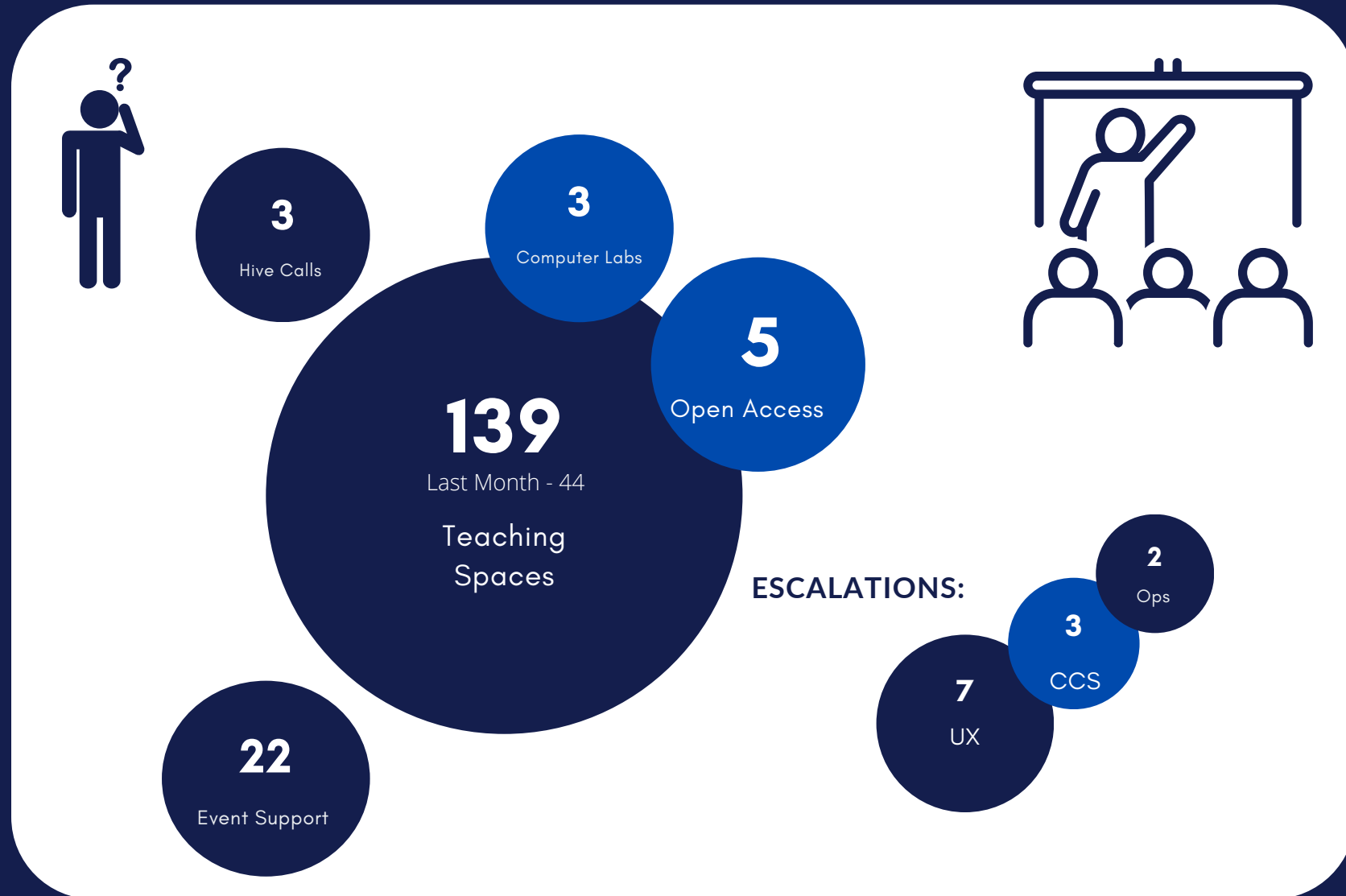


WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident Category: IT Equipment Support (56): Laptop Fixes & Hive Printers
Top Request Category: IT Equipment Support (41): New laptop requests



AV Support Trends



Deep Dive:

- **Teaching Spaces:** equal to number of telephone calls handled
- **Open Access Areas:** Timetabling screens
- **Computer Labs:** Specialist Software/Hardware
- **Hive:** New equipment firmware update
- **UX:** Computer Labs & AV Fixes
- **CCS:** Hardware replacements

