

IT Service Desk Monthly Review

March 2023

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

608

INCIDENT TICKETS
LOGGED



457

TICKETS LOGGED BY
STUDENTS



1165

REQUEST TICKETS
LOGGED



1220

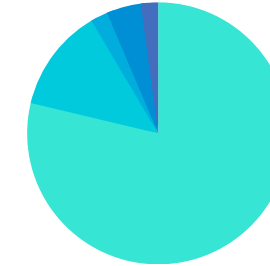
TICKETS LOGGED BY
STAFF



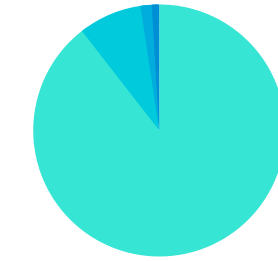
Feedback

Student Feedback Ratings: 45

Staff Feedback Ratings: 209



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



Average rating: 4.86/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: **795** (640 previous month, up 24%)



No. of live chat sessions: **106** (87 previous month, up 30%)



No. of walk-up enquiries: **666** (403 previous month,)

No. of equipment bookings: **157** (202 previous month, down 22%)



First Time Fix Rate

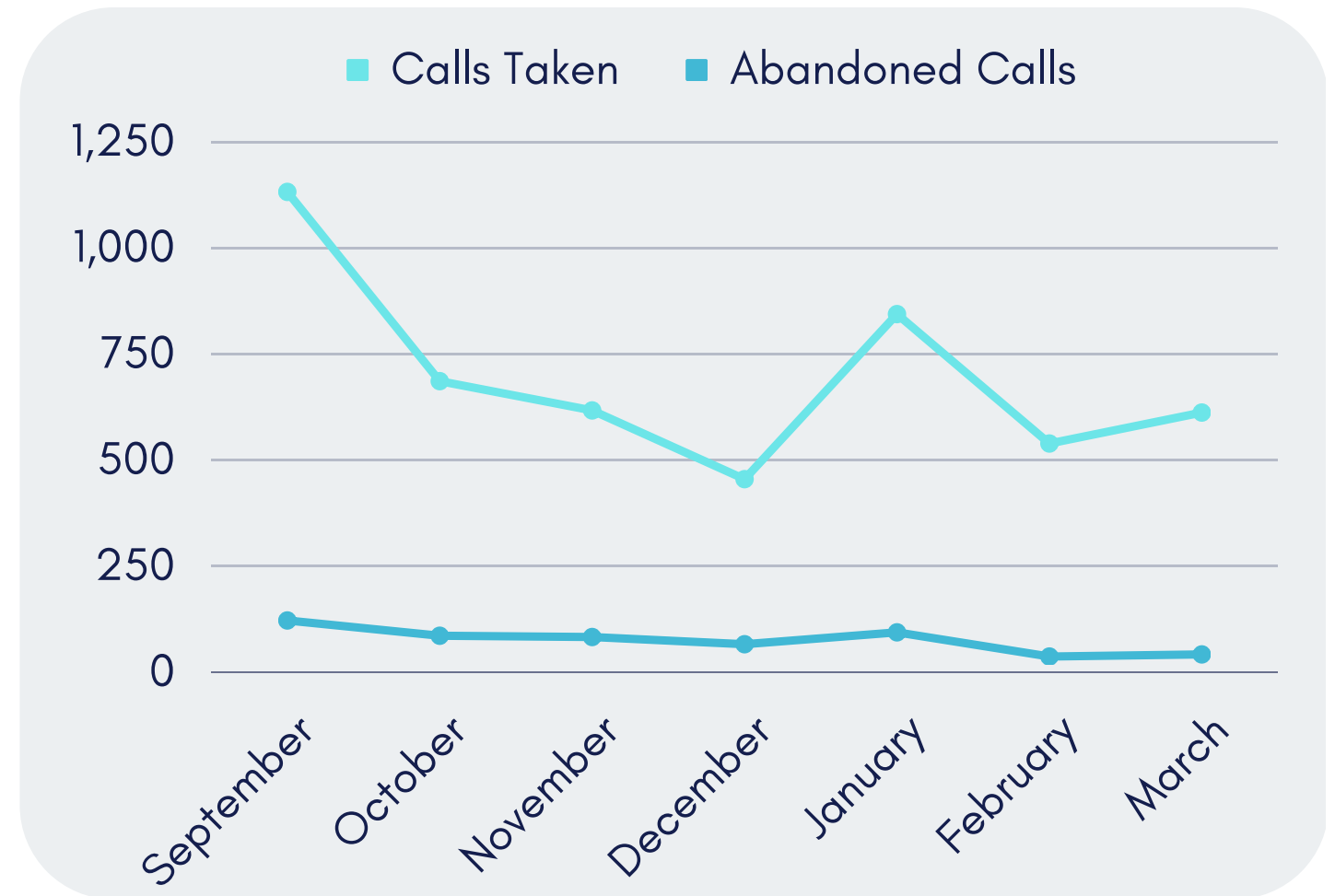


	Current month	Previous month	Year average
Incident	78%	82%	80%
Request	79%	76%	75%
Total	79%	79%	78%



Communications - Service Desk

	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Calls Taken	612	539	719	698
Calls Recieved	655	583	907	776
Abandoned Calls	6% - 42 Calls	6% - 37 Calls	118	10%
Busiest Day	Monday 6th Mar (47)	Monday 27th Feb (43)	Tues 15th Mar (57)	5th Sept (115)
Average Talk Time	08:29 [Max 1:02:53]	08:01 [Max 1:03:38]	06:36 [Max 45:49]	05:55 [Max 1:03:38]
Average Wait Time	01:00 [Max 20:39]	01:32 [Max 2:52:42]	03:37 [Max 50:44]	01:54 [Max 44:15]
Calls Waiting > 5 Min	39	48	216	596 Total



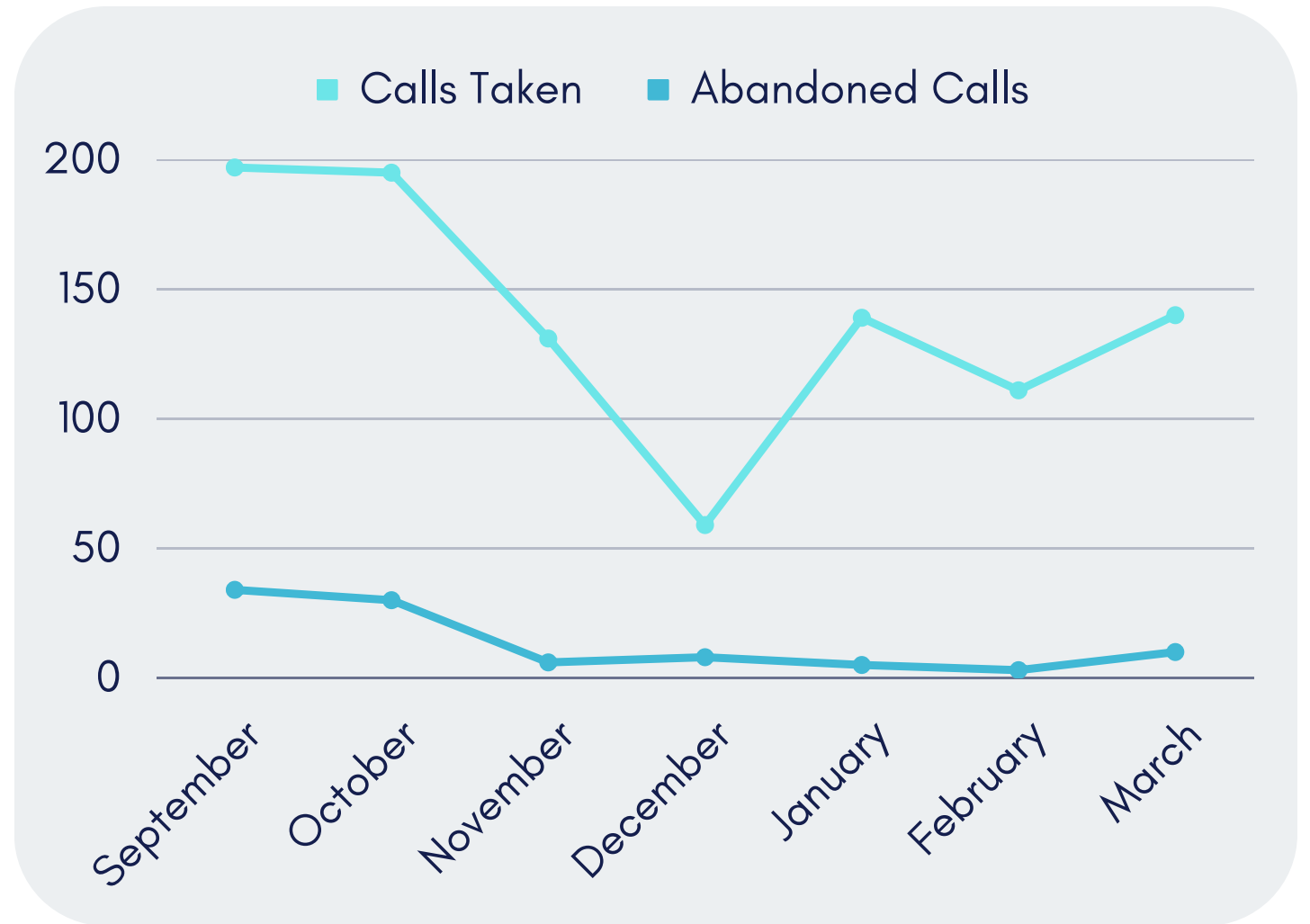
Deep Dive:

- **Average Wait Time:** Reduced by 30 seconds for month of March
- **21/22 Comparison:** Staffing - 3.5 Service Desk Analysts now increased to 7



Communications - Room Support

	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Calls Taken	140	102	110	138
Calls Recieved	152	111	130	155
Abandoned Calls	7% - 10 Calls	3% - 3 Calls	19	9%
Busiest Day	Thurs 30th Mar (14)	Thurs 2nd Feb (13)	Tues 15th & 22nd Mar (10)	-
Average Talk Time	02:25 [Max 16:59]	02:47 [Max 19:47]	03:09 [Max 14:02]	02:29 [Max 39:42]
Average Wait Time	00:49 [Max 08:57]	00:42 [Max 16:51]	01:16 [Max 13:17]	00:49 [Max 21:07]
Calls Waiting > 5 Min	9	3	8	36 Total

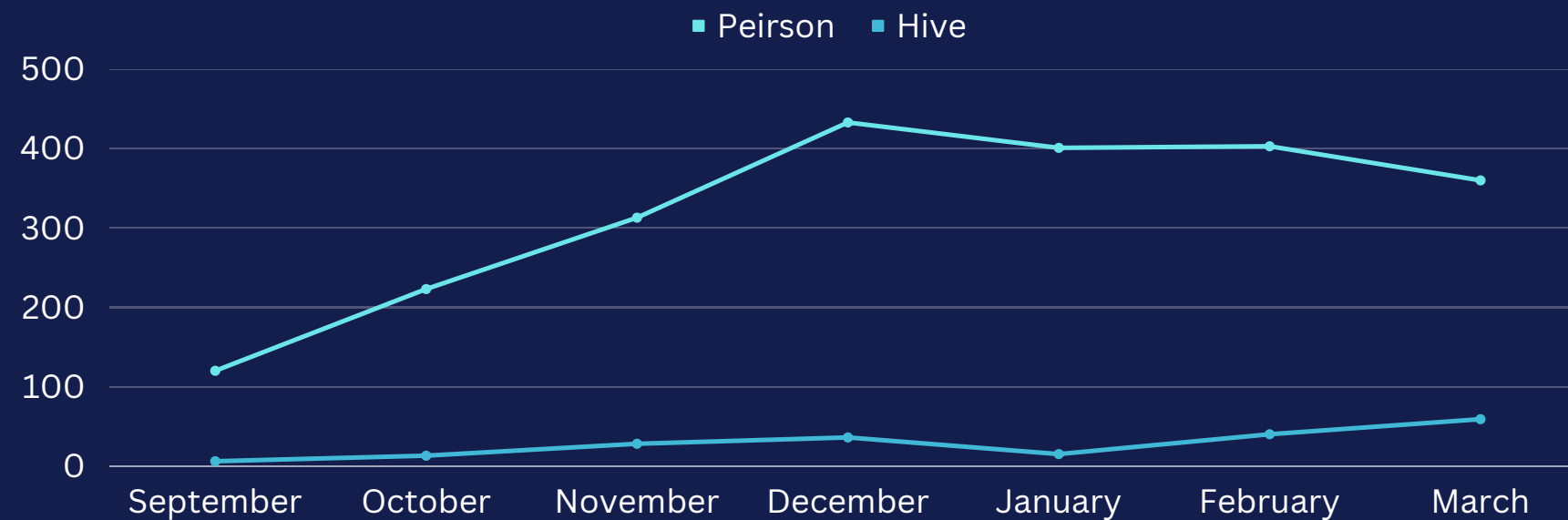


Deep Dive:

- Calls Waiting > 5 Min: Low staffing levels at key points of the day



Walk-Up Desk



HIVE	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Number of Tickets	59	40	109	28
Busiest Day	Thurs 23rd (9)	Wed 1st Feb (11)	29th Mar (9)	-
Most Common Enquiry	Training & Advice (22)	Laptop Setup (8)	Training & Advice (52)	Training & Advice (74 Total)
Escalated Tickets	2	3	21	21 Total

PEIRSON	Current Month	Previous Month	21/22 Month Comparison	Yearly Average
Number of Visits	360	220	-	-
Number of Tickets	247	183	296	202
Busiest Day	Mon 27th Mar (17)	Fri 17th Feb (23)	15th Mar (29)	-
Most Common Enquiry	IT Booking System (138)	Loan Equipment (118)	Loan Equipment (44)	Total: Loan Equipment (392)
Escalated Tickets	28	23	32	265 Total

Hive Deep Dive:

- 'How to?' advice is highest category
- Hive user type is 78% 'Public User'

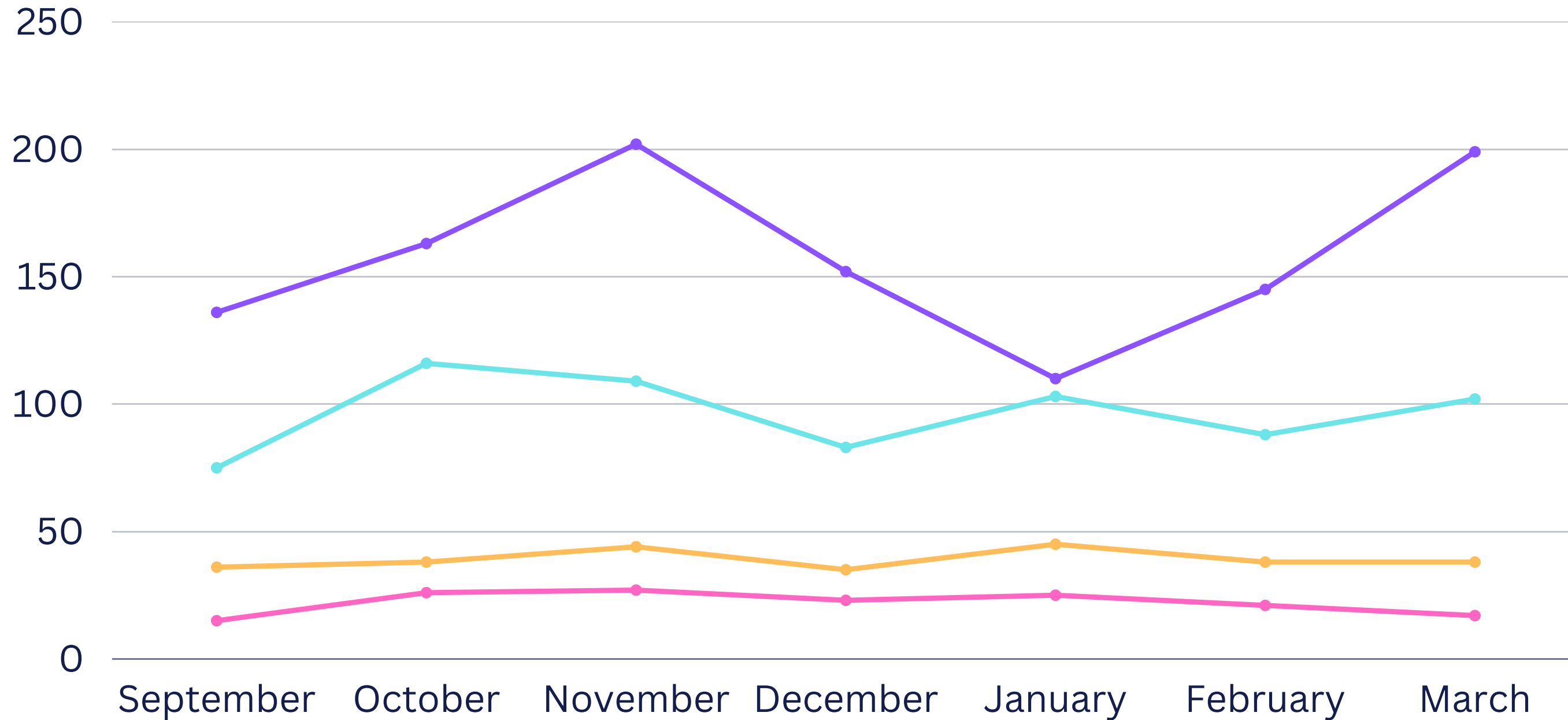
Peirson Deep Dive:

- Peirson user type is 81% 'Student'



Loan Equipment

■ Student Laptops ■ Student Macbooks ■ Short-term Loans ■ Staff Laptops



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT



WHICH ARE OUR TOP REQUESTS THIS MONTH?

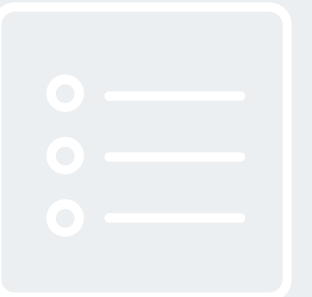
TOP LEVEL CATEGORY: DATA AND SECURITY



CAMPUS ROOM SUPPORT INCIDENT DEEP DIVE:

- Categories reviewed for improved reporting

Second Highest Category - University Systems (93) - Loan Devices (83)



DATA & SECURITY REQUEST DEEP DIVE:

- **MFA:** 72% Student reset
- **Password change and reset:** 60% Student Reset

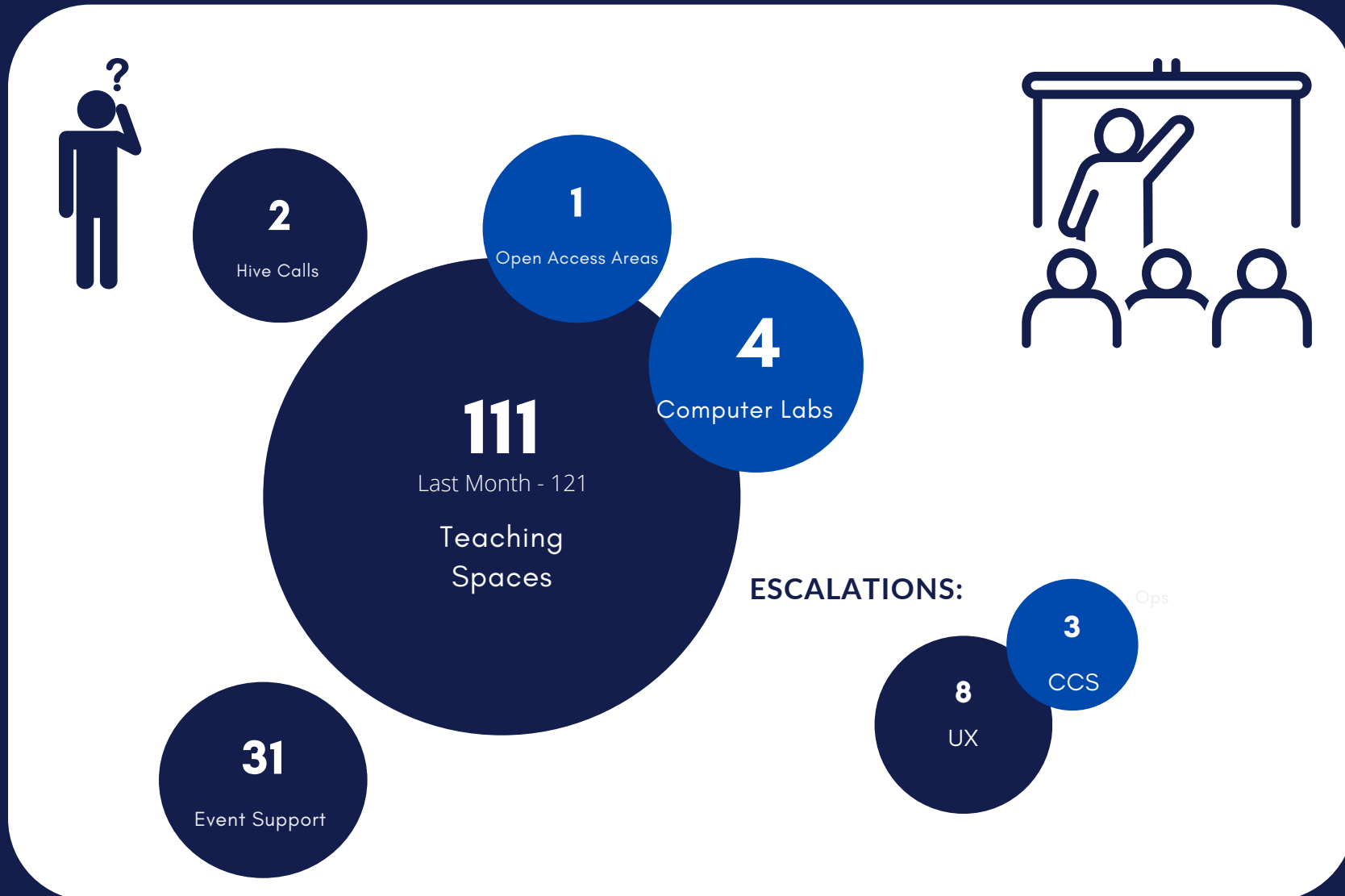


WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident & Request Category (142): IT Equipment Support: Laptop (65) - fixes & requests



AV Support Trends



Incident & Request Deep Dive:

- **Teaching Spaces:** BY1150 (9), CH2006 (9), BY1147 (6), EEG119 (5), CC004 (5)
- **Computer Labs:** WBS (3) and Game Art (1) PC hardware
- **Open Access Areas:** TV Trolleys Arena
- **Hive:** No power & Public user
- **UX:** AV Fixes
- **CCS:** CH PC Labs & Ofsted
- **Events:** Up from 10 previous month

