

# IT Service Desk Monthly Review

April 2023

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

## Ticket Totals

**445**

INCIDENT TICKETS  
LOGGED



**390**

TICKETS LOGGED BY  
STUDENTS



**986**

REQUEST TICKETS  
LOGGED



**966**

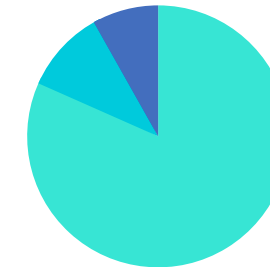
TICKETS LOGGED BY  
STAFF



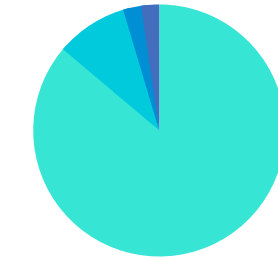
## Feedback

Student Feedback Ratings: 46

Staff Feedback Ratings: 130



Average rating: 4.80/5.00 **Very Satisfied**



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

## Contact Totals



No. of phone calls taken: **609** (502 previous month, up 21%)



No. of live chat sessions: **102** (54 previous month, up 96%)



No. of walk-up enquiries: **535** (432 previous month, up 24%)

No. of equipment bookings: **157** (169 previous month, down 7%)



## First Time Fix Rate

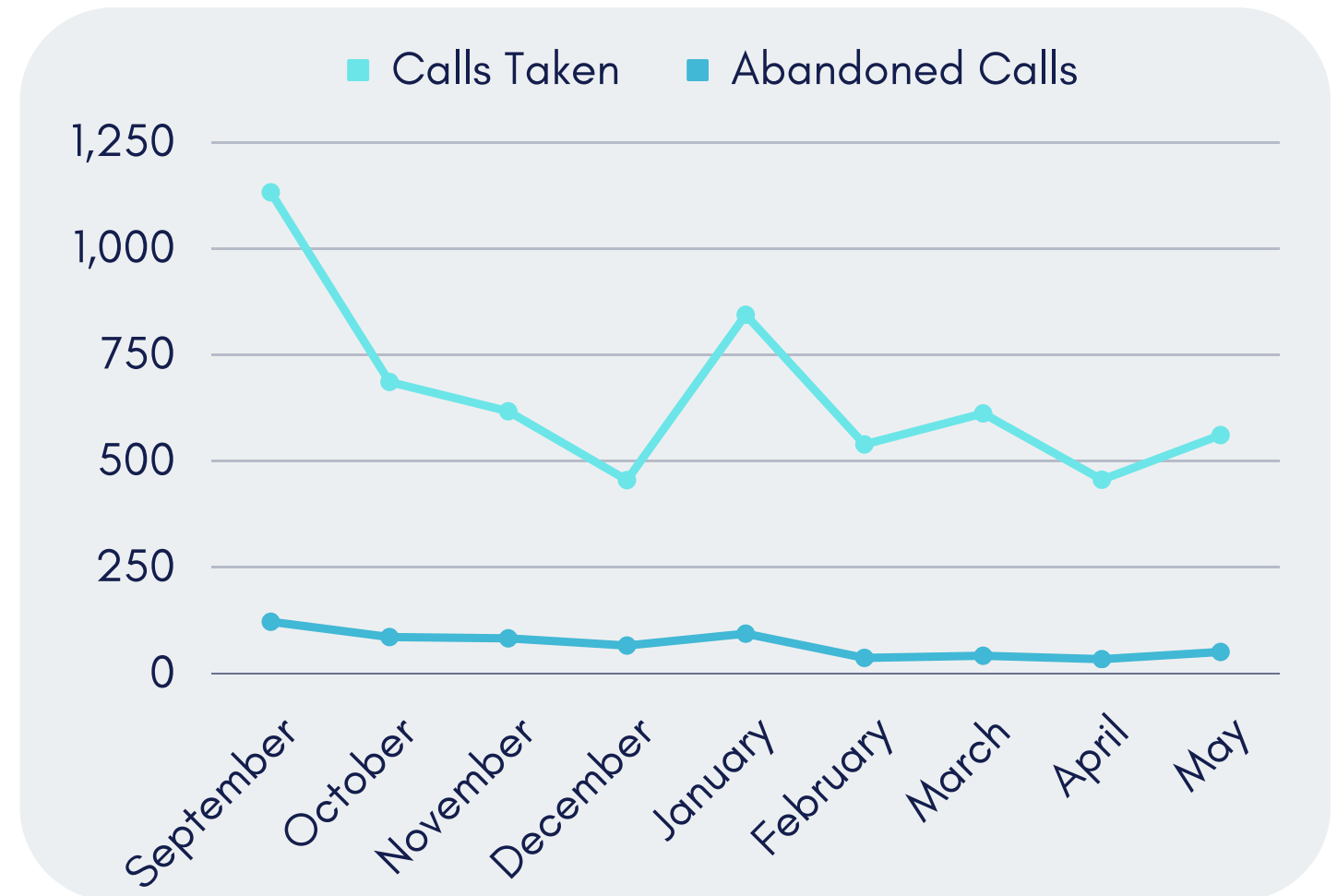


	Current month	Previous month	Year average
Incident	<b>75%</b>	81%	80%
Request	<b>75%</b>	74%	75%
<b>Total</b>	<b>75%</b>	77%	78%



# Communications - Service Desk

	Current Month	Previous Month	21/22 Month Comparison
<b>Calls Taken</b>	561	456	518
<b>Calls Recieved</b>	623	499	604
<b>Abandoned Calls</b>	<b>8% - 51 Calls</b>	7% - 34 Calls	85
<b>Busiest Day</b>	Wed 24th May (48)	Monday 17th Apr (44)	16th Apr (53)
<b>Average Talk Time</b>	09:33 [Max 1:22:19]	08:54 [Max 1:05:39]	08:36 [Max 2:55:38]
<b>Average Wait Time</b>	02:05 [Max 1:59:04]	01:25 [Max 2:44:28]	02:48 [Max 46:43]
<b>Calls Waiting &gt; 5 Min</b>	77	30	107



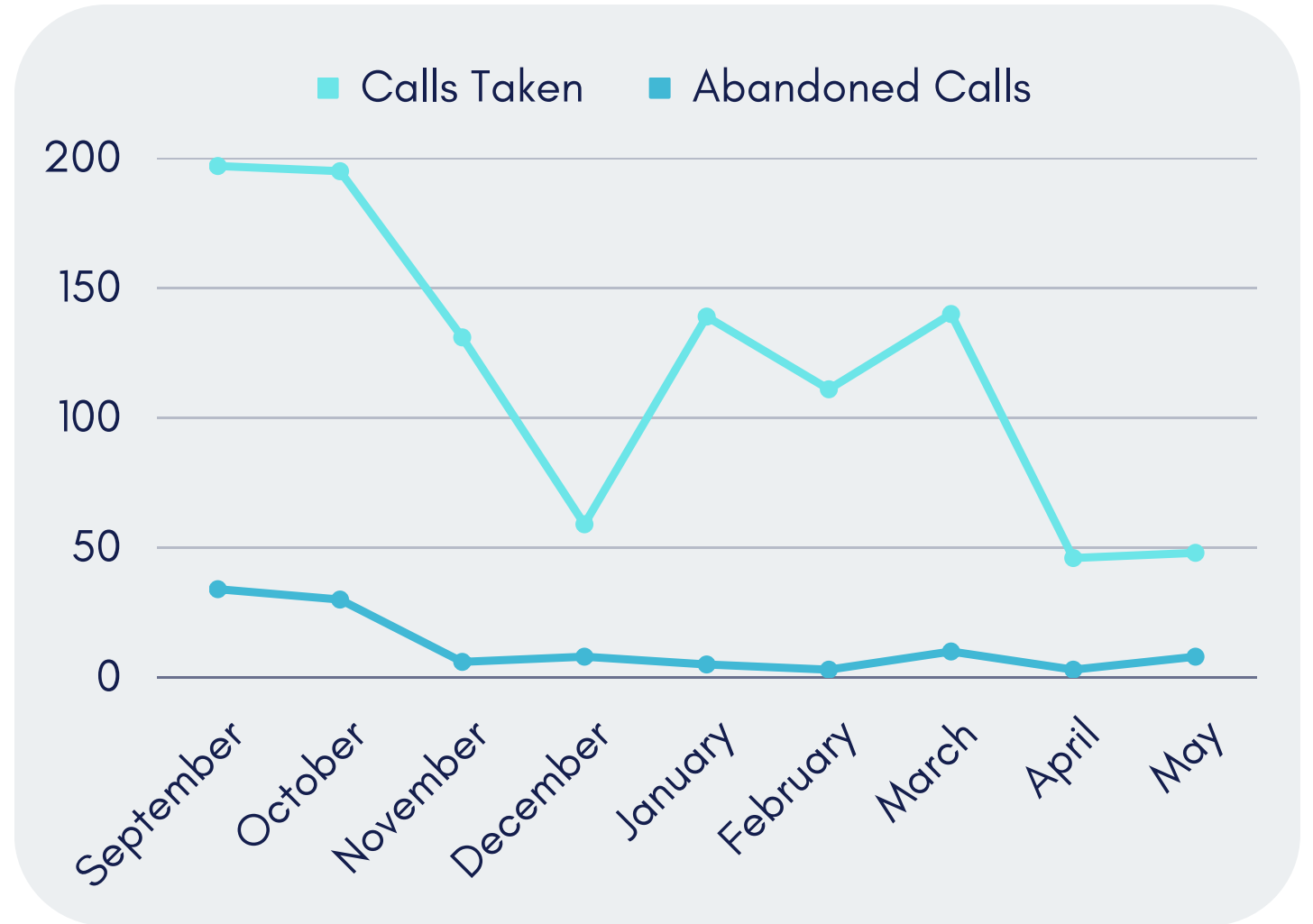
### Deep Dive:

- **Abandoned Call:** Increase from last month due to lower staffing levels
- **Calls Waiting > 5 min:** Increase from last month due to lower staffing levels
- **21/22 Month Comparison:** Overall performing better than last year



# Communications - Room Support

	Current Month	Previous Month	21/22 Month Comparison
<b>Calls Taken</b>	48	46	39
<b>Calls Recieved</b>	61	52	42
<b>Abandoned Calls</b>	13% - 8 Calls	7% - 3 Calls	3
<b>Busiest Day</b>	18th May (6)	25th & 26th April (6)	11th & 12th May (6)
<b>Average Talk Time</b>	02:34 [Max 9:11]	02:31 [Max 23:51]	03:51 [Max 41:19]
<b>Average Wait Time</b>	01:24 [Max 26:40]	00:38 [Max 18:07]	00:32 [Max 06:38]
<b>Calls Waiting &gt; 5 Min</b>	5	1	3

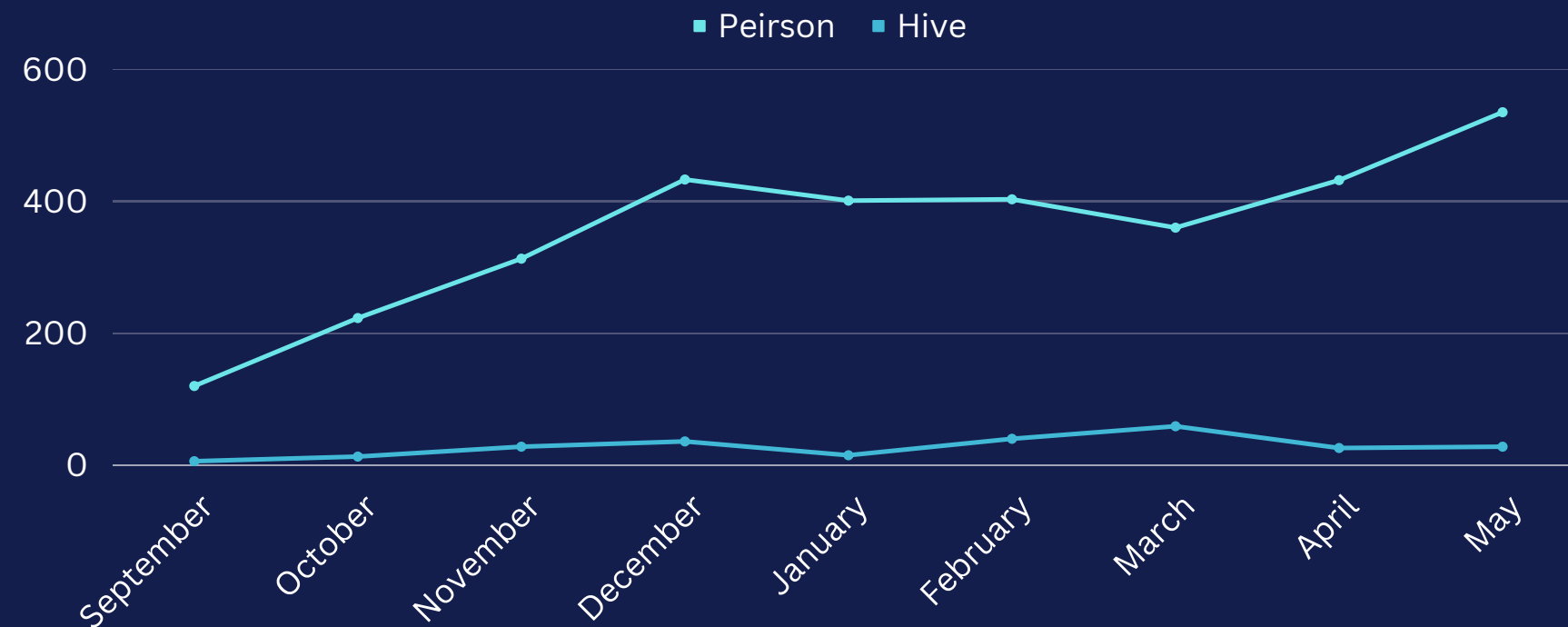


### Deep Dive:

- **Calls Waiting > 5 min:** Increase from last month due to lower staffing levels



# Walk-Up Desk



PEIRSON	Current Month	Previous Month	21/22 Month Comparison
<b>Number of Visits</b>	318	179	-
<b>Number of Tickets</b>	217	253	166
<b>Busiest Day</b>	8th May (23)	Fri 21st Apr (22)	2nd May (14)
<b>Most Common Enquiry</b>	IT Booking System (138)	IT Booking System (116)	MFD (38)
<b>Escalated Tickets</b>	32	12	27

HIVE	Current Month	Previous Month	21/22 Month Comparison
<b>Number of Tickets</b>	26	26	91
<b>Busiest Day</b>	1st & 17th May (6)	Thurs 13th April (8)	9th May (10)
<b>Most Common Enquiry</b>	IT Equipment Support (13)	Training & Advice (11)	Training & Advice (40)
<b>Escalated Tickets</b>	3	2	24

**Hive Deep Dive:**

- 75% public user

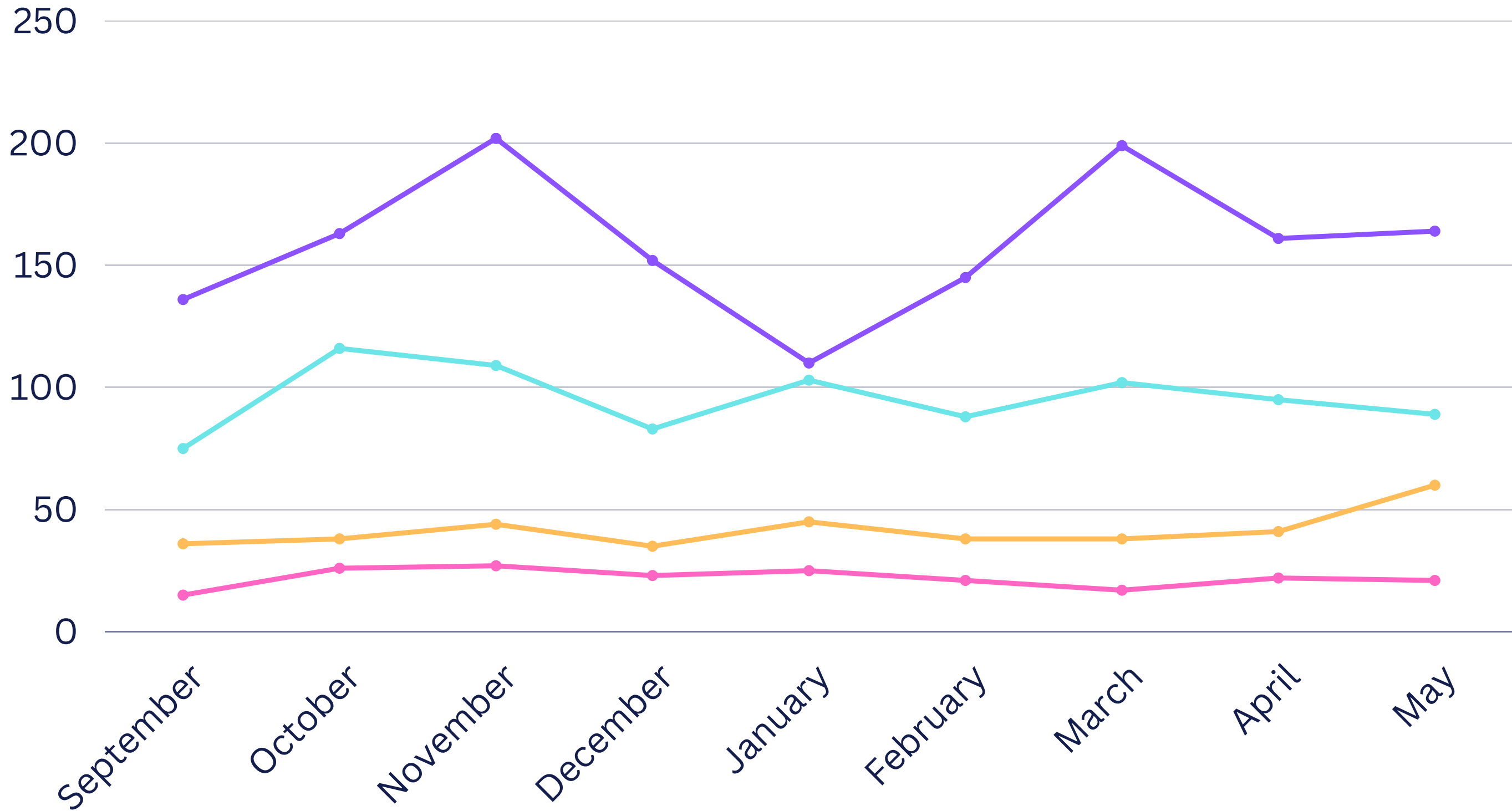
**Peirson Deep Dive:**

- 75% students



# 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: IT EQUIPMENT SUPPORT



## WHICH ARE OUR TOP REQUESTS THIS MONTH?

### TOP LEVEL CATEGORY: DATA AND SECURITY



## UNIVERSITY SYSTEMS INCIDENT DEEP DIVE:

- **Laptop:** General hardware troubleshooting
- **Peripheral:** Webcam or microphone incidents



## DATA & SECURITY REQUEST DEEP DIVE:

- **MFA:** 81% Student reset
- **Password change and reset:** 66% Student Reset

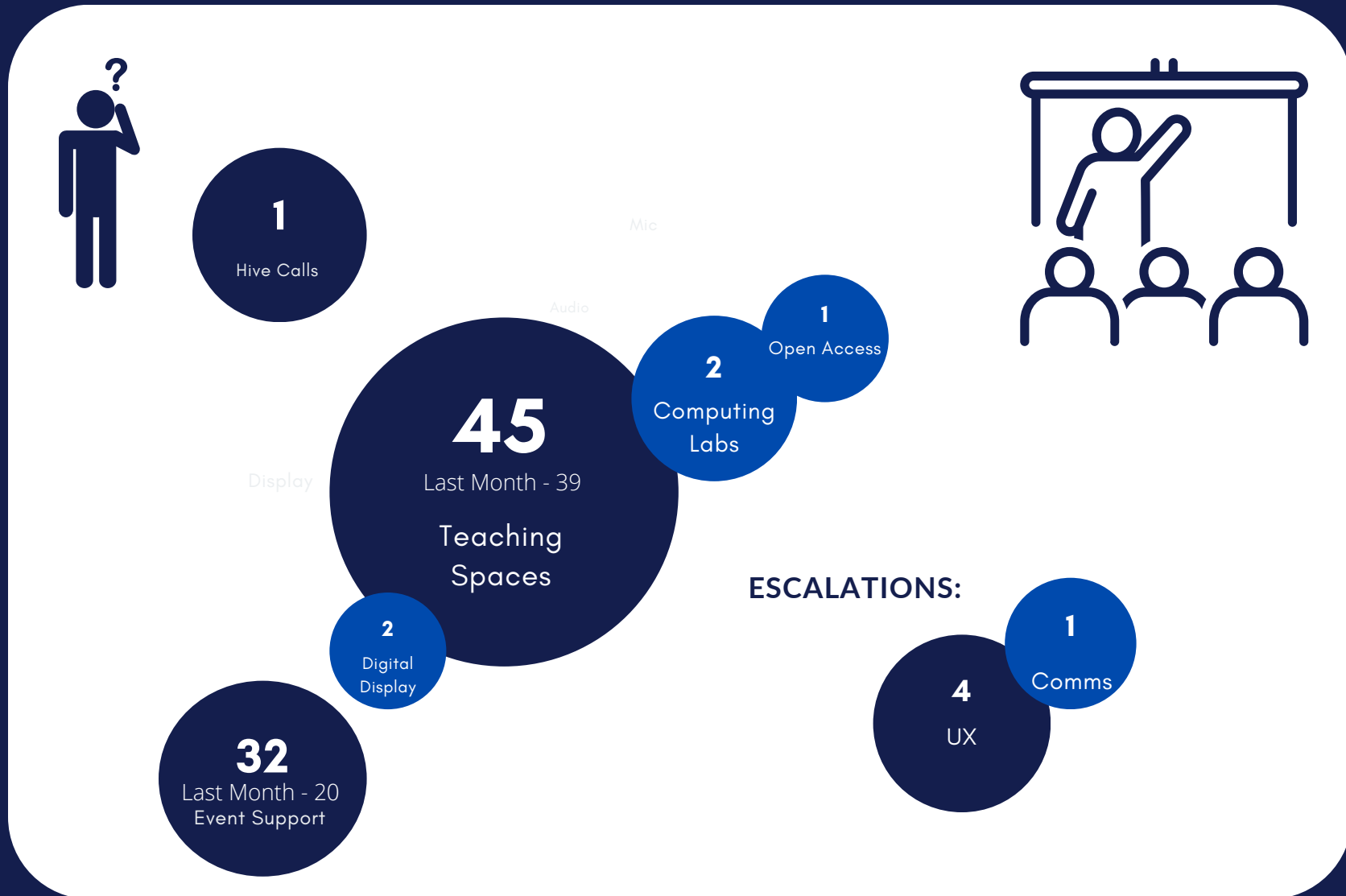


## WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

- Top Incident & Request Category (90):** IT Equipment Support: Laptop (56) - fixes & requests
- Up from 42 previous month



# AV Support Trends



## Deep Dive:

- 94% display incidents resolved at first time fix
- SMOTs, Trilby and longer term fixes resolved within other teams

