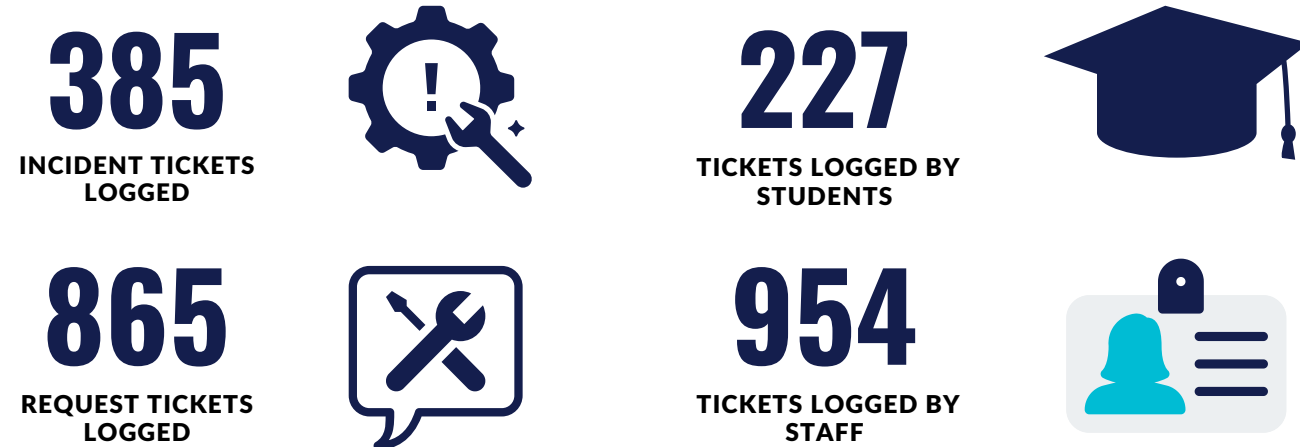


IT Service Desk Monthly Review

July 2023

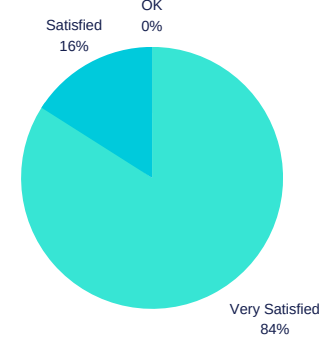
LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals



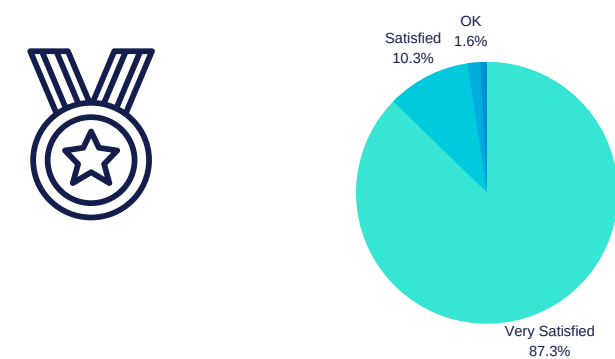
Feedback

Student Feedback Ratings: 23



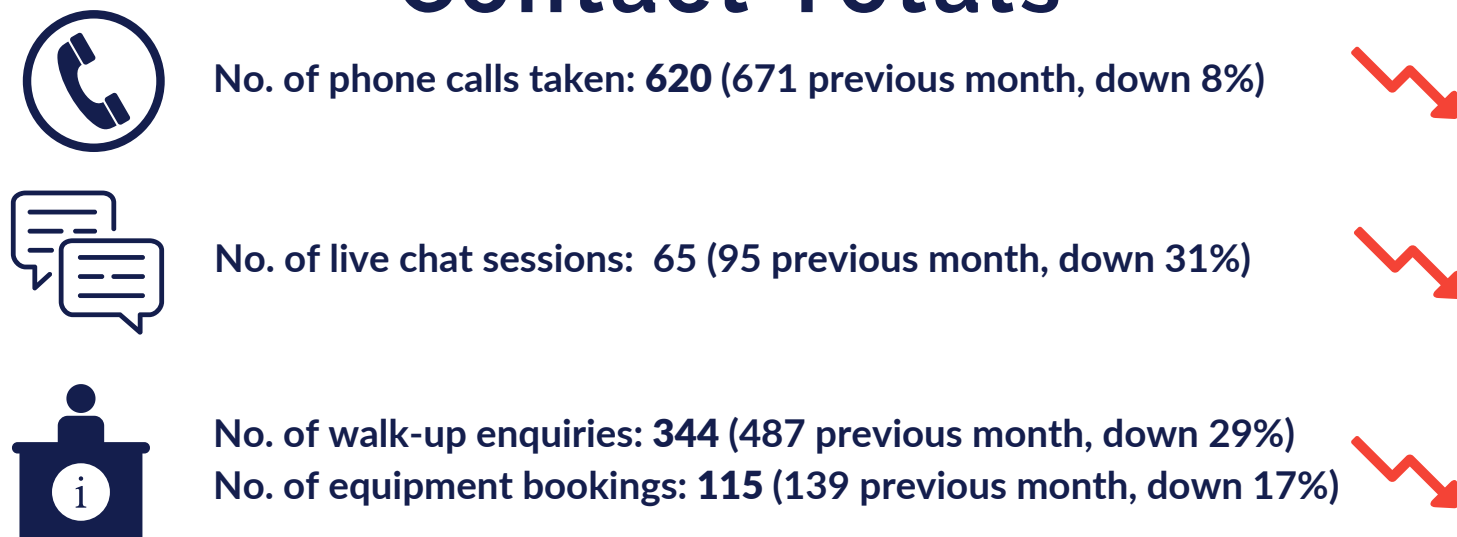
Average rating: 4.91/5.00 **Very Satisfied**

Staff Feedback Ratings: 125



Average rating: 4.83/5.00 **Very Satisfied**

Contact Totals



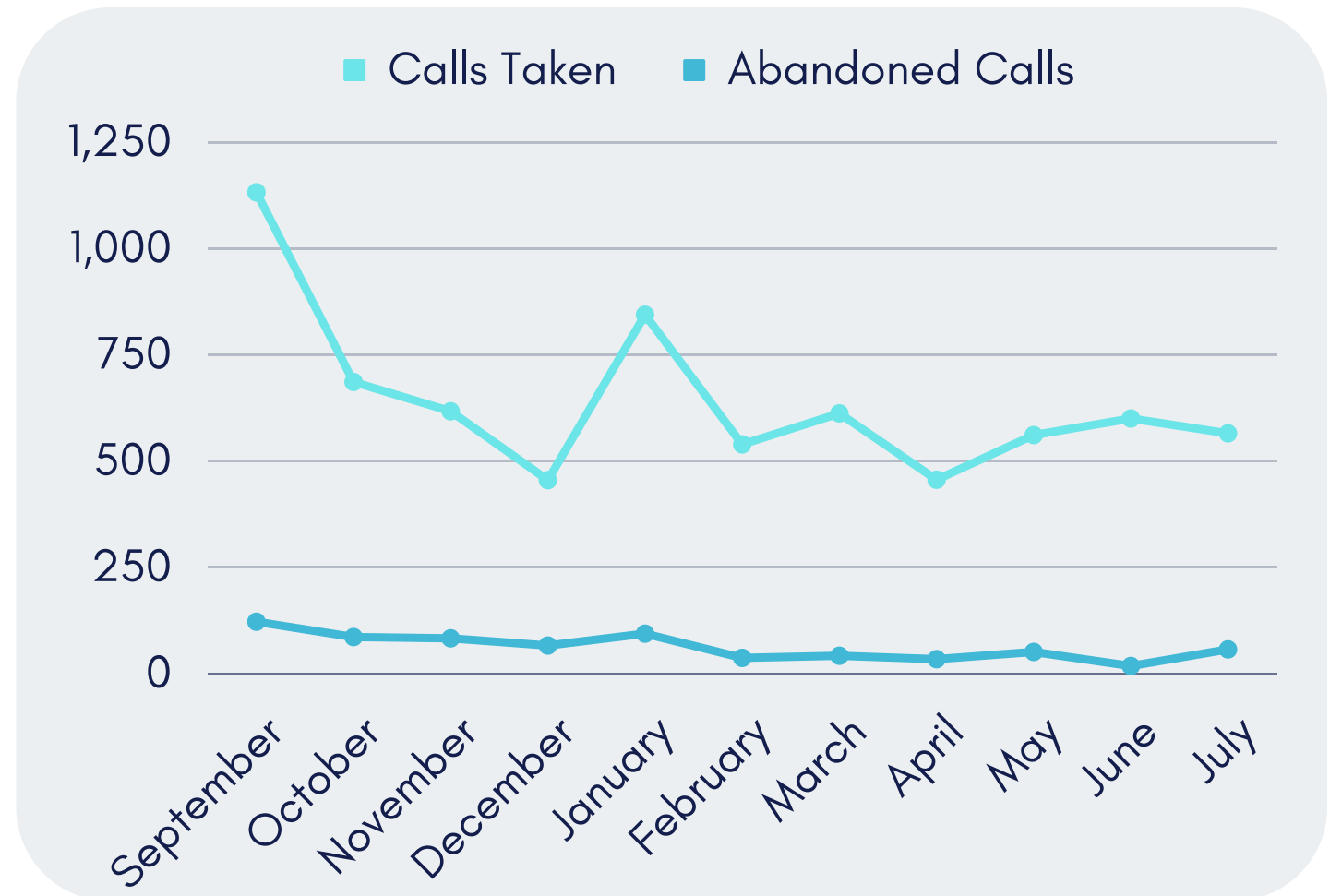
First Time Fix Rate

	Current month	Previous month	Year average
Incident	76%	78%	79%
Request	75%	73%	75%
Total	75%	74%	77%



Communications - Service Desk

	Current Month	Previous Month	21/22 Month Comparison
Calls Taken	565	600	549
Calls Recieved	628	627	598
Abandoned Calls	9% - 57 Calls	3% - 18 Calls	49
Busiest Day	3rd & 5th July (44)	Mon 19th June (48)	5th, 7th & 11th July (39)
Average Talk Time	07:16 [Max 1:09:22]	07:41 [Max 1:14:15]	05:13 [Max 32:40]
Average Wait Time	01:37 [Max 1:01:37]	01:00 [Max 2:47:15]	01:06 [Max 30:32]
Calls Waiting > 5 Min	51	20	33



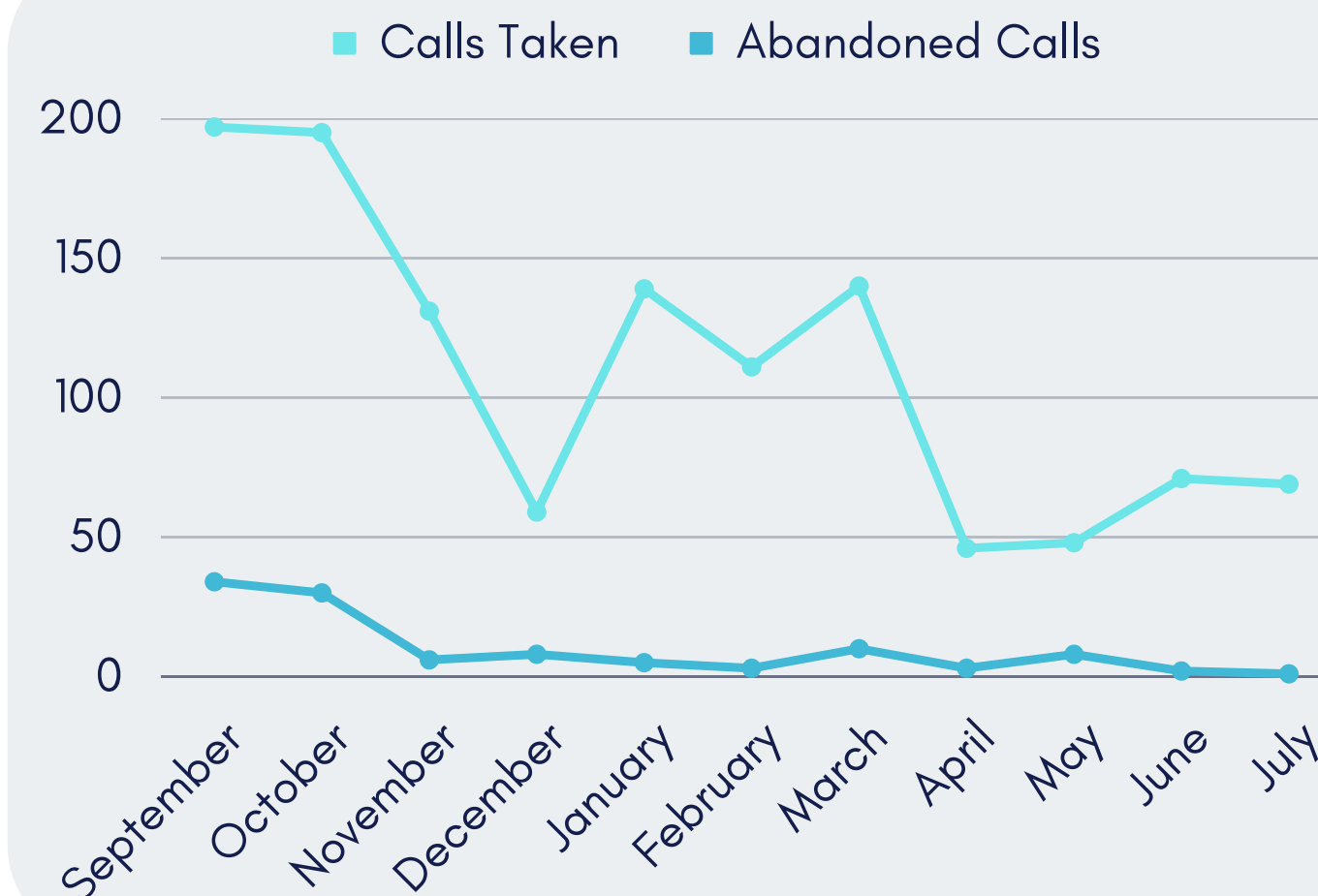
Deep Dive:

- **Longest Wait Time:** Higher than average abandoned call time with the second highest being 20 minutes.
- **Month Comparision:** increased calls waiting > 5 minutes, large proportion due to lower staffing levels.



Communications - Room Support

	Current Month	Previous Month	21/22 Month Comparison
Calls Taken	69	71	66
Calls Recieved	75	74	78
Abandoned Calls	1% - 1 Calls	3% - 2 Calls	12
Busiest Day	18th July (8)	20th June (6)	8th July (8)
Average Talk Time	02:33 [Max 07:31]	02:30 [Max 24:12]	02:03 [Max 10:57]
Average Wait Time	00:36 [Max 06:38]	00:23 [Max 2:49]	00:36 [Max 06:38]
Calls Waiting > 5 Min	1	0	1

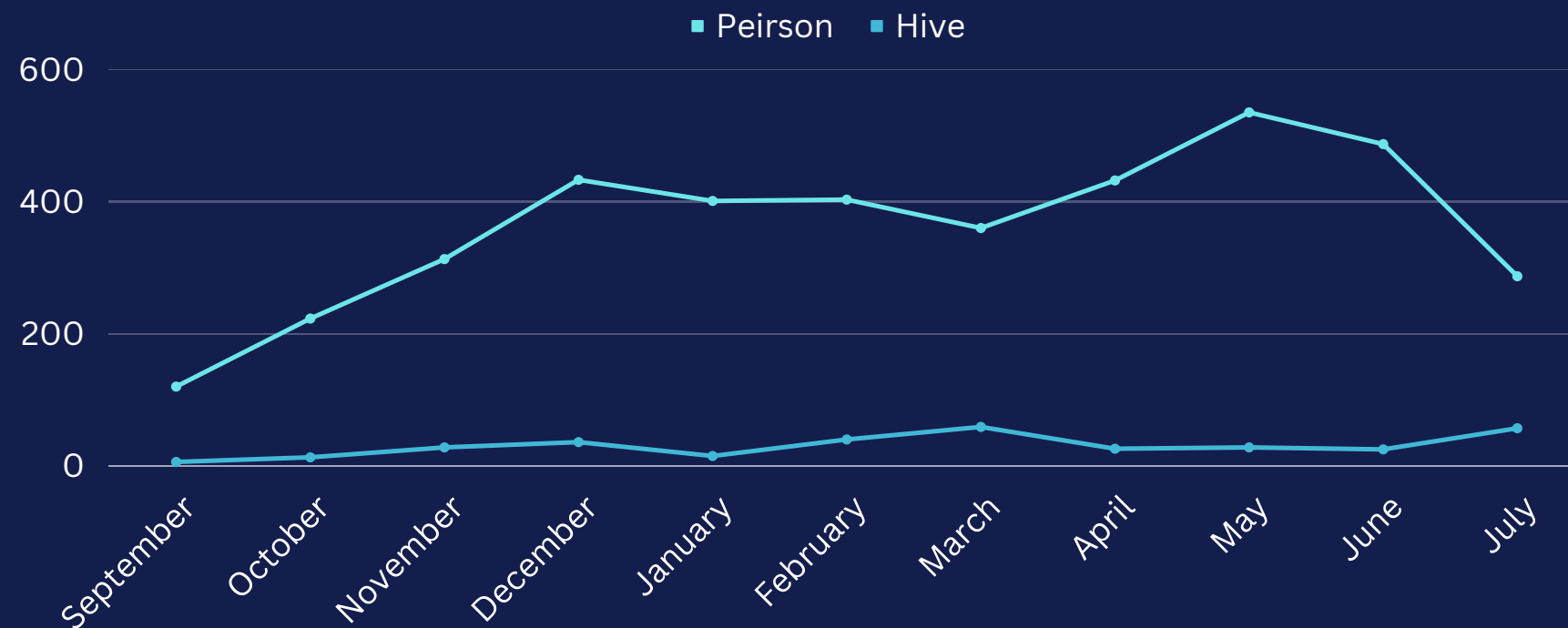


Deep Dive:

- **Calls Taken:** Increase in June and July due to summer schools



Walk-Up Desk



HIVE	Current Month	Previous Month	21/22 Month Comparison
Number of Tickets	57	25	70
Busiest Day	5th, 6th, 19th, 27th July (5)	29th June (7)	29th June (8)
Most Common Enquiry	Training & Advice (21)	IT Equipment Support (12)	Training & Advice (34)
Escalated Tickets	8	2	7

PEIRSON	Current Month	Previous Month	21/22 Month Comparison
Number of Visits	287	331	-
Number of Tickets	156	156	76
Busiest Day	5th July (22)	12th June (13)	7th June (13)
Most Common Enquiry	IT Booking System (99)	IT Booking System (115)	MFD (16)
Escalated Tickets	12	17	13

Hive Deep Dive:

- 23% Staff
- 72% Public User

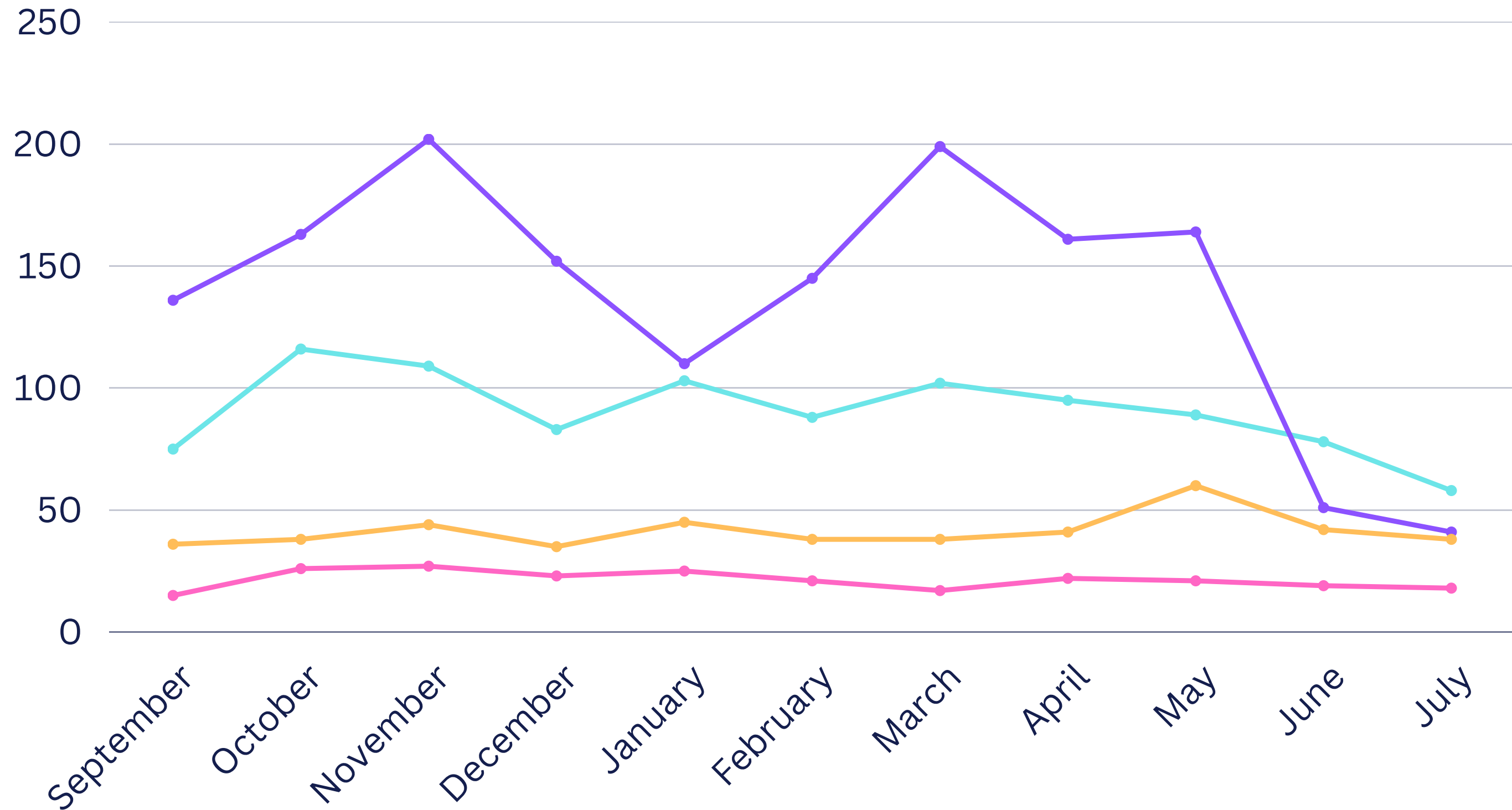
Peirson Deep Dive:

- 31 % Staff
- 69 % 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?

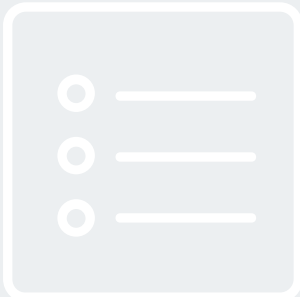
TOP LEVEL CATEGORY: DATA AND SECURITY



IT EQUIPMENT SUPPORT INCIDENT DEEP DIVE:

- **Laptop:** Hardware issues and OS support
- **Desktop PC:** Hive and Peirson open access desktop PCs

Second Highest Category: Data & Security - Account Query (20)



DATA & SECURITY REQUEST DEEP DIVE:

- **MFA:** 70% Student reset

Second Highest Category: University Systems - IT Booking System (105)



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

Top Incident & Request Category: IT Equipment Support: Laptop

- Request: 50
- Incident: 20



AV Support Trends



1
Hive Calls

1
Open Access Areas

3
Computing Labs

35
Display

20
Lectern PC

13
Audio

14
Last Month - 30
Event Support

73
Last Month - 57
Teaching Spaces

4
Microphone

ESCALATIONS:

3
UX



1
CCS

Ops

Teaching Spaces Computer Labs Open Access
Events

