

IT Service Desk Monthly Review

July 2023

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

511
INCIDENT TICKETS
LOGGED



516
TICKETS LOGGED BY
STUDENTS



981
REQUEST TICKETS
LOGGED

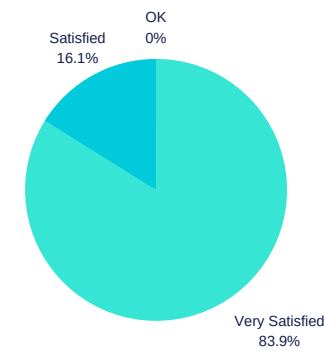


902
TICKETS LOGGED BY
STAFF



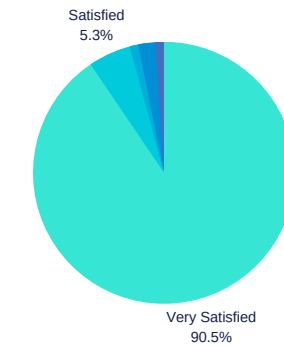
Feedback

Student Feedback Ratings: 353



Average rating: 4.74/5.00 **Very Satisfied**

Staff Feedback Ratings: 97



Average rating: 4.82/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: **926** (620 previous month, up 49%)



No. of live chat sessions: **139** (65 previous month, up 114%)



No. of walk-up enquiries: **166** (344 previous month, down 52%)

No. of equipment bookings: **76** (155 previous month, down 51%)



First Time Fix Rate

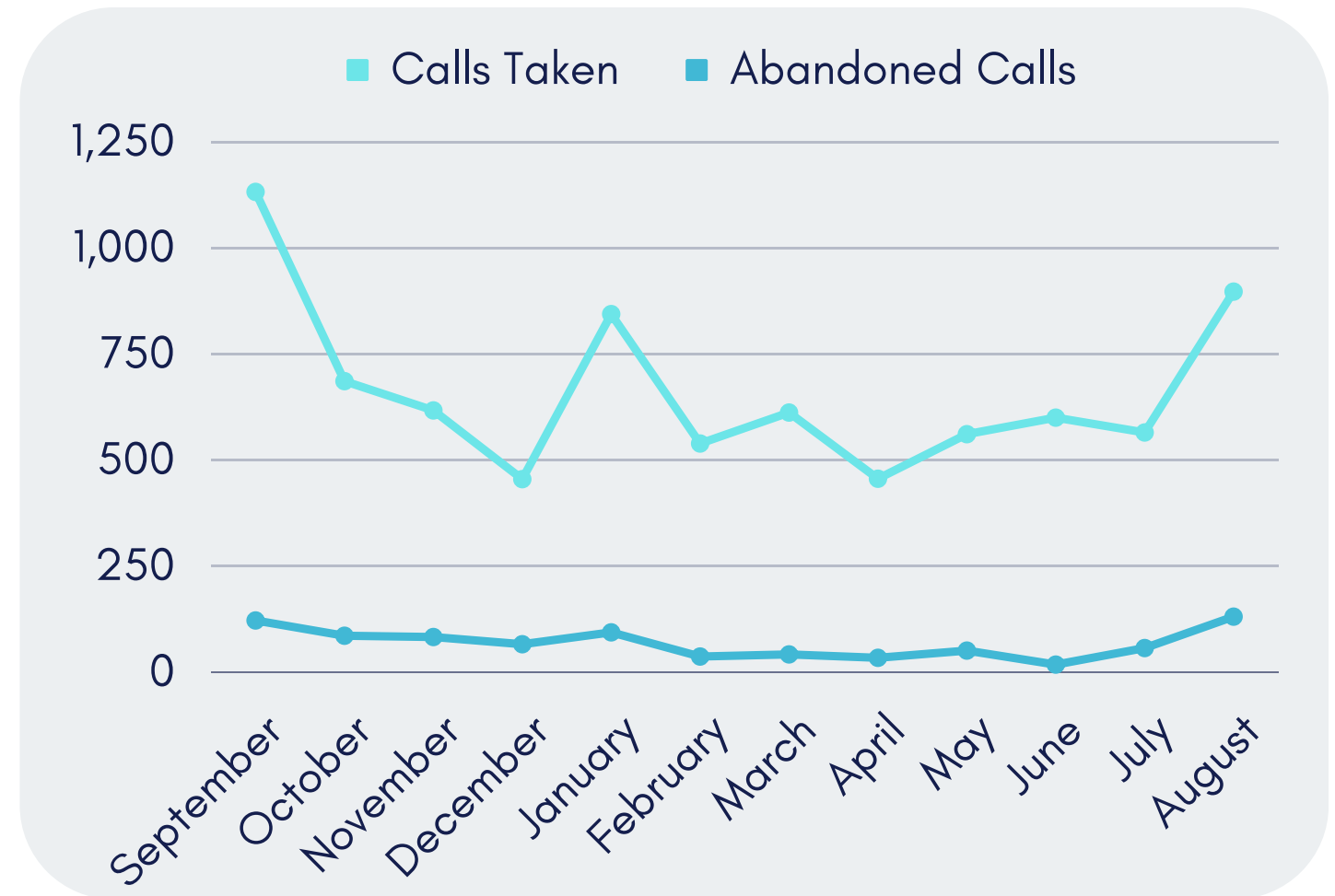


	Current month	Previous month	Year average
Incident	78%	76%	79%
Request	78%	75%	75%
Total	78%	75%	78%



Communications - Service Desk

	Current Month	Previous Month	21/22 Month Comparison
Calls Taken	897	565	880
Calls Recieved	1032	628	802
Abandoned Calls	13% - 131 Calls	9% - 57 Calls	77
Busiest Day	21st August (100)	3rd & 5th July (44)	30th August (69)
Average Talk Time	07:36 [Max 1:12:28]	07:16 [Max 1:09:22]	05:30 [Max 39:49]
Average Wait Time	02:30 [Max 1:41:05]	01:37 [Max 1:01:37]	01:16 [Max 38:50]
Calls Waiting > 5 Min	169	51	53



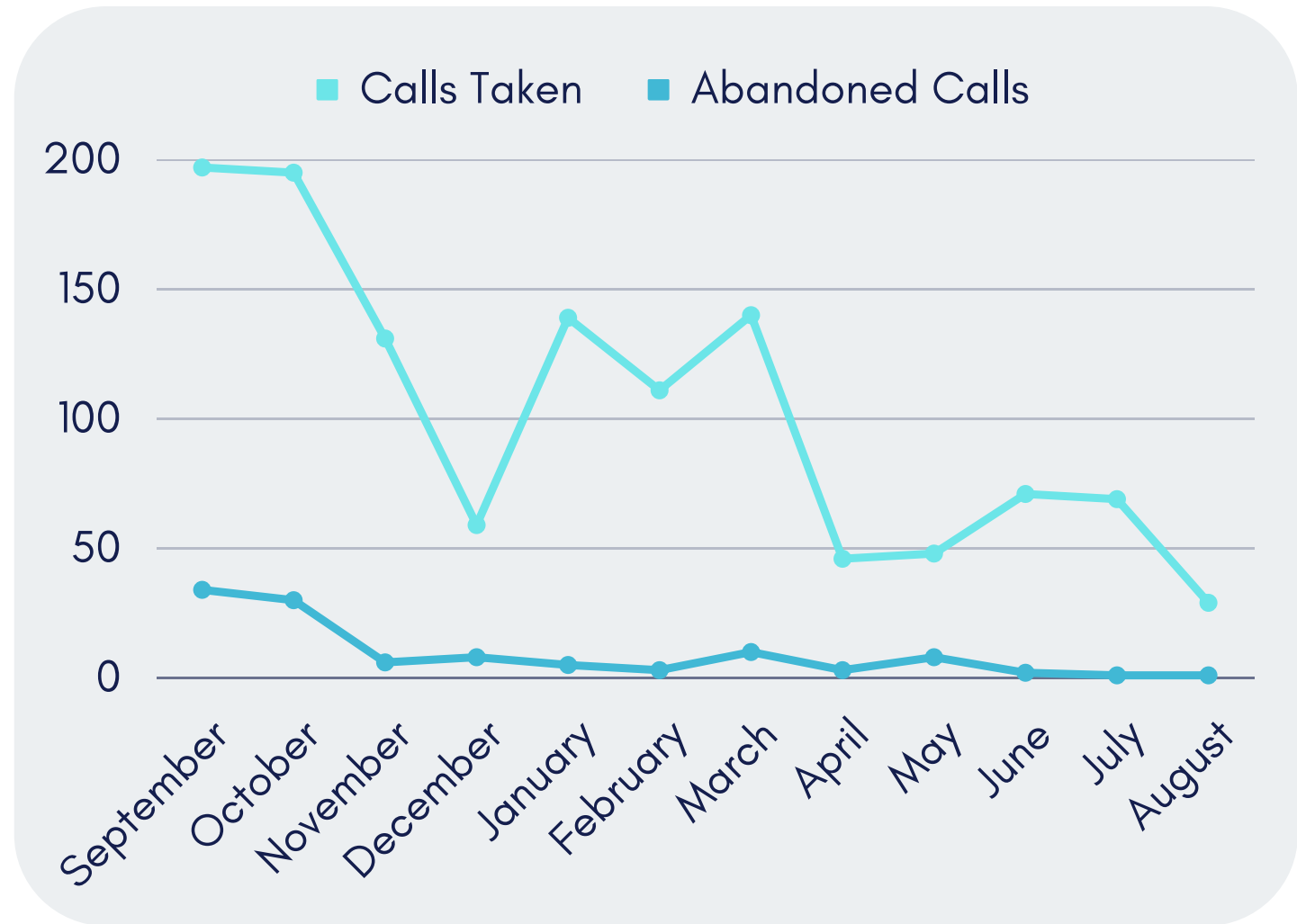
Deep Dive:

- **Abandon Calls:** Busiest days following student registration email and 15 bank holiday error.
- **Longest Wait Time:** Bank holiday error
- **Month Comparison:** Increase due to contact telephone number on student registration email



Communications - Room Support

	Current Month	Previous Month	21/22 Month Comparison
Calls Taken	29	69	66
Calls Recieved	32	75	78
Abandoned Calls	3% - 1 Calls	1% - 1 Calls	12
Busiest Day	17th, 18th, 31st August (3)	18th July (8)	8th July (8)
Average Talk Time	03:42 [Max 15:46]	02:33 [Max 07:31]	02:03 [Max 10:57]
Average Wait Time	00:30 [Max 03:46]	00:36 [Max 06:38]	00:36 [Max 06:38]
Calls Waiting > 5 Min	0	1	1

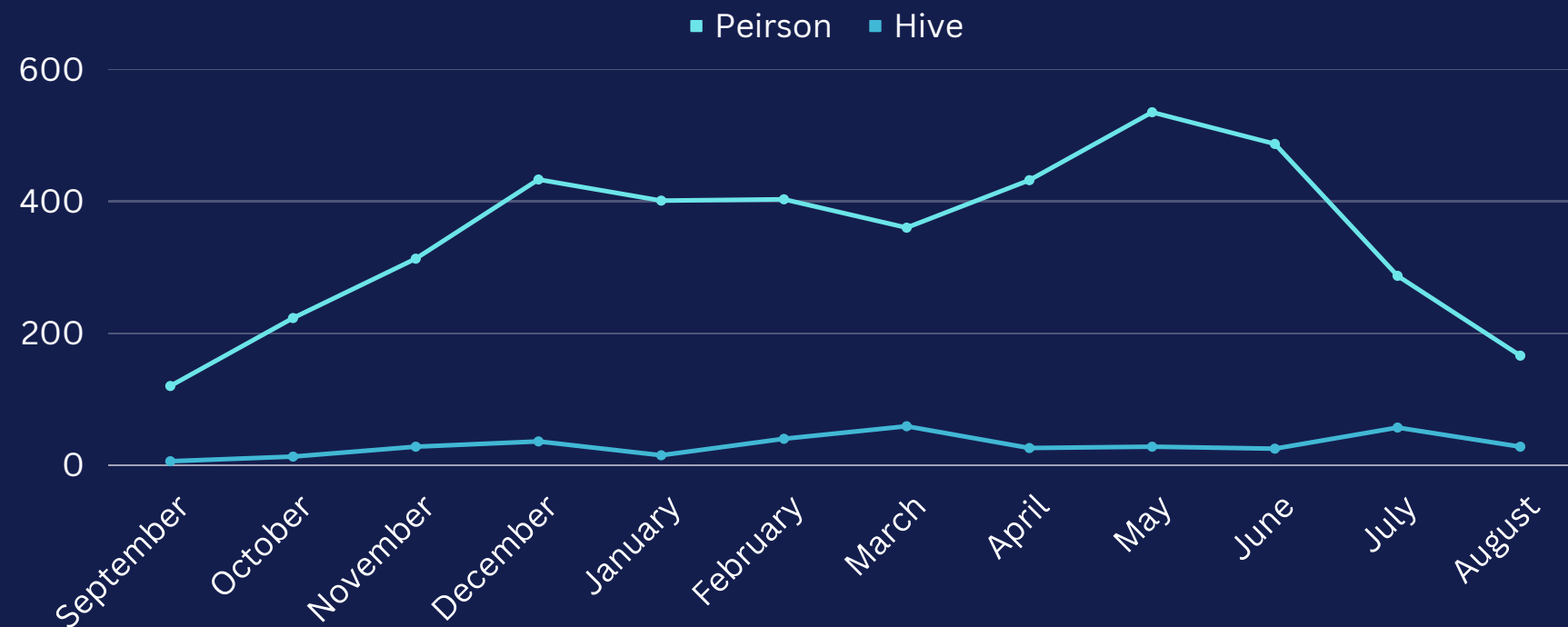


Deep Dive:

- **Calls Taken:** No calls directly from handsets in teaching rooms



Walk-Up Desk



HIVE	Current Month	Previous Month	21/22 Month Comparison
Number of Tickets	28	57	15
Busiest Day	11th August (11)	5th, 6th, 19th, 27th July (5)	29th June (8)
Most Common Enquiry	Training & Advice (12)	Training & Advice (21)	Training & Advice (34)
Escalated Tickets	1	8	7

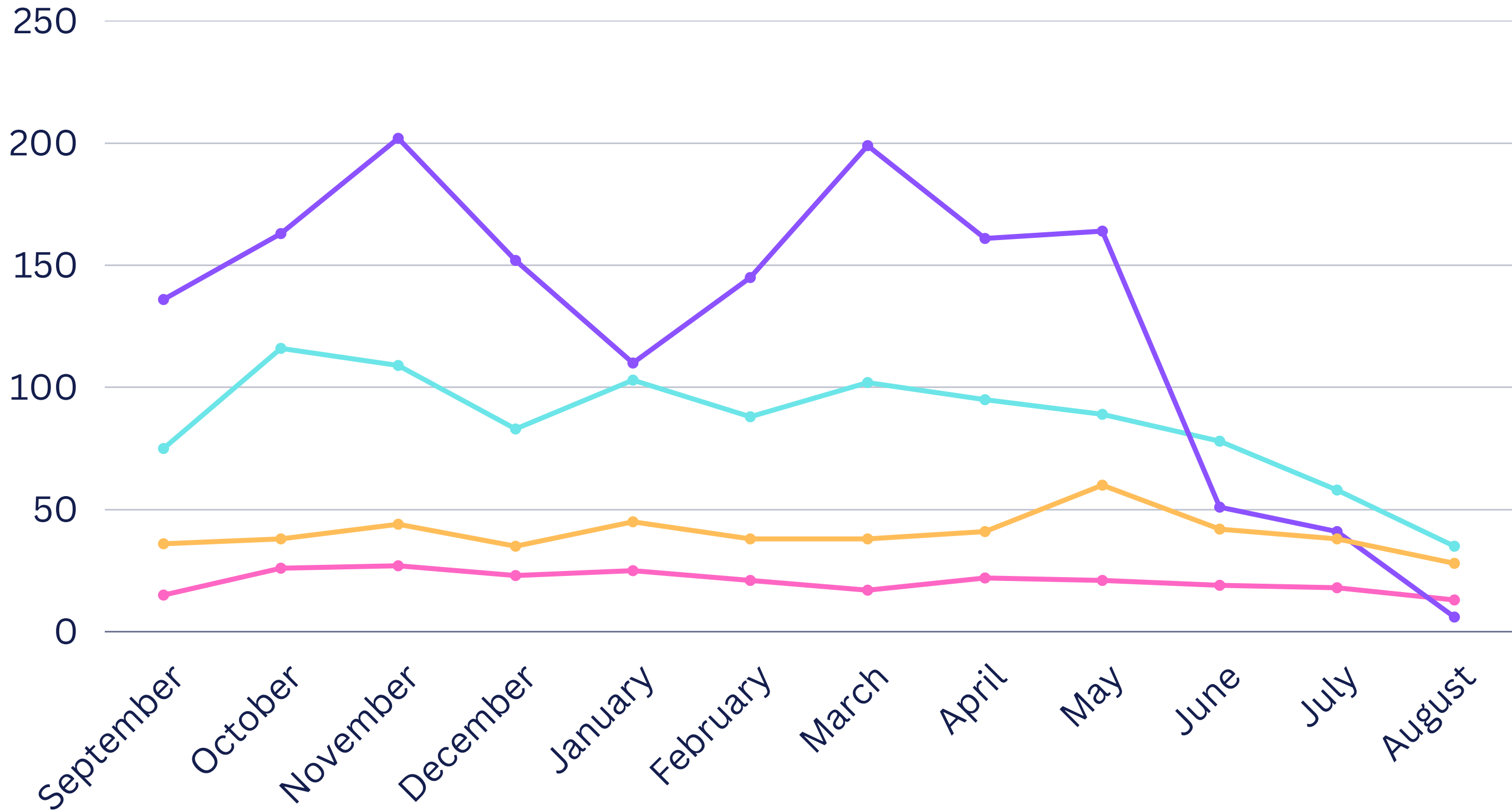
PEIRSON	Current Month	Previous Month	21/22 Month Comparison
Number of Visits	166	287	28
Number of Tickets	63	156	76
Busiest Day	29th August (9)	5th July (22)	7th June (13)
Most Common Enquiry	IT Booking System (99)	IT Booking System (99)	MFD (16)
Escalated Tickets	19	12	13

- Hive Deep Dive:**
- 11% Staff
 - 21% Student
 - 67% Public User
- Peirson Deep Dive:**
- 52% Staff
 - 48% Students



Loan Equipment

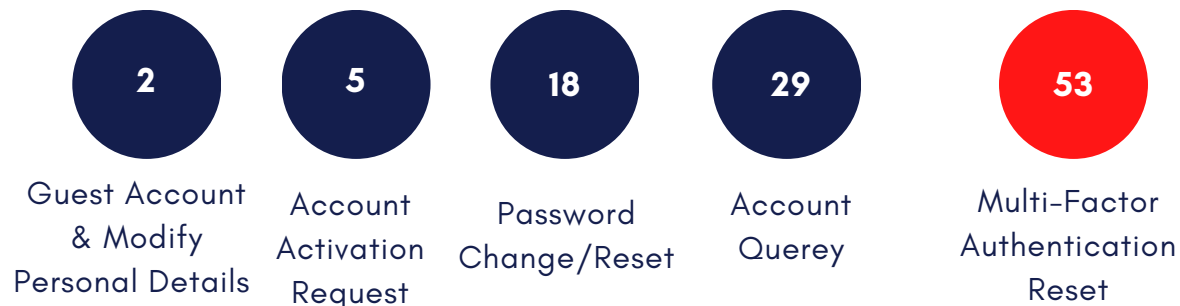
Student Laptops Student Macbooks Short-term Loans Staff Laptops



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: DATA & SECURITY



WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



DATA & SECURITY INCIDENT DEEP DIVE:

- **MFA Reset:** Couple of Analysts logged as incidents, rest of staff logged as request.
- **Account Query:** General advice, timesheets not working, staff referring students

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

6
Lecturn PC

2
Audio

18
Display

20
Last Month - 14
Event Support

28
Last Month - 73
Teaching Spaces

1
Computing Labs



ESCALATIONS:

2
UX

1
CCS

Ops

