

IT Service Desk Monthly Review

September 2023

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

881
INCIDENT TICKETS
LOGGED



960
TICKETS LOGGED BY
STUDENTS



1541
REQUEST TICKETS
LOGGED

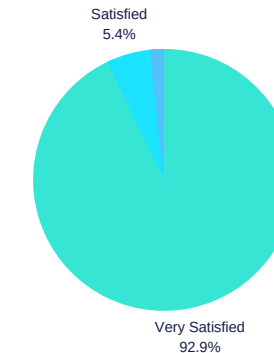


1279
TICKETS LOGGED BY
STAFF



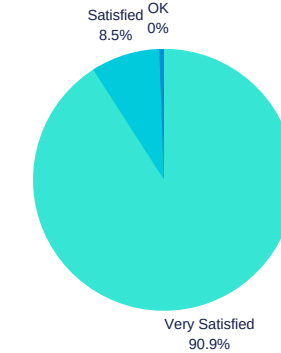
Feedback

Student Feedback Ratings: 353



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

Staff Feedback Ratings: 97



Average rating: 4.90/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: **1274** (926 previous month, up 38%)



No. of live chat sessions: **155** (139 previous month, up 12%)



No. of walk-up enquiries: **849** (166 previous month, up 411%)



No. of equipment bookings: **126** (76 previous month, up 66%)

First Time Fix Rate

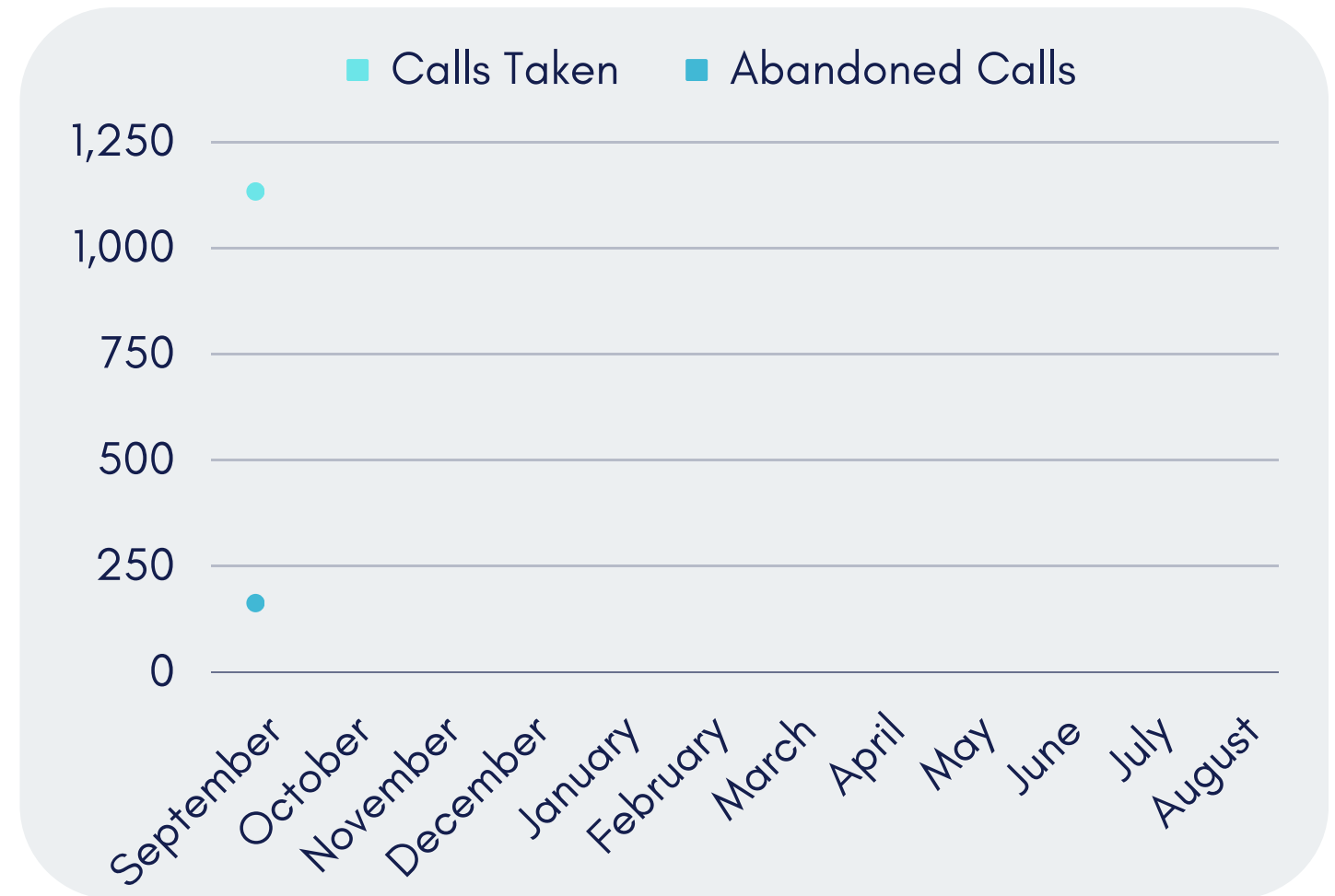


	Current month	Previous month	Previous Academic Year average
Incident	81%	78%	79%
Request	78%	78%	75%
Total	79%	78%	78%



Communications - Service Desk

	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	1133	897	1132
Calls Recieved	1326	1032	1258
Abandoned Calls	12% - 163 Calls	13% - 131 Calls	77
Busiest Day	Tue 19th Sept (87)	21st August (100)	Mon 5th Sept (115)
Average Talk Time	08:03 [Max 1:30:46]	07:36 [Max 1:12:28]	04:53 [Max 49:24]
Average Wait Time	02:29 [Max 2:50:45]	02:30 [Max 1:41:05]	01:36 [Max 39:15]
Calls Waiting > 5 Min	207	169	131



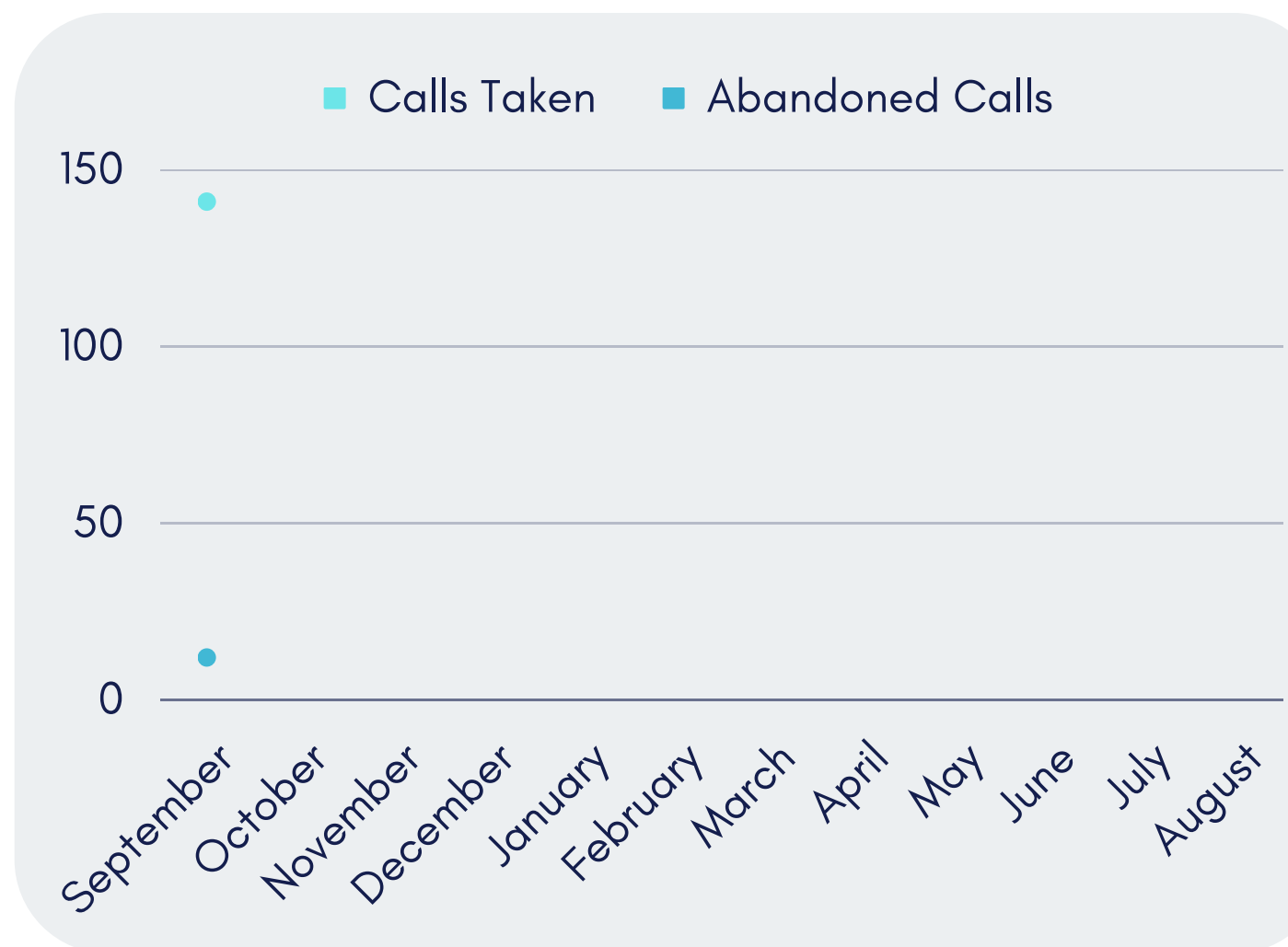
Deep Dive:

- **Abandoned Calls:** Busiest days 18th & 19th September start of induction week.
- **Longest Wait Time:** 8x8 support call logged - system error.
- **Month Comparison:** Similar call capacity to September 2023 but with a higher increase in overall calls.
- **Calls Waiting > 5 minutes:** 60 were abandoned calls



Communications - Room Support

	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	141	29	197
Calls Recieved	157	32	231
Abandoned Calls	8% - 12 Calls	3% - 1 Calls	34
Busiest Day	Mon 25th Sept (25)	17th, 18th, 31st August (3)	Tue 20th Sept (24)
Average Talk Time	02:56 [Max 38:07]	03:42 [Max 15:46]	02:32 [Max 39:42]
Average Wait Time	01:17 [Max 12:43]	00:30 [Max 03:46]	01:08 [Max 11:21]
Calls Waiting > 5 Min	10	0	19

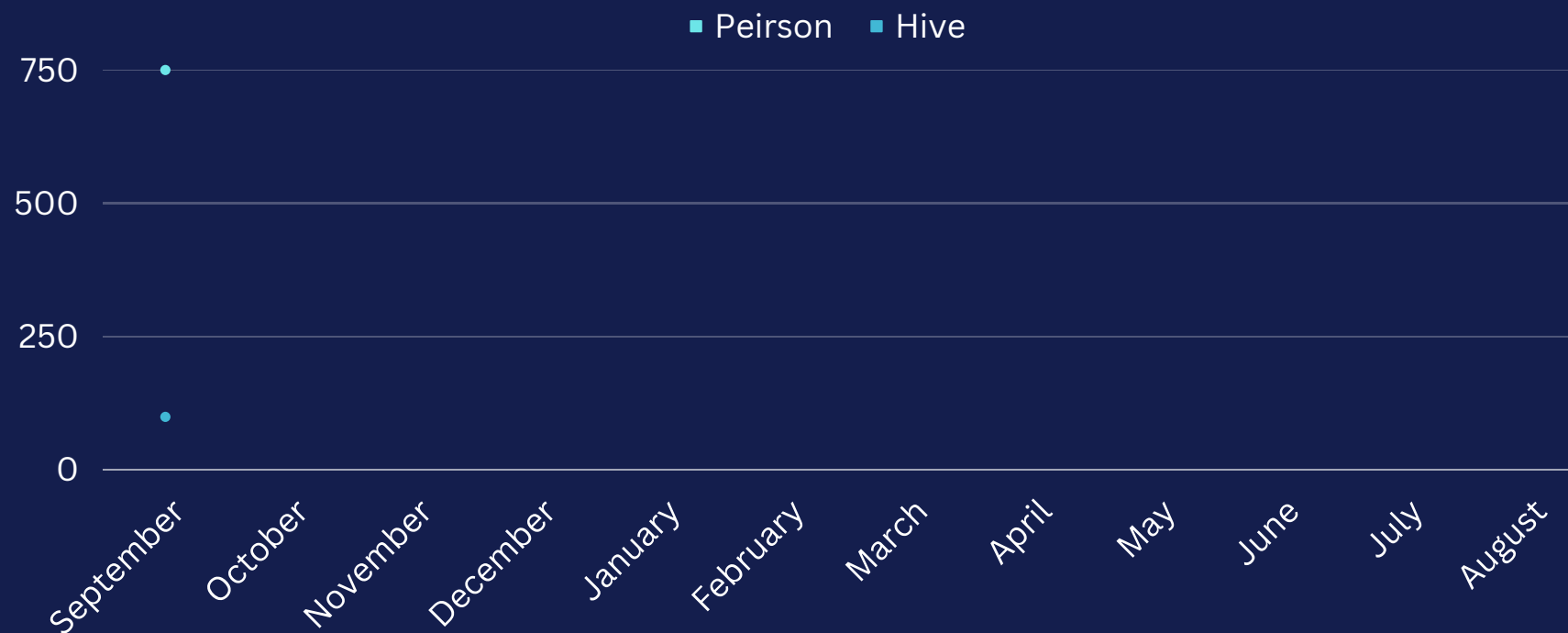


Deep Dive:

- **Calls Waiting > 5 Min:** AM & Lunch
- **22/23 Month Comparison:** Lower calls taken and recieved volume. Overall this could have improved from September 2022 due to the amount of teaching spaces upgrades.



Walk-Up Desk



HIVE	Current Month	Previous Month	22/23 Month Comparison
Number of Tickets	99	28	14
Busiest Day	Thursday 21st September (8)	11th August (11)	8th September (7)
Most Common Enquiry	Training & Advice (31)	Training & Advice (12)	Training & Advice (6)
Escalated Tickets	8	1	7

PEIRSON	Current Month	Previous Month	22/23 Month Comparison
Number of Visits	750	166	-
Number of Tickets	302	63	132
Busiest Day	Thursday 21st September (25)	29th August (9)	21st September (25)
Most Common Enquiry	IT Booking System (107)	IT Booking System (99)	Data & Security (35)
Escalated Tickets	94	19	98

Hive Deep Dive:

- 11% Staff
- 21% Student
- 68% Public User

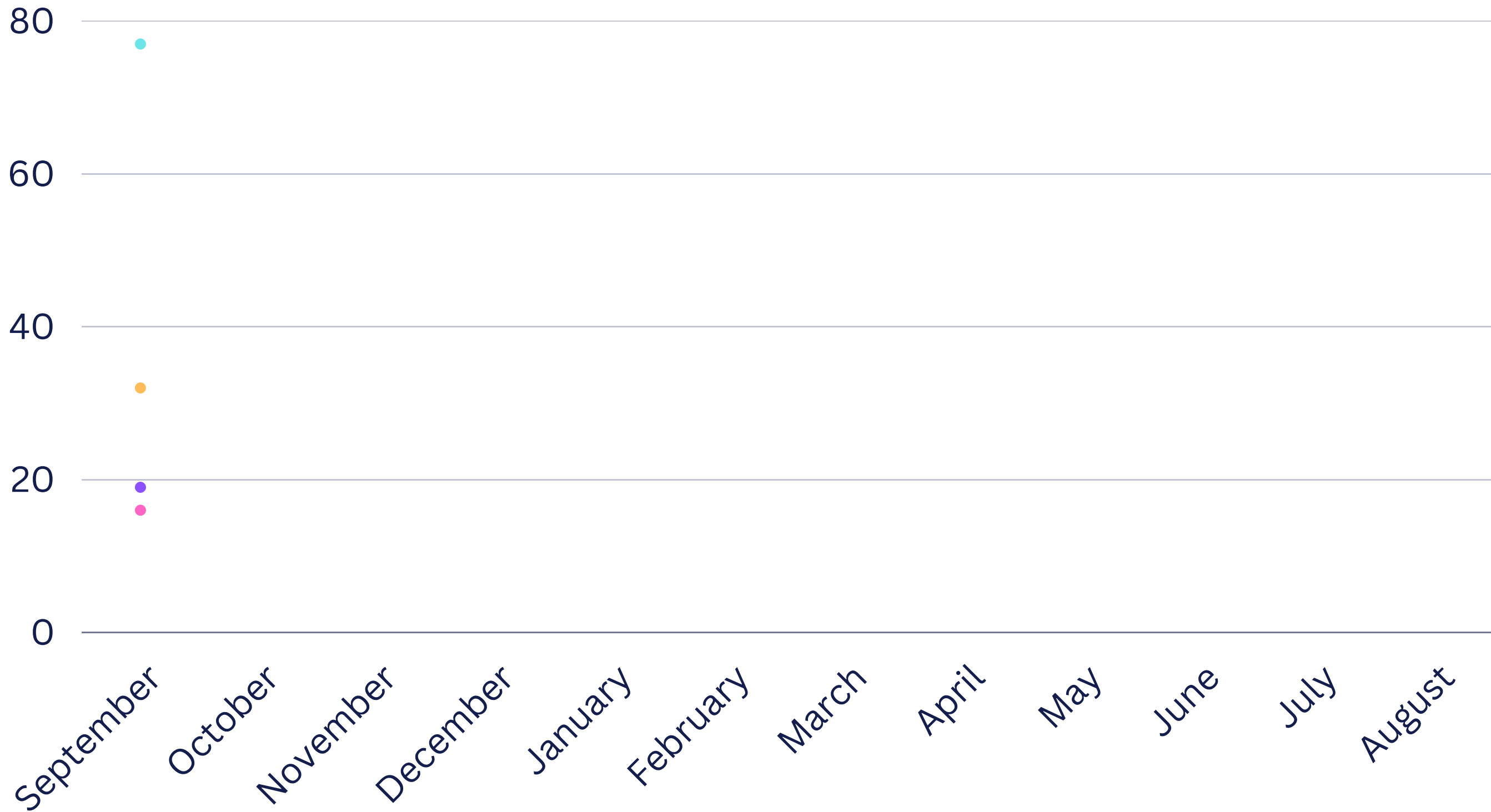
Peirson Deep Dive:

- 80% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.



Loan Equipment

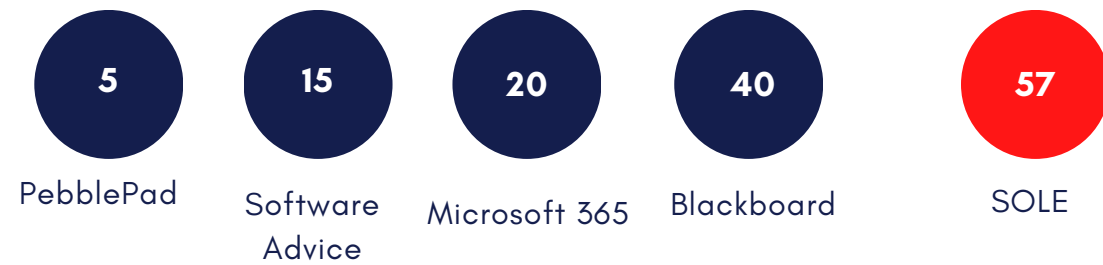
■ Student Laptops ■ Student Macbooks ■ Short-term Loans ■ Staff Laptops



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: SOFTWARE & LEARNING TOOLS



WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



SOFTWARE & LEARNING TOOLS INCIDENT DEEP DIVE:

- **SOLE:** Student registration assistance.
- **Blackboard:** Access troubleshooting where students are not accessing via myday.
- **Microsoft 365:** Application troubleshooting

Second Highest Category: Data & Security - Account Query (61)



DATA & SECURITY REQUEST DEEP DIVE:

Multi-Factor Authentication: Increase from September, with 86% of requests coming from students.

Second Highest Category: University Systems - IT Booking System (128)



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

Top Incident & Request Category: IT Equipment Support: Laptop

- Request: 50
- Incident: 29



AV Support Trends

