

IT Service Desk Monthly Review

November 2023

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

525
INCIDENT TICKETS
LOGGED



461
TICKETS LOGGED BY
STUDENTS



1014
REQUEST TICKETS
LOGGED



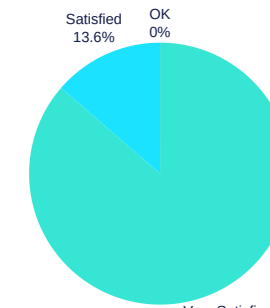
996
TICKETS LOGGED BY
STAFF



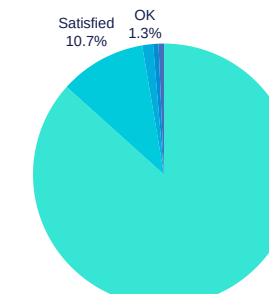
Feedback

Student Feedback Ratings: 22

Staff Feedback Ratings: 150



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



Average rating: 4.81/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: 740 (945 previous month, down 21%)



No. of live chat sessions: 123 (69 previous month, up 78%)



No. of walk-up enquiries: 555 (760 previous month, down 27%)

No. of equipment bookings: 314 (157 previous month, up 100%)

First Time Fix Rate

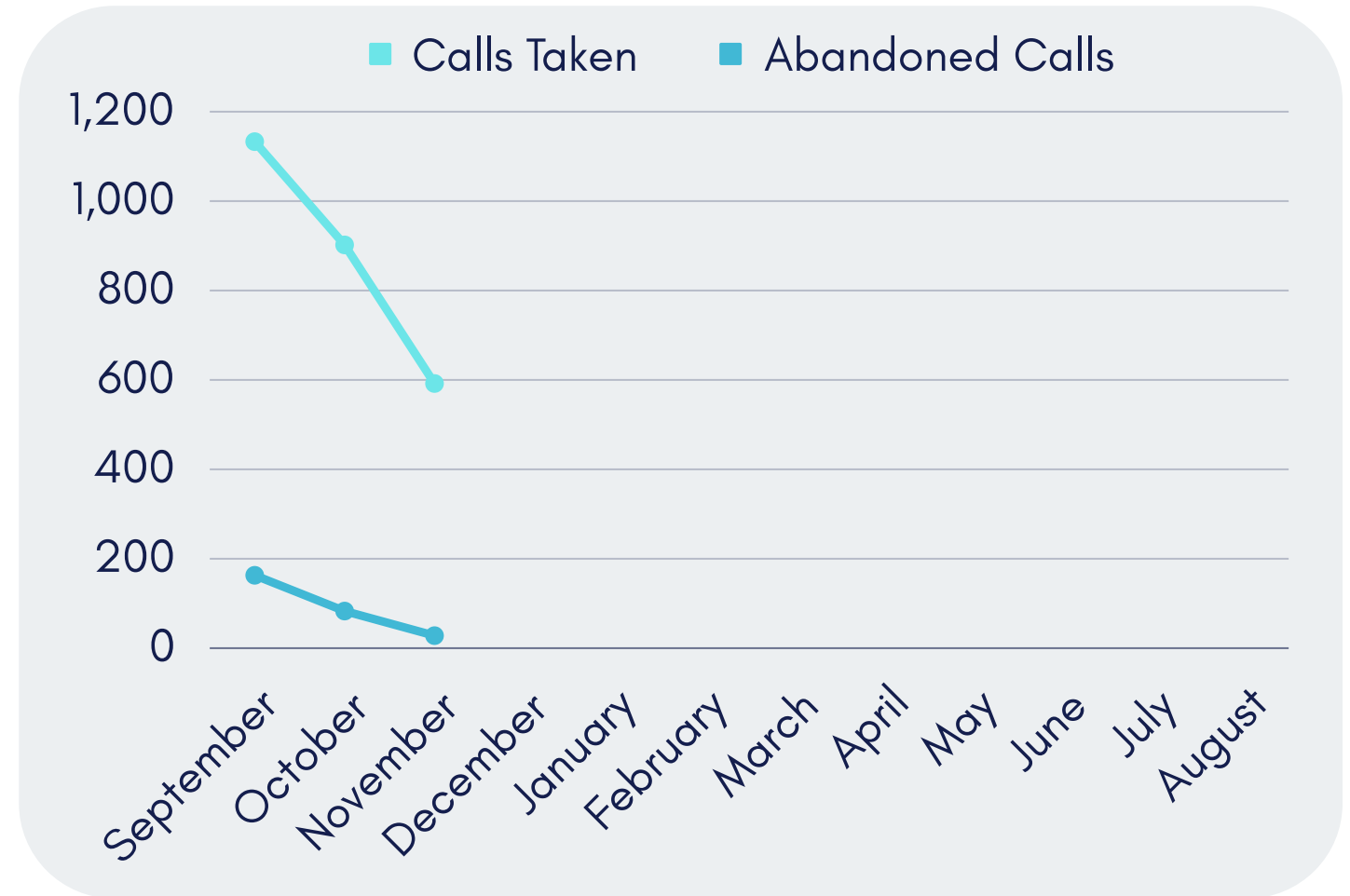


	Current month	Previous month	Previous Academic Year average
Incident	77%	78%	79%
Request	81%	79%	75%
Total	79%	79%	78%



Communications - Service Desk

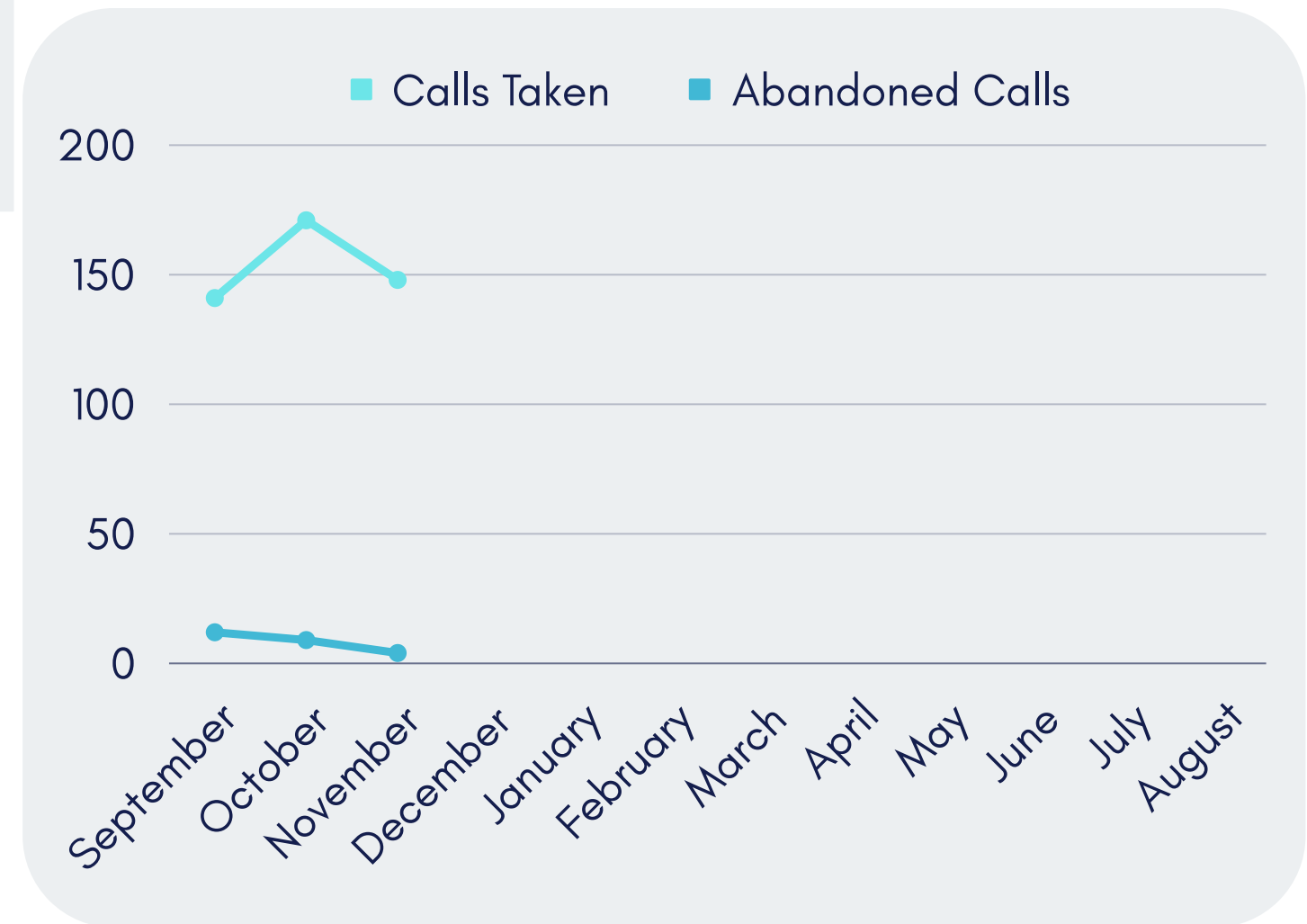
	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	592	902	699
Abandoned Calls	4% - 28 Calls	8% - 83 Calls	82 Calls
Busiest Day	Mon 20th Nov (40)	Mon 2nd Oct (80)	Mon 7th Nov (51)
Average Talk Time	07:48 [Max 44:57]	07:16 [Max 48:21]	05:53 [Max 48:40]
Average Wait Time	01:14 [Max 24:41]	01:56 [Max 1:59:08]	01:47 [Max 30:07]
Calls Waiting > 5 Min	37	119	70





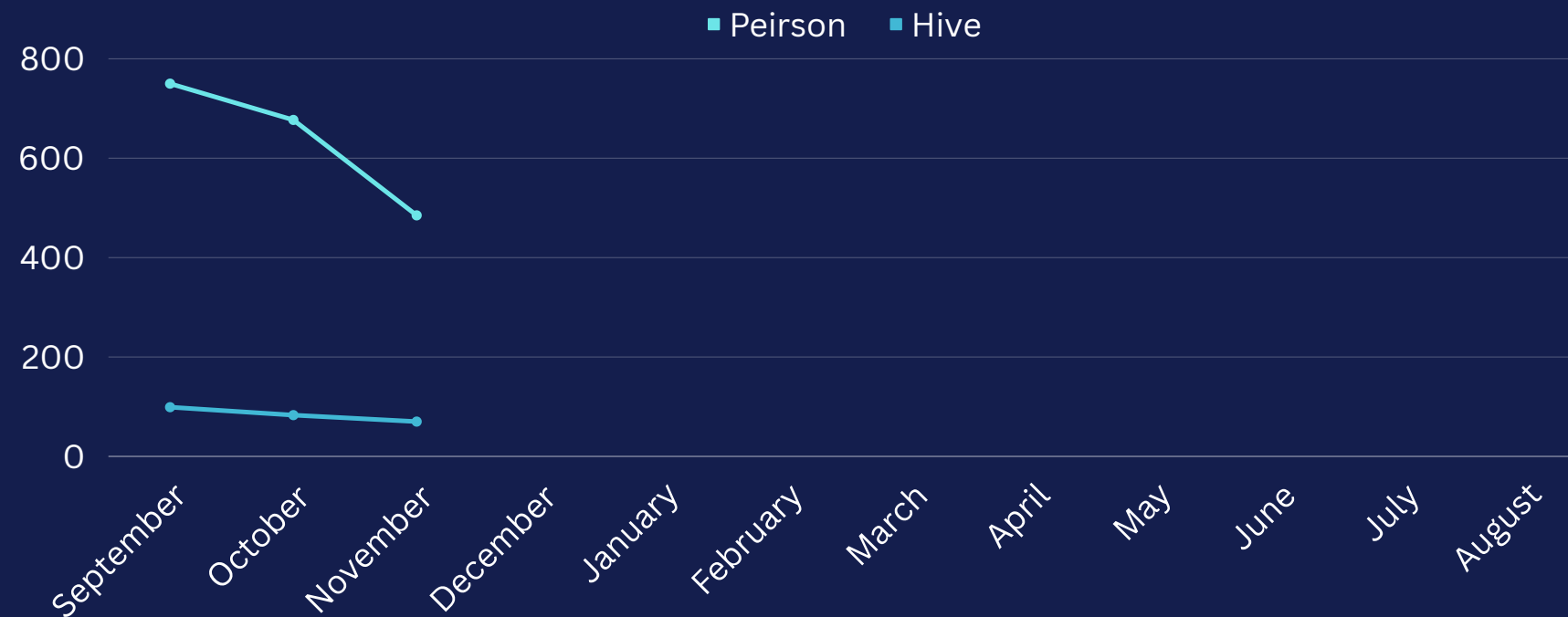
Communications - Room Support

	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	148	171	131
Abandoned Calls	4% - 6 Calls	5% - 9 Calls	15 Calls
Busiest Day	Tuesday 21st (11)	Tuesday 17th (13)	Tuesday 14th Nov (12)
Average Talk Time	02:32 [Max 13:36]	02:56 [Max 38:07]	02:39 [Max 20:00]
Average Wait Time	00:26 [Max 6:34]	01:17 [Max 12:43]	00:40 [Max 13:45]
Calls Waiting > 5 Min	1	2	3





Walk-Up Desk



PEIRSON	Current Month	Previous Month	22/23 Month Comparison
Number of Visits	485	677	-
Number of Tickets	286	240	244
Busiest Day	27th November (33)	9th & 19th October (24)	16th November (31)
Most Common Enquiry	IT Booking System (172)	IT Booking System (131)	IT Equipment Support (88)
Escalated Tickets	22	56	30

HIVE	Current Month	Previous Month	22/23 Month Comparison
Number of Tickets	70	83	30
Busiest Day	14th & 30th Nov (8)	1st October (8)	7th November (6)
Most Common Enquiry	Training & Advice (33)	Training & Advice (29)	Training & Advice (13)
Escalated Tickets	8	8	5

Hive Deep Dive:

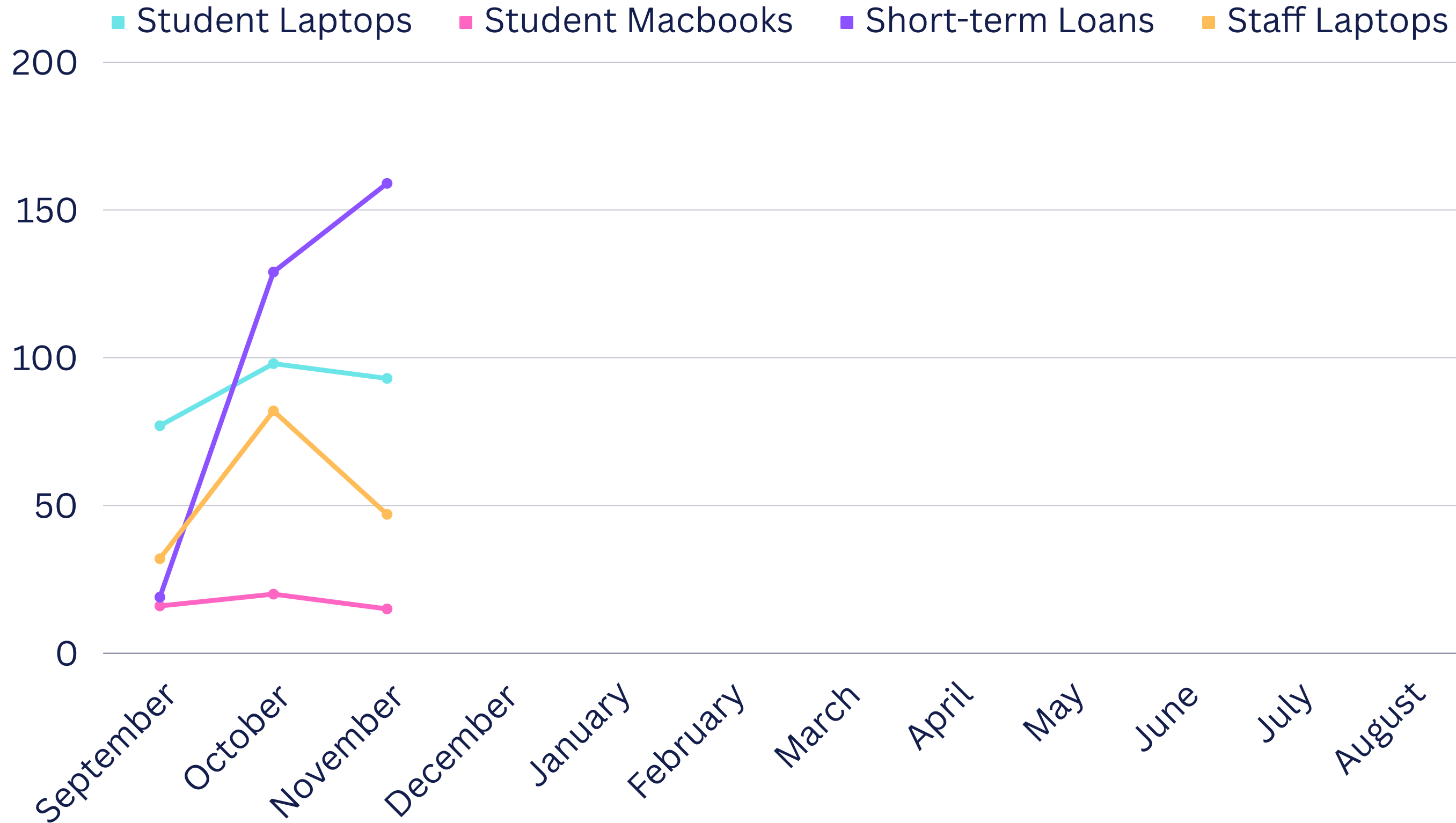
- 25% Student
- 56% Public User
- 19% Staff

Peirson Deep Dive:

- 79% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.



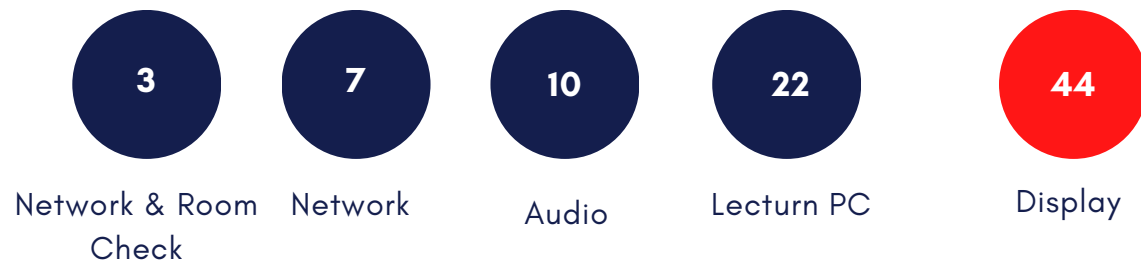
Loan Equipment



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT



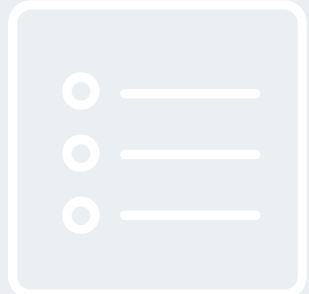
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



CAMPUS ROOM SUPPORT INCIDENT DEEP DIVE:

- **Display:** 11 calls & 6 tickets from BY1150 & room check preventative maintenance
- **Lectern PC:** Login issues, software issues and new desktop requests



Second Highest Category: Software & Learning Tools - Microsoft Office 365 (35)

DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 81% Student requests
- **Password Change/Reset:** 57% Students



Second Highest Category: University Systems - IT Booking System (176)



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

- Top Incident & Request Category: IT Equipment Support: Laptop**
- Request: 47
 - Incident: 28



AV Support Trends

