

IT Service Desk Monthly Review

October 2023

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

782
INCIDENT TICKETS
LOGGED



607
TICKETS LOGGED BY
STUDENTS



1210
REQUEST TICKETS
LOGGED



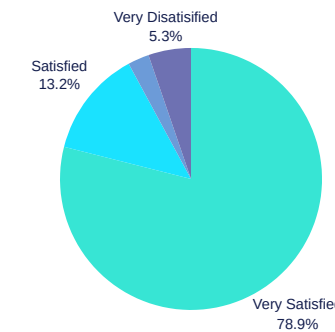
1309
TICKETS LOGGED BY
STAFF



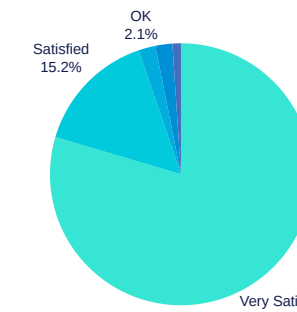
Feedback

Student Feedback Ratings: 38

Staff Feedback Ratings: 191



Average rating: 4.85/5.00 **Very Satisfied**



Average rating: 4.70/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: 1073 (1274 previous month, down 16%)



No. of live chat sessions: 84 (155 previous month, down 46%)



No. of walk-up enquiries: 760 (849 previous month, down 10%)

No. of equipment bookings: 157 (126 previous month, up 25%)

First Time Fix Rate

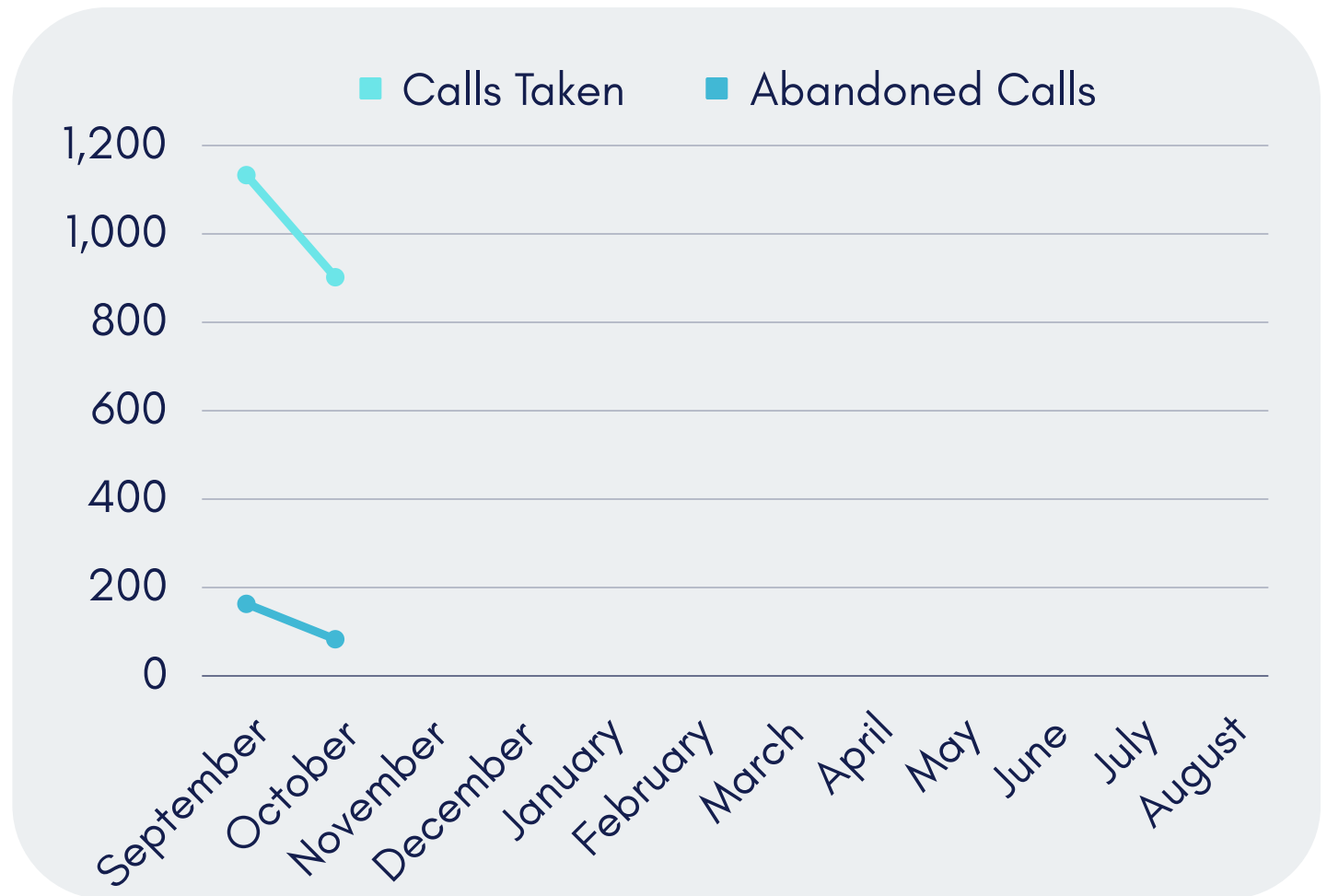


| | Current month | Previous month | Previous Academic Year average |
|--------------|---------------|----------------|--------------------------------|
| Incident | 78% | 81% | 79% |
| Request | 79% | 78% | 75% |
| Total | 79% | 79% | 78% |



Communications - Service Desk

| | Current Month | Previous Month | 22/23 Month Comparison |
|---------------------------------|------------------------|------------------------|------------------------|
| Calls Taken | 902 | 1133 | 686 |
| Abandoned Calls | 8% - 83 Calls | 12% - 163 Calls | 86 Calls |
| Busiest Day | Mon 2nd Oct (80) | Tue 19th Sept (87) | Mon 31st Oct (50) |
| Average Talk Time | 07:16 [Max 48:21] | 08:03 [Max 1:30:46] | 05:55 [Max 53:27] |
| Average Wait Time | 01:56 [Max 1:59:08] | 02:29 [Max 2:50:45] | 02:11 [Max 44:10] |
| Calls Waiting > 5 Min | 119 | 207 | 108 |



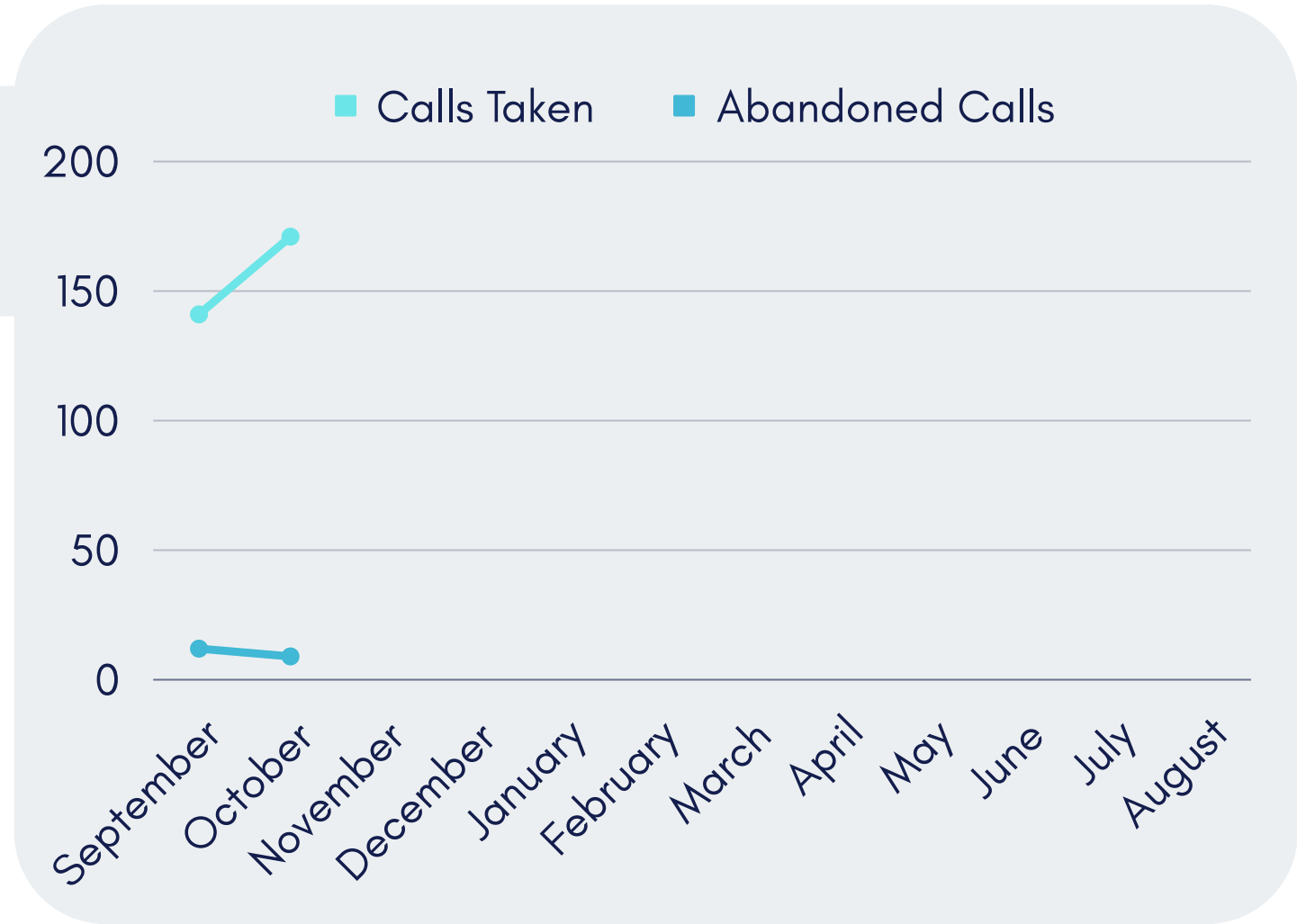
Deep Dive:

- **22/23 Month Comparison:** Significantly busier than previous academic year



Communications - Room Support

| | Current Month | Previous Month | 22/23 Month Comparison |
|---------------------------------|----------------------|----------------------|------------------------|
| Calls Taken | 171 | 141 | 195 |
| Abandoned Calls | 5% - 9 Calls | 8% - 12 Calls | 29 Calls |
| Busiest Day | Tuesday 17th (13) | Mon 25th Sept (25) | Thur 13th Oct (16) |
| Average Talk Time | 02:56 [Max 38:07] | 02:56 [Max 38:07] | 02:05 [Max 18:44] |
| Average Wait Time | 01:17 [Max 12:43] | 01:17 [Max 12:43] | 00:35 [Max 18:00] |
| Calls Waiting > 5 Min | 2 | 10 | 2 |

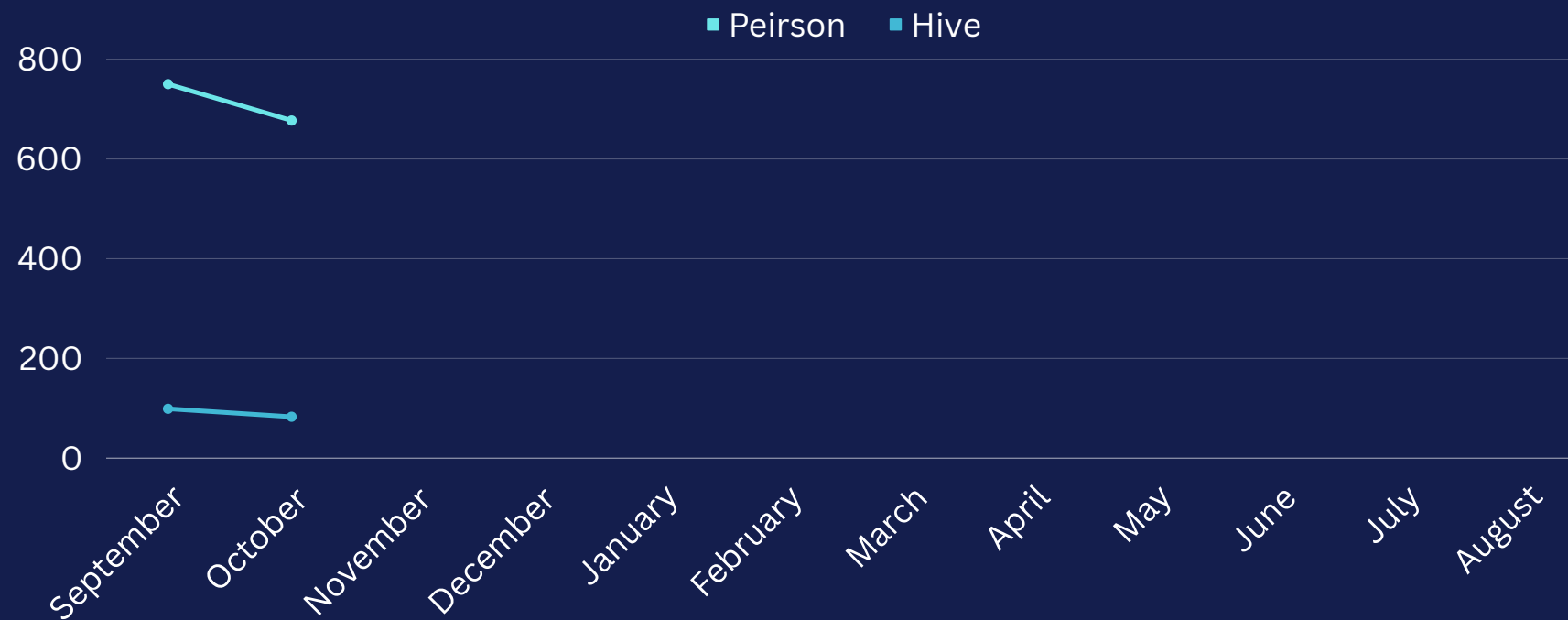


Deep Dive:

- Abandoned Calls:** hit KPI for abandoned call rate



Walk-Up Desk



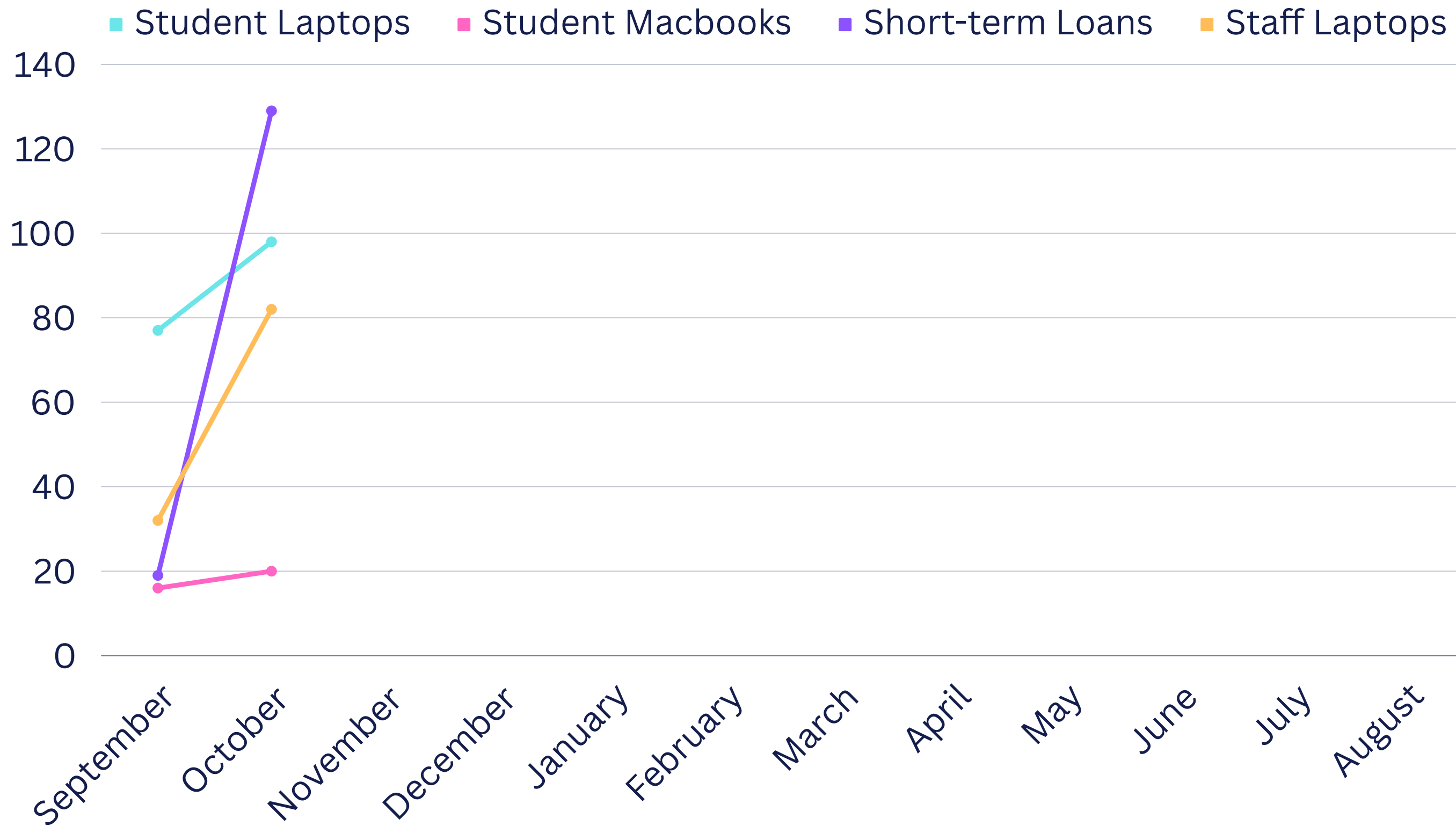
| PEIRSON | Current Month | Previous Month | 22/23 Month Comparison |
|----------------------------|-------------------------|------------------------------|------------------------|
| Number of Visits | 677 | 750 | - |
| Number of Tickets | 240 | 302 | 132 |
| Busiest Day | 9th & 19th October (24) | Thursday 21st September (25) | 21st September (25) |
| Most Common Enquiry | IT Booking System (131) | IT Booking System (107) | Data & Security (35) |
| Escalated Tickets | 56 | 94 | 98 |

| HIVE | Current Month | Previous Month | 22/23 Month Comparison |
|----------------------------|------------------------|-----------------------------|------------------------|
| Number of Tickets | 83 | 99 | 14 |
| Busiest Day | 1st October (8) | Thursday 21st September (8) | 8th September (7) |
| Most Common Enquiry | Training & Advice (29) | Training & Advice (31) | Training & Advice (6) |
| Escalated Tickets | 8 | 8 | 7 |

- Hive Deep Dive:**
- 50% Student
 - 37% Public User
- Peirson Deep Dive:**
- 80% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.



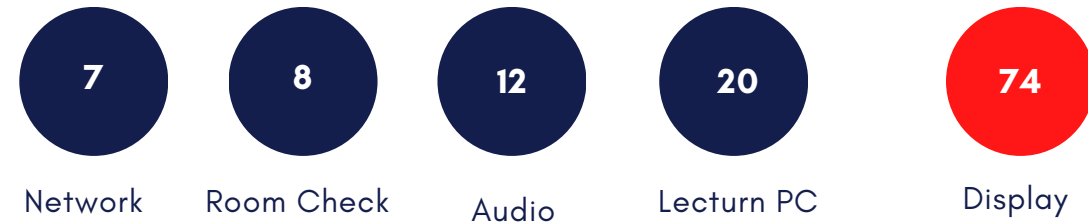
Loan Equipment



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:** Windows + P or projector desync
- **Lectern PC:** VLC required, peripherals, display and domain issues.



Second Highest Category: Software & Learning Tools - Microsoft Office 365 (66)

DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 81% Student requests
- **Account Query:** 68% Students
- **Account Activation Request:** 56% Students



Second Highest Category: University Systems - IT Booking System (139)

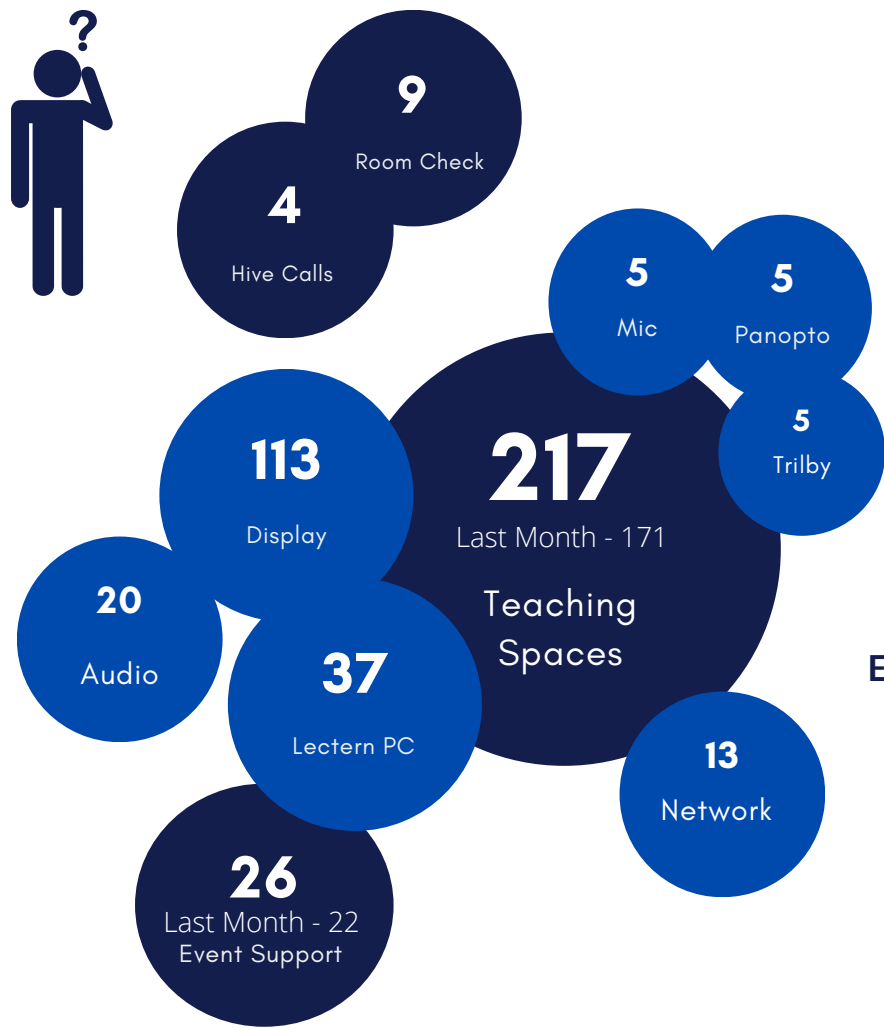
WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

- Top Incident & Request Category:** IT Equipment Support: Laptop
- Request: 39
 - Incident: 30





AV Support Trends



ESCALATIONS:

