

IT Service Desk Monthly Review

February 2024

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

523

INCIDENT TICKETS LOGGED



378

TICKETS LOGGED BY STUDENTS



910

REQUEST TICKETS LOGGED



993

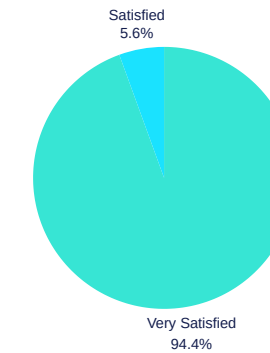
TICKETS LOGGED BY STAFF



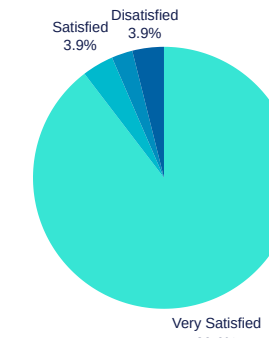
Feedback

Student Feedback Ratings: 18

Staff Feedback Ratings: 154



Average rating: 4.94/5.00 **Very Satisfied**



Average rating: 4.79/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: 657 (879 previous month, down 25%)



No. of live chat sessions: 71 (134 previous month, down 47%)



No. of walk-up enquiries: 325 (501 previous month, down 35%)

No. of equipment bookings: 134 (205 previous month, down 35%)

First Time Fix Rate

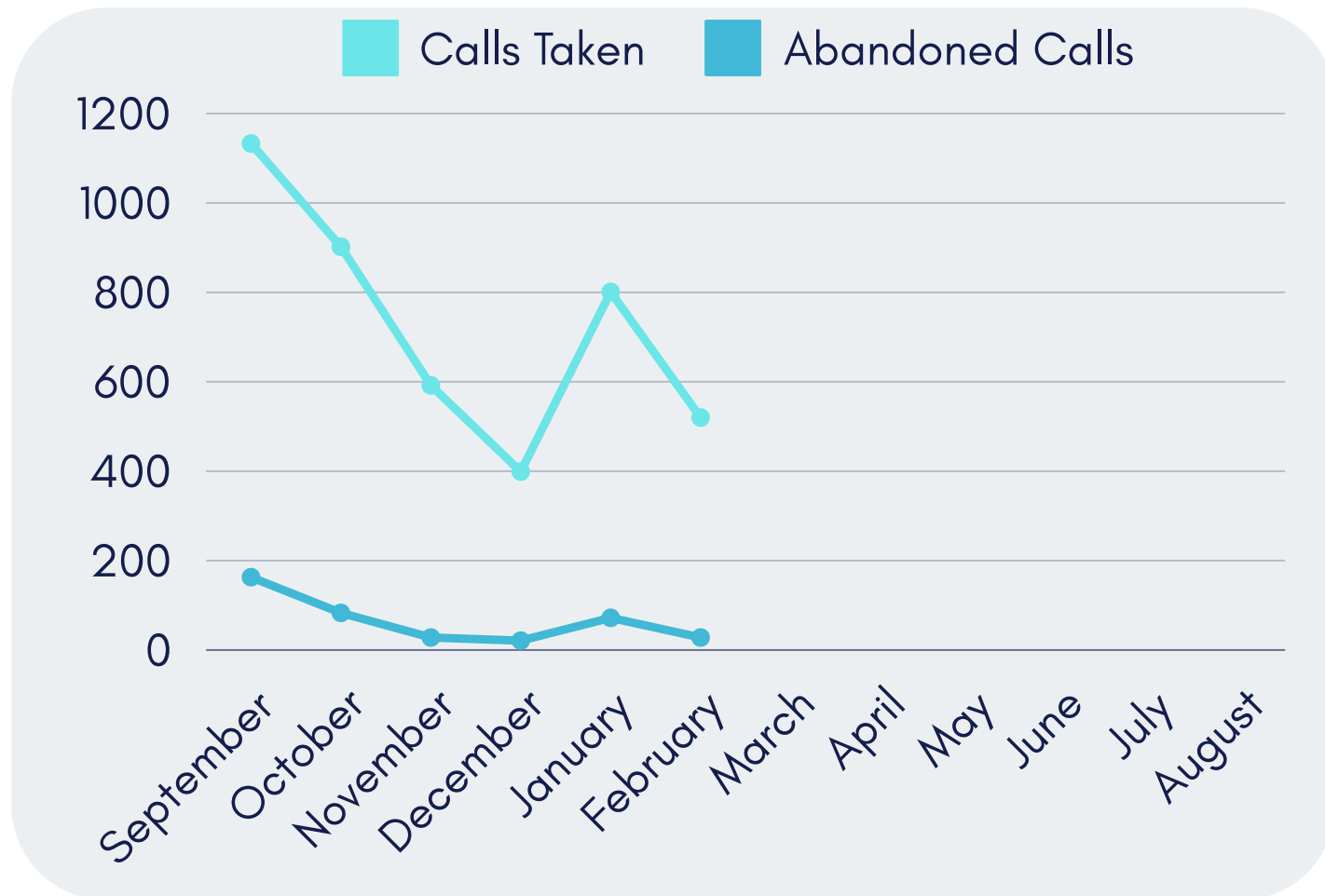


	Current month	Previous month	Previous Academic Year average
Incident	79%	79%	79%
Request	80%	80%	75%
Total	79%	79%	78%



Communications - Service Desk

	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	520	801	539
Abandoned Calls	5% - 28 Calls	7% - 64 Calls	6% - 37 Calls
Busiest Day	Mon 26th Feb (38)	Mon 15th Jan (46)	Mon 27th (43)
Average Talk Time	06:27 [Max 55:55]	07:11 [Max 2:00:04]	08:01 [Max 1:03:38]
Average Wait Time	01:18 [Max 46:23]	01:45 [Max 48:38]	01:32 [Max 2:52:42]
Calls Waiting > 5 Min	37	95	48



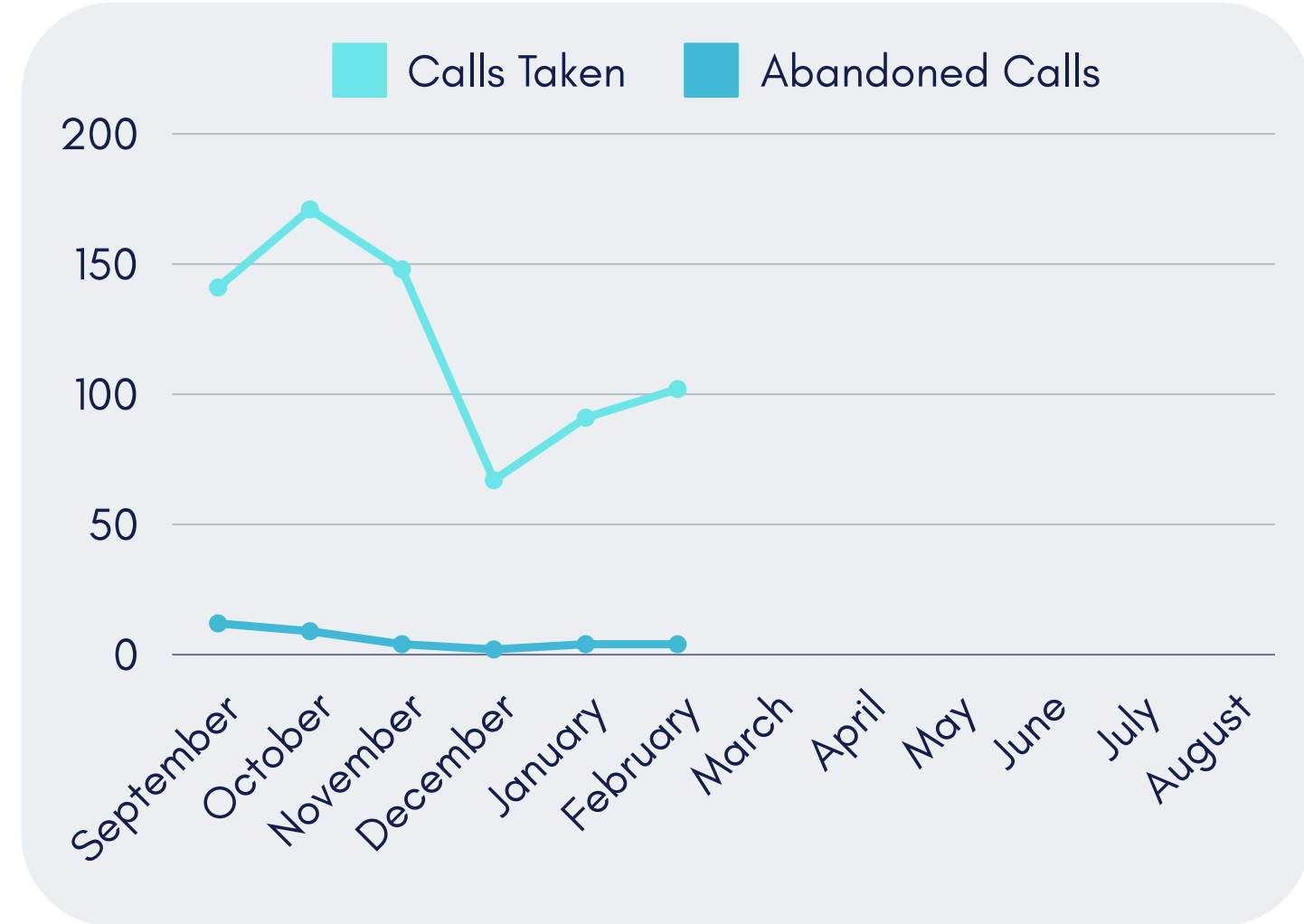
Service Desk Deep Dive:

- **Abandoned Call Rate:** Achieved the abandoned call target
 - **Average Wait Time:** Achieved target with
- Calls Waiting > 5 Min: 7%**



Communications - Room Support

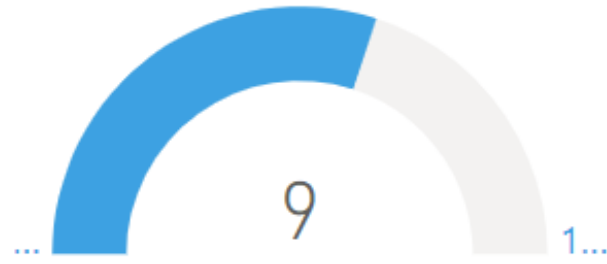
	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	102	91	102
Abandoned Calls	4% - 4 Calls	4% - 4 Calls	3% - 3 Calls
Busiest Day	Fri 2nd Feb (13)	Tues 23d Jan (11)	Thurs 2nd Feb (13)
Average Talk Time	02:29 [Max 09:51]	02:51 [Max 19:01]	02:47 [Max 19:47]
Average Wait Time	00:31 [Max 4:28]	00:22 [Max 1:56]	00:42 [Max 16:51]
Calls Waiting > 5 Min	0	0	3



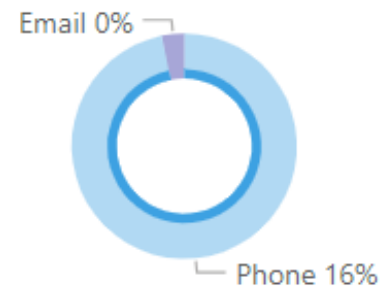
Room Support Deep Dive Deep Dive:

- **Abandoned Call Rate:** 2 out of 4 after 4:30pm.
- **22/23 Month Comparison:** similar performance to 22/23 with improved calls waiting > 5 min

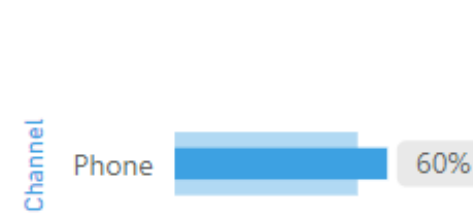
Resolved vs Logged



Volume by Channel

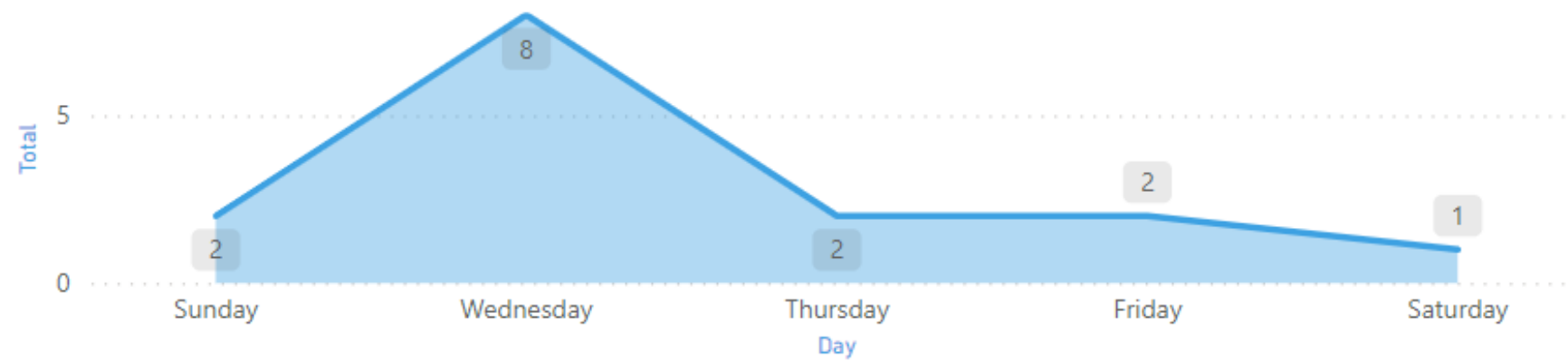


Fix Rate by Channel

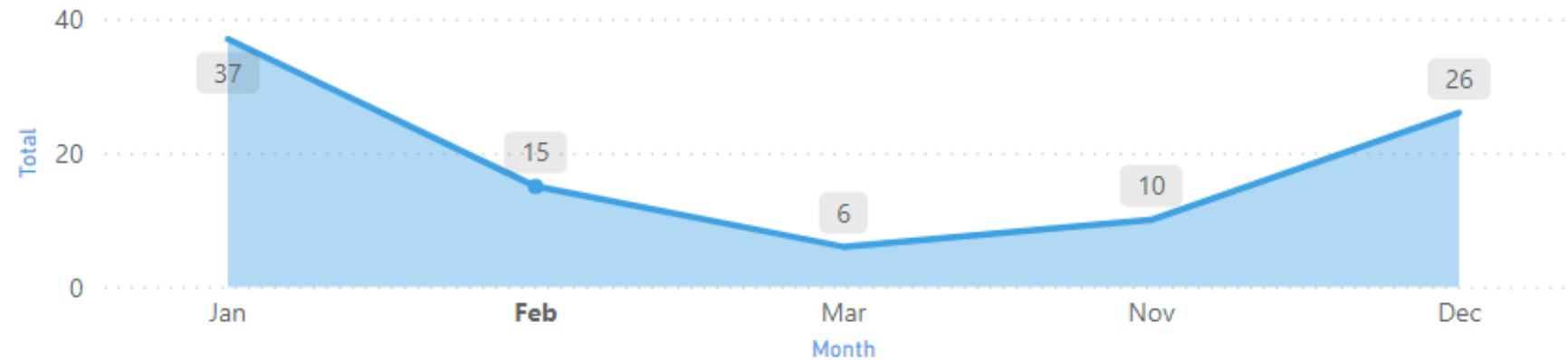


Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	3	100%
Account -> Permissions and Access	2	50%
Multi-factor authentication (MFA) -> Setup	2	50%
Password Reset -> Primary	2	50%
Computer -> Laptop	1	100%
Disabled -> Primary	1	
Equipment Loan -> Laptop	1	100%
Site/Module -> Unavailable	1	100%
Software -> Remote Access	1	
Website -> Intranet	1	
Total	15	60%

Demand by day

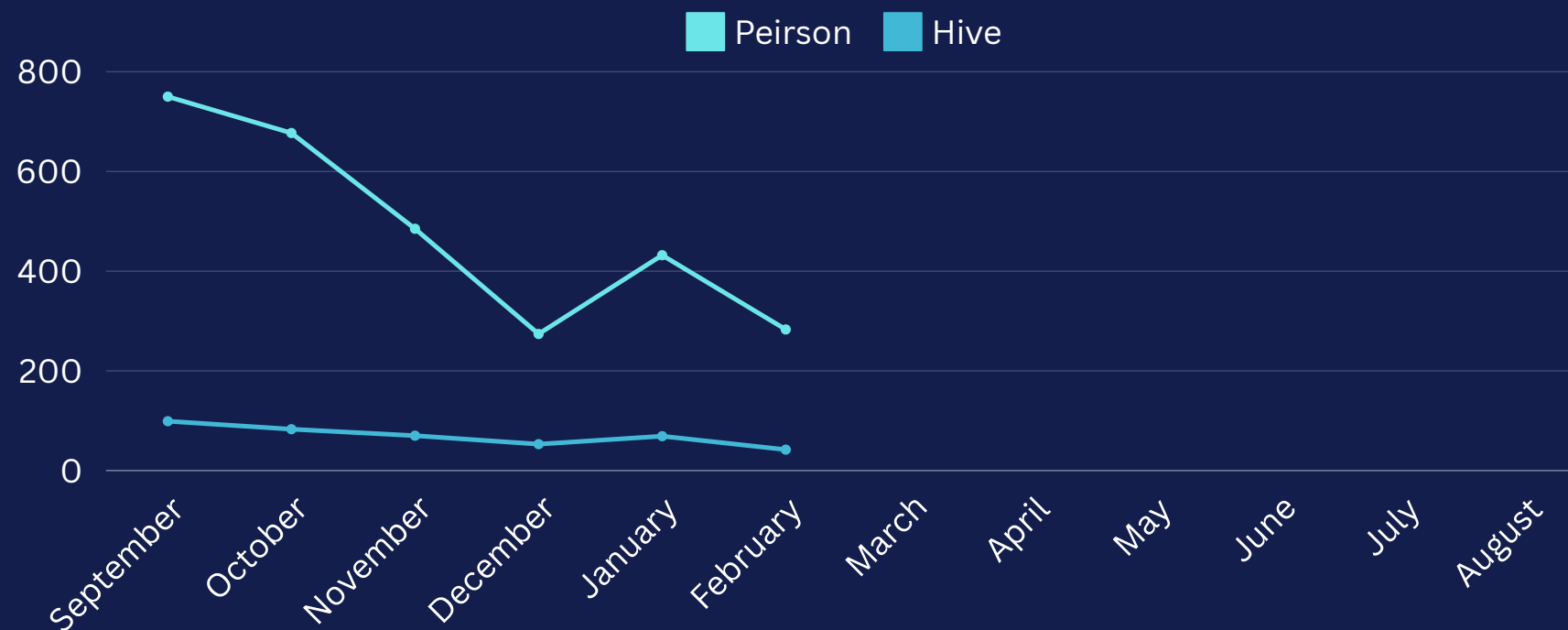


Demand by month





Walk-Up Desk



HIVE	Current Month	Previous Month	22/23 Month Comparison
Number of Tickets	42	69	41
Busiest Day	Sat 17th Feb (6)	15th Jan (9)	1st February (11)
Most Common Enquiry	Training & Advice (16)	Training & Advice (37)	Laptop (8)
Escalated Tickets	10	3	5

PEIRSON	Current Month	Previous Month	22/23 Month Comparison
Number of Visits	283	432	-
Number of Tickets	186	215	182
Busiest Day	Mon 12th Feb (26)	Mon 15th Jan (18)	Fri 17th February (21)
Most Common Enquiry	IT Booking System (116)	IT Booking System (102)	IT Booking System (118)
Escalated Tickets	26	24	22

Hive Deep Dive:

- 40% Student - increase in students from previous month
- 33% Public User
- 11% Staff

Peirson Deep Dive:

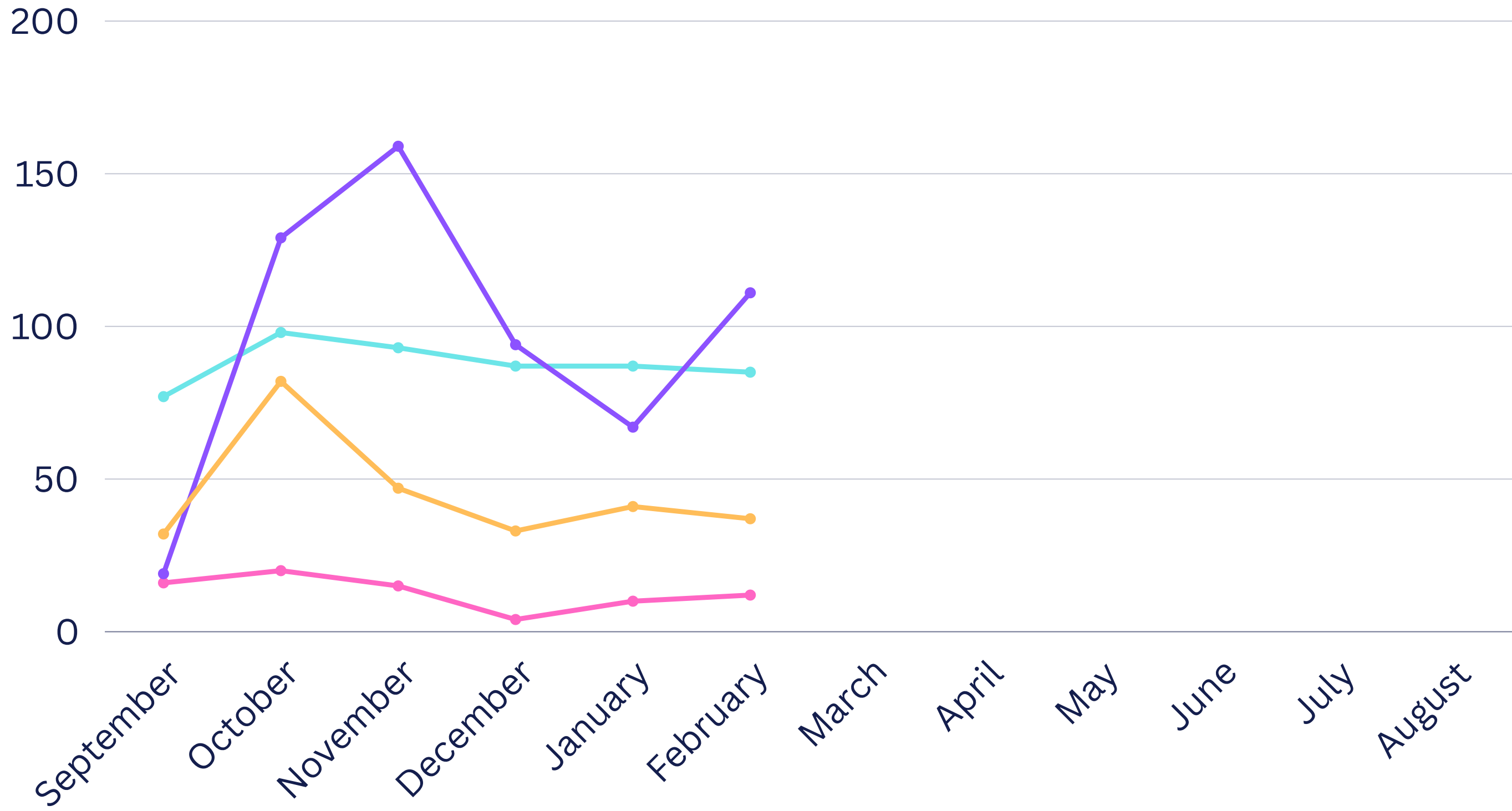
- 22% Staff
- 68% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.



Loan Equipment



 Staff Laptops



Service Desk Category Trends

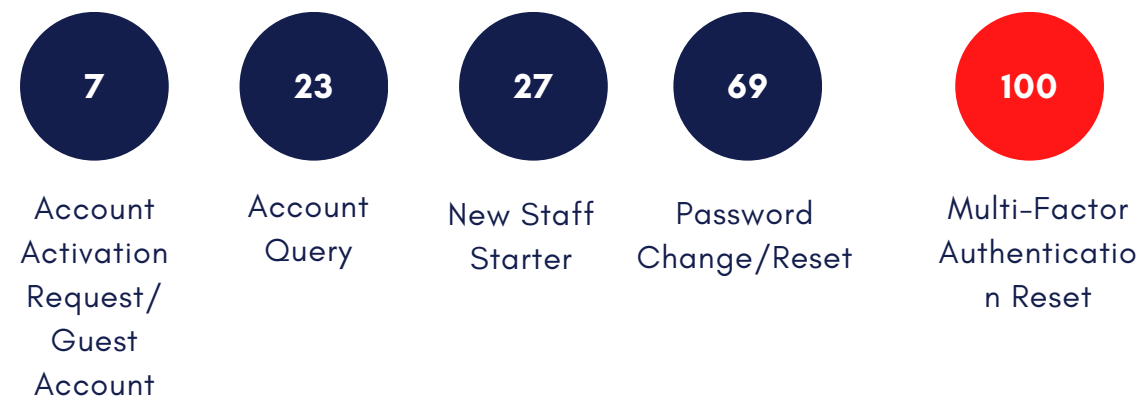
WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT



WHICH ARE OUR TOP REQUESTS THIS MONTH?

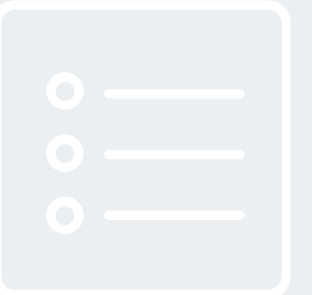
TOP LEVEL CATEGORY: DATA AND SECURITY



IT EQUIPMENT SUPPORT SUPPORT INCIDENT DEEP DIVE:

- **Display:** No display for both screens and projectors, these rooms are similar to what is on the teaching space status page
- **Trilby:** EGA Reception Timetabling Screen

Second Highest Category: Data & Security - Account Query (31)



DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 82% Student requests
- **Password Change/Reset:** 62% Students

Second Highest Category: University Systems - IT Booking System (117)



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

- Top Incident & Request Category:** IT Equipment Support: Laptop
- Request: 41, Incident: 23 - Hardware fixes and issue.



AV Support Trends

