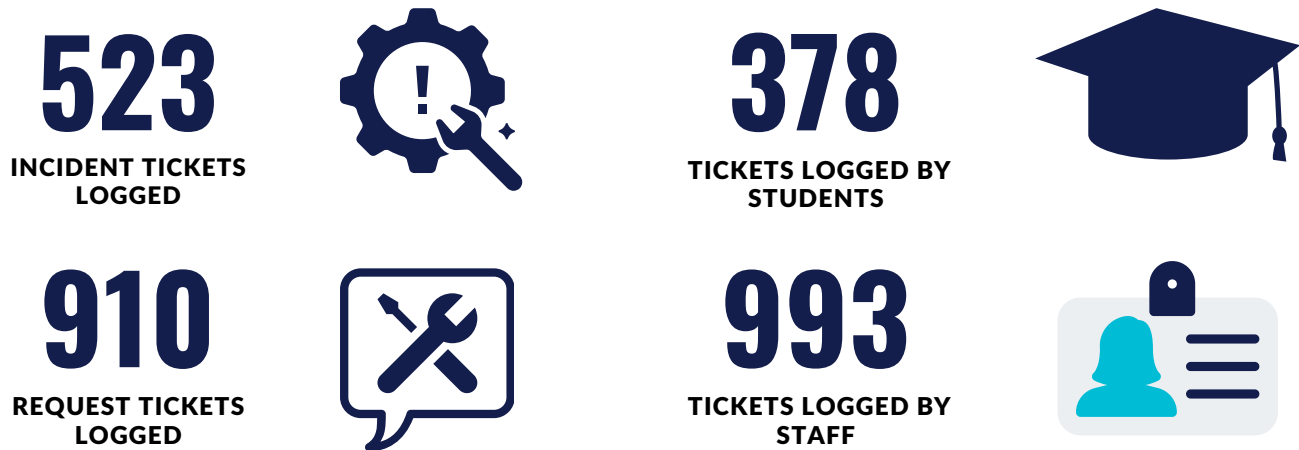


IT Service Desk Monthly Review

February 2024

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

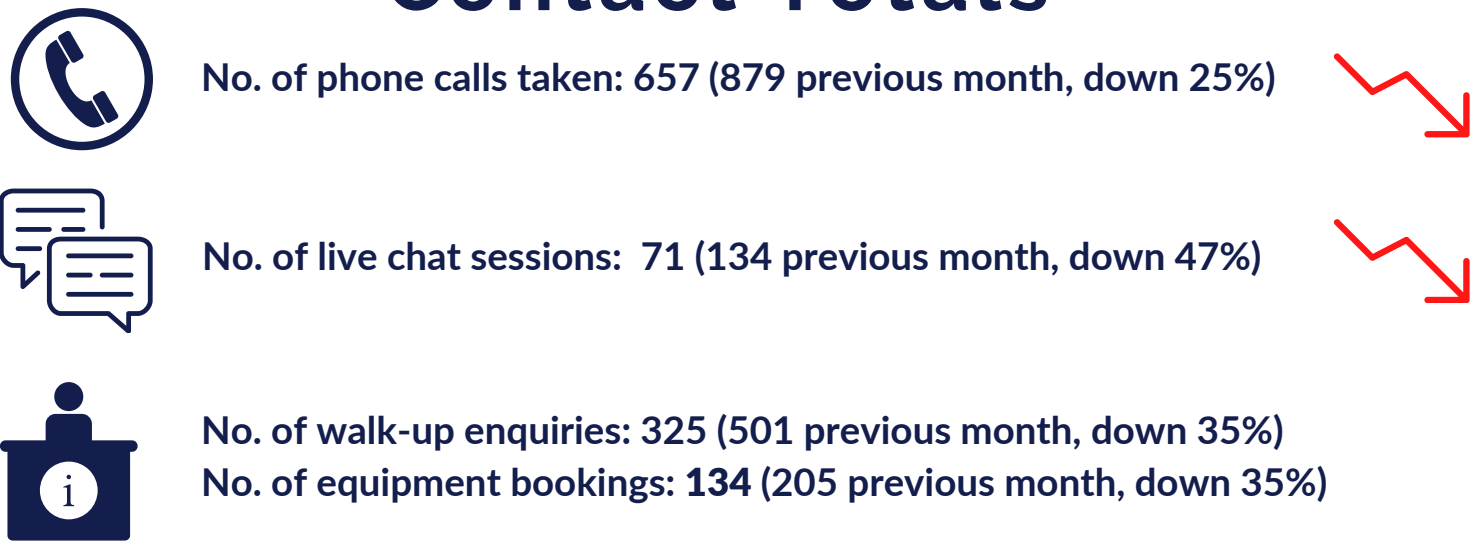
Ticket Totals



Feedback



Contact Totals



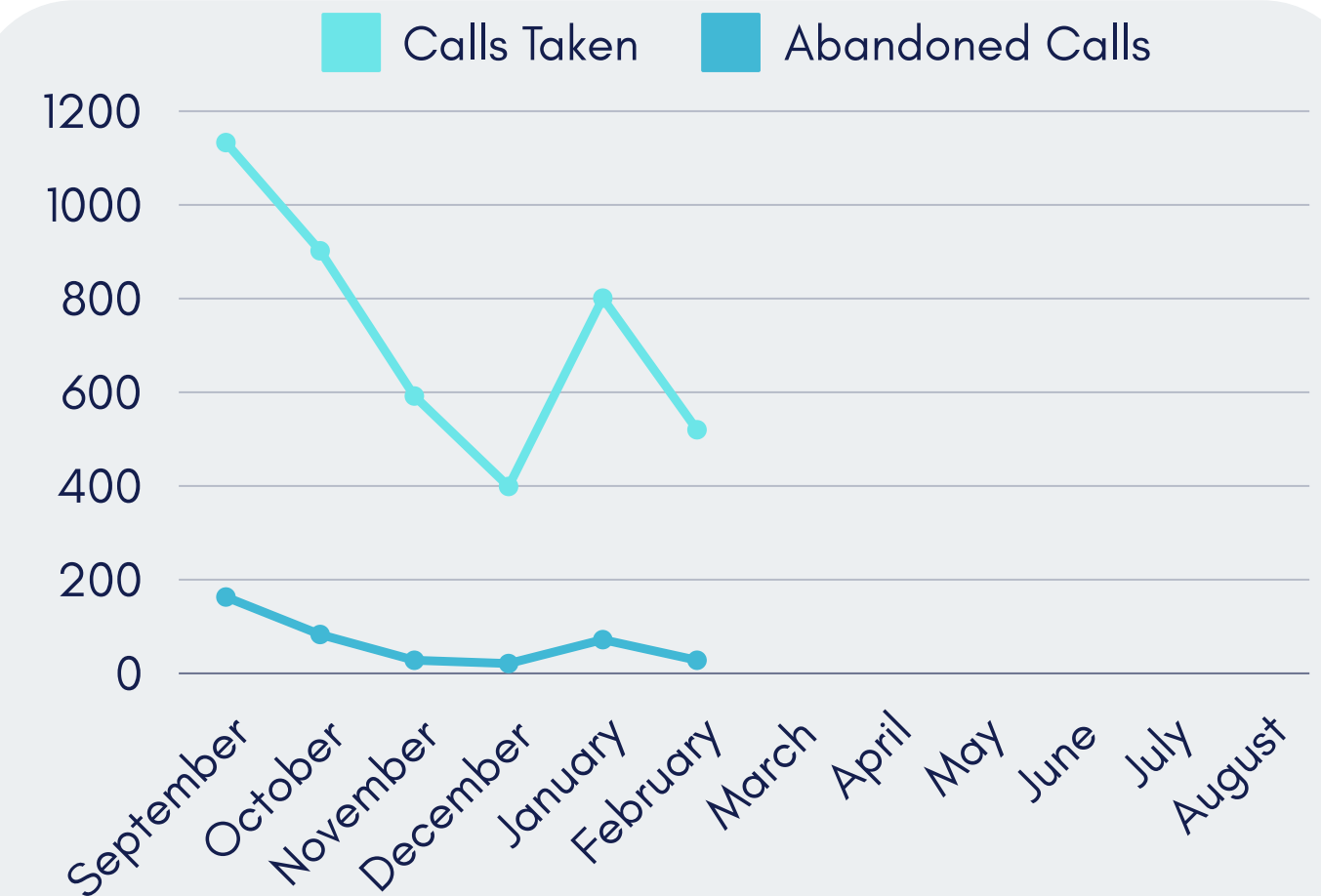
First Time Fix Rate

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



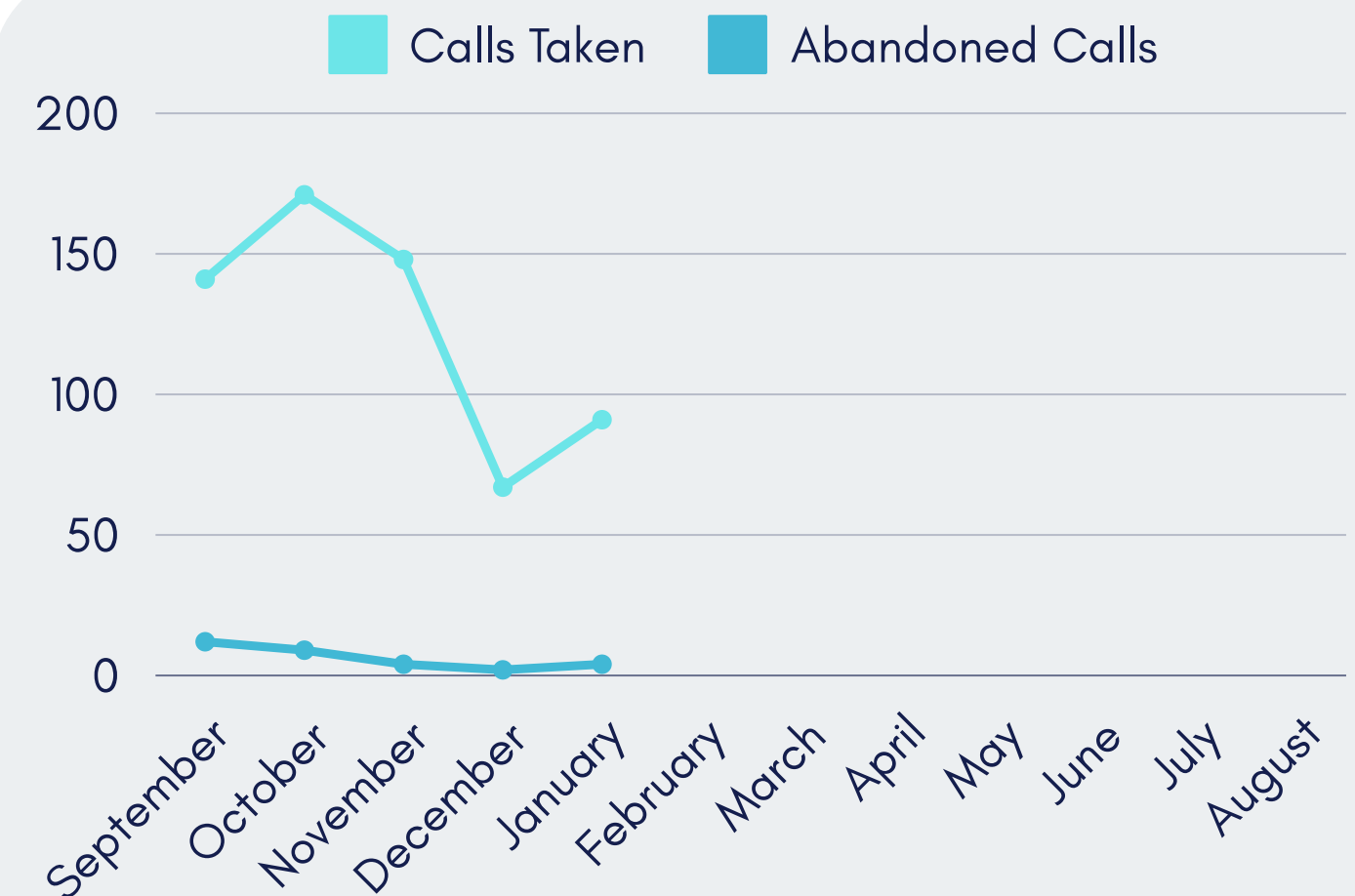
Service Desk Deep Dive:

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



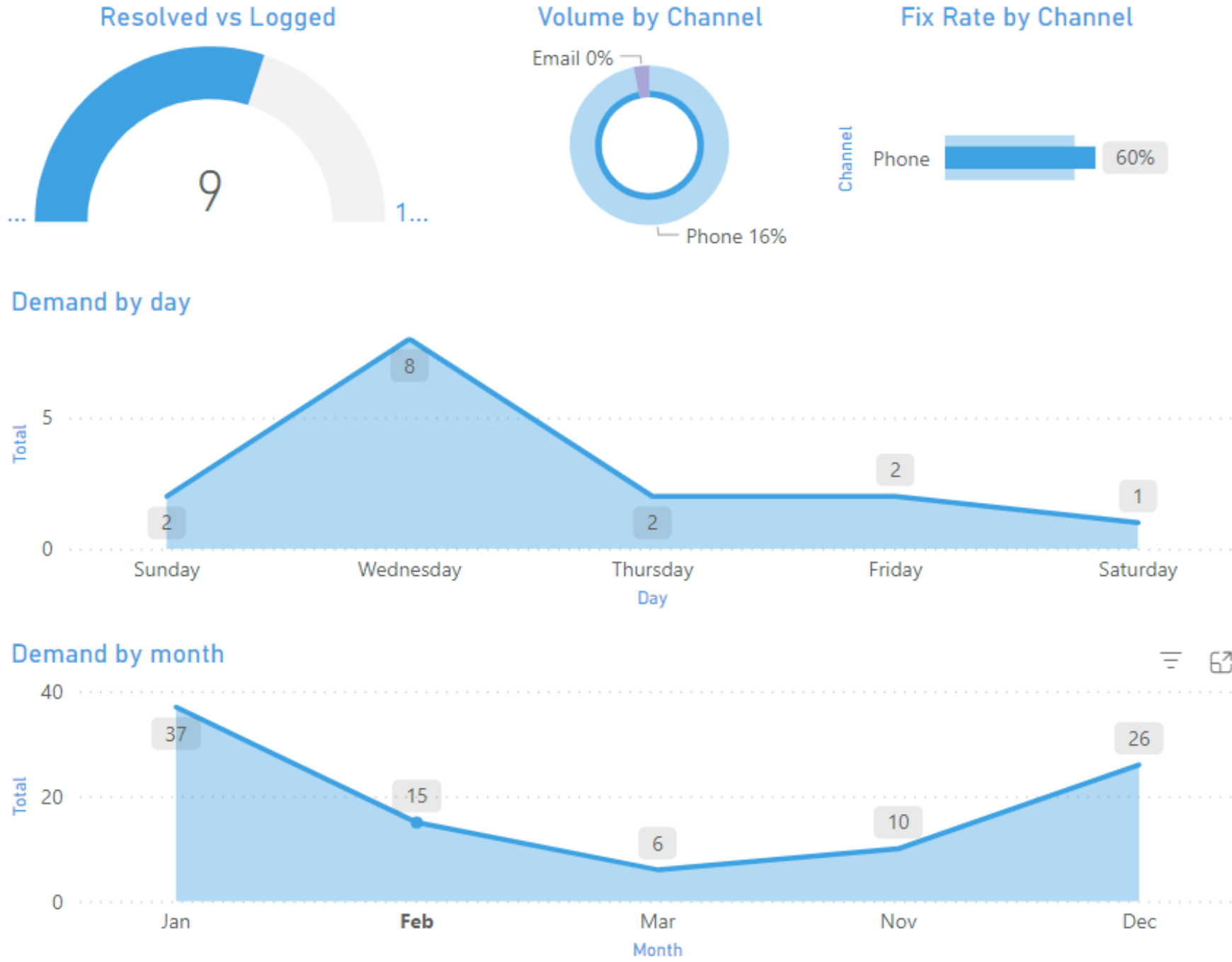
Communications - Room Support

| | 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 | 02:51 [Max 19:01] | 02:51 [Max 19:01] | 02:47 [Max 19:47] |
| Average Wait Time | 00:22 [Max 1:56] | 00:22 [Max 1:56] | 00:42 [Max 16:51] |
| Calls Waiting > 5 Min | 0 | 0 | 3 |



Room Support Deep Dive Deep Dive:

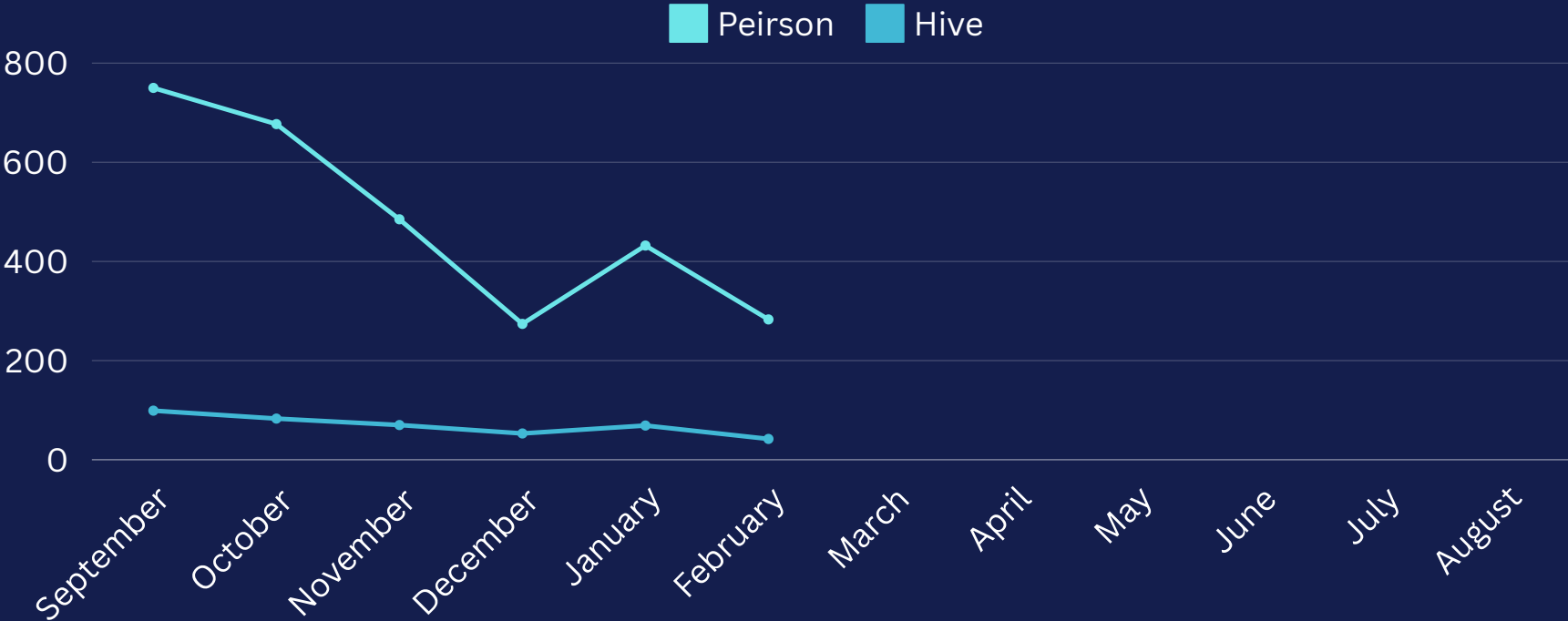
- **Abandoned Call Rate:** 2 out of 4 after 4:30pm.
- **22/23 Month Comparison:** similar performance to 22/23 with improved calls waiting > 5 min



| 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% |



Walk-Up Desk



| 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 | 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 |

Hive Deep Dive:

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

Peirson Deep Dive:

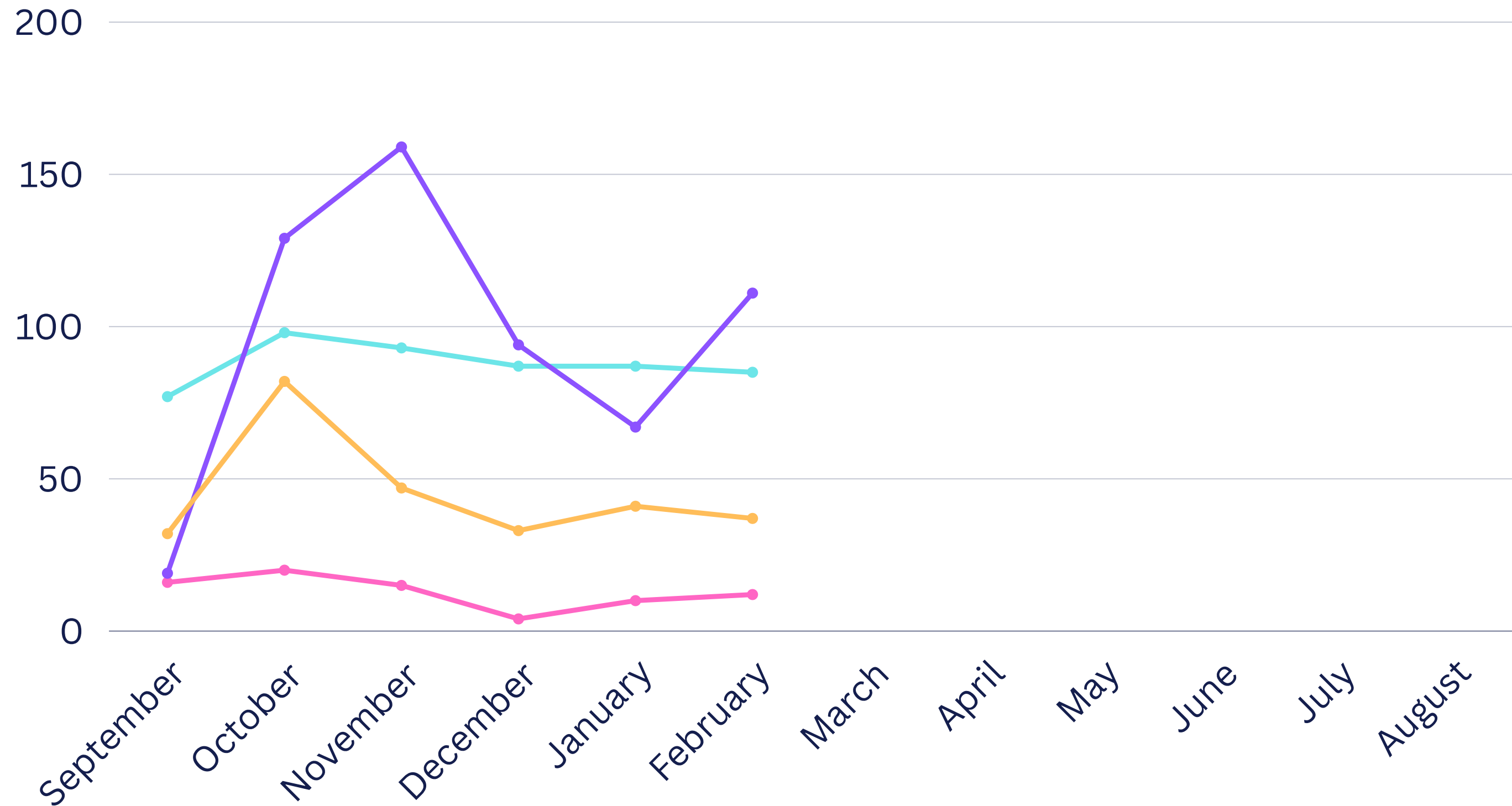
- 22% Staff
- 68% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.



Loan Equipment



Staff Laptops



Service Desk Category Trends

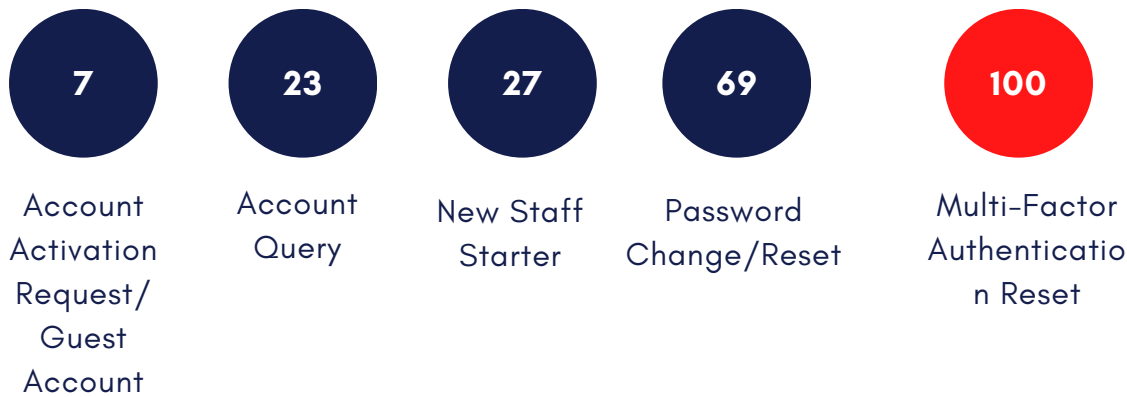
WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT



WHICH ARE OUR TOP REQUESTS THIS MONTH?

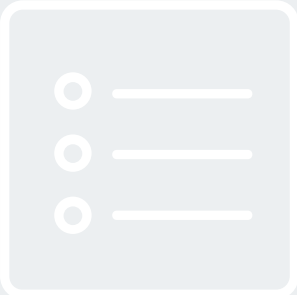
TOP LEVEL CATEGORY: DATA AND SECURITY



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

