

IT Service Desk Monthly Review

April 2024

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

512
INCIDENT TICKETS
LOGGED



405
TICKETS LOGGED BY
STUDENTS



902
REQUEST TICKETS
LOGGED



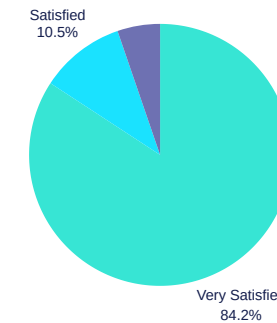
962
TICKETS LOGGED BY
STAFF



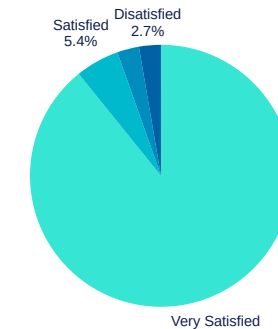
Feedback

Student Feedback Ratings: 19

Staff Feedback Ratings: 111



Average rating: 4.65/5.00 **Very Satisfied**



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

Contact Totals



No. of phone calls taken: 629 (599 previous month, up 5%)



No. of live chat sessions: 95 (90 previous month, up 5%)



No. of walk-up enquiries: 419 (402 previous month, up 4%)
No. of equipment bookings: 368 (281 previous month, up 31%)



First Time Fix Rate

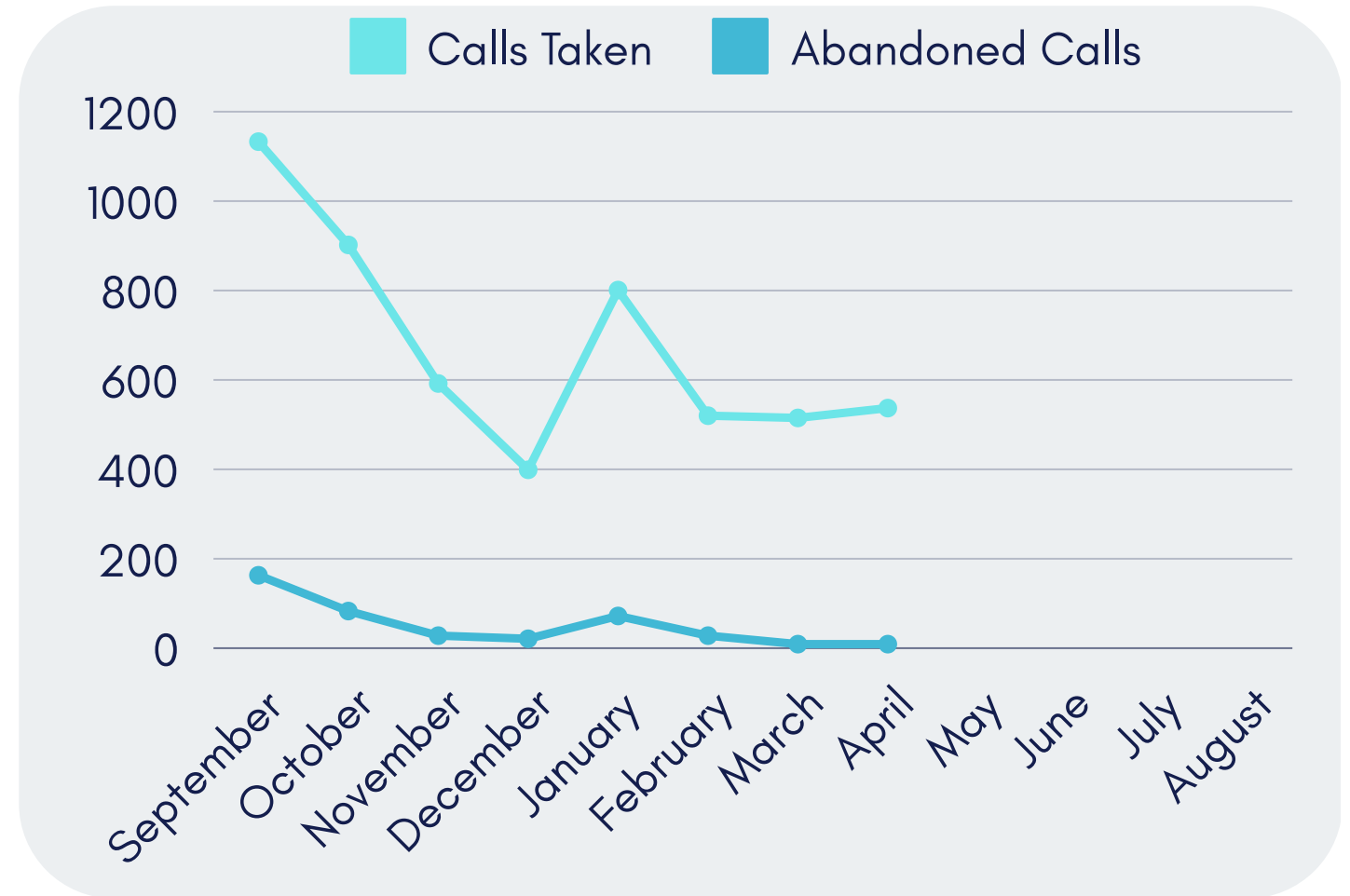


	Current month	Previous month	Previous Academic Year average
Incident	70%	65%	79%
Request	77%	79%	75%
Total	74%	74%	78%



Communications - Service Desk

	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	537	515	456
Abandoned Calls	2% - 9 Calls	2% - 9 Calls	9% - 42 Calls
Busiest Day	Mon 4th Apr (39)	Mon 25th Mar (41)	Mon 6th (42)
Average Talk Time	07:08 [Max 1:13:56]	06:56 [Max 57:38]	08:54 [Max 1:05:39]
Average Wait Time	00:41 [Max 16:51]	00:31 [Max 19:50]	01:25 [Max 2:44:28]
Calls Waiting > 5 Min	13	11	30



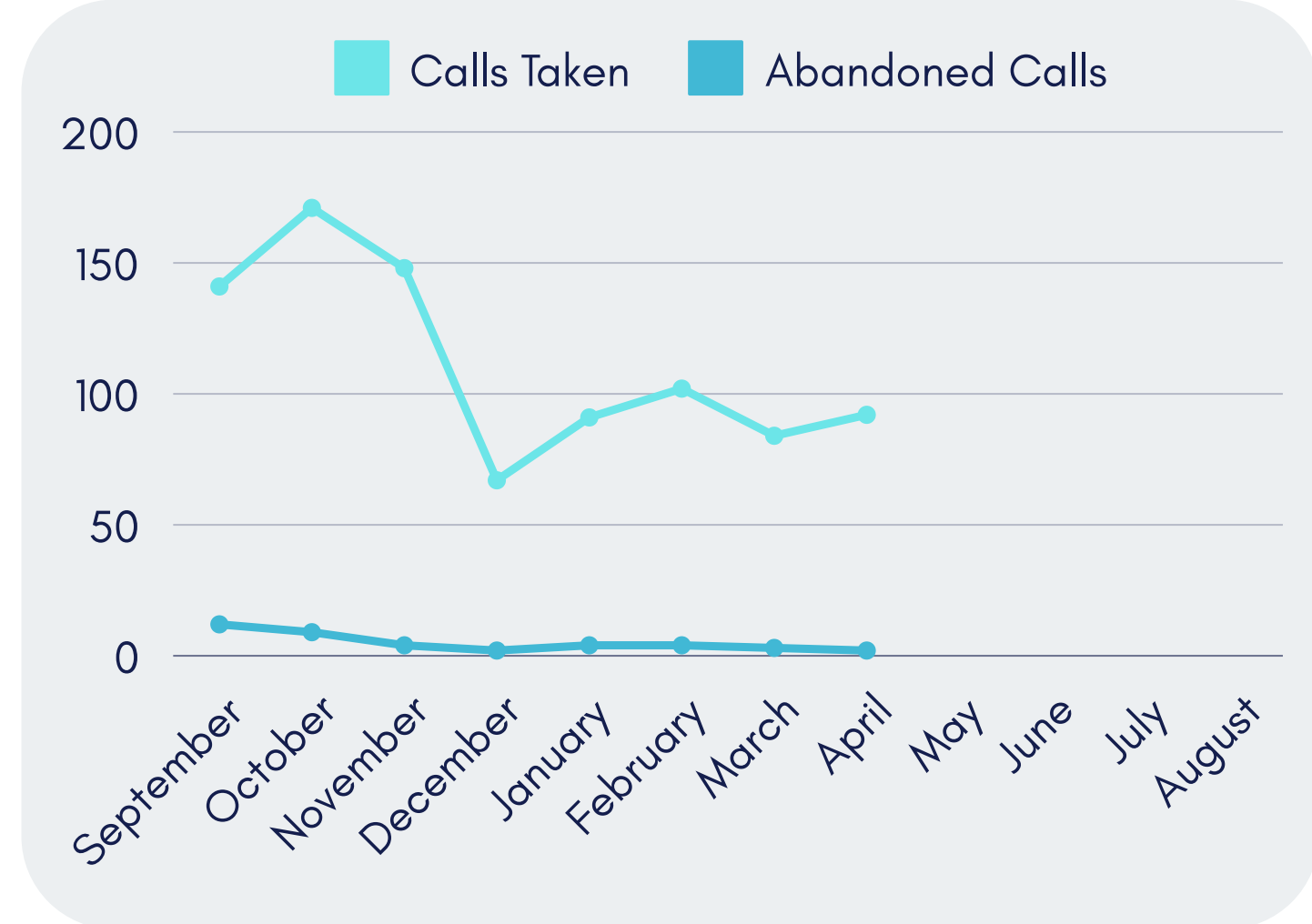
Service Desk Deep Dive:

- **Abandoned Call Rate:** Achieved the abandoned call target
- **Calls Waiting > 5 Min:** 2% of calls



Communications - Room Support

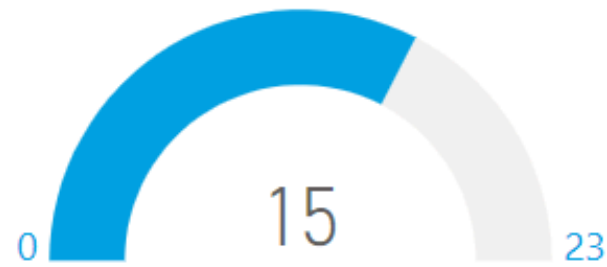
	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	92	84	46
Abandoned Calls	2% - 2 Calls	3% - 3 Calls	11% - 6 Calls
Busiest Day	Mon 8th Apr (14)	Mon 11th Mar (14)	24th & 35th Apr (6)
Average Talk Time	03:22 [Max 13:48]	03:08 [Max 21:14]	02:31 [Max 16:59]
Average Wait Time	00:27 [Max 13:48]	00:36 [Max 11:20]	00:38 [Max 18:07]
Calls Waiting > 5 Min	1	2	1



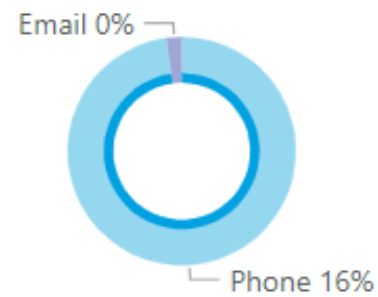
Room Support Deep Dive Deep Dive:

- **Calls waiting > 5 minutes:** 2 abandoned calls at 8:30am

Resolved vs Logged



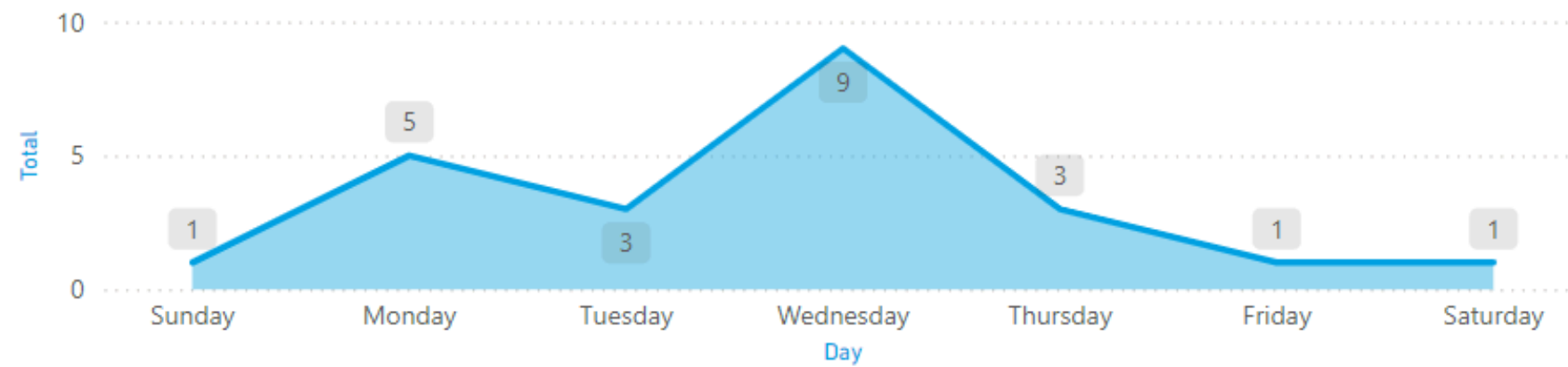
Volume by Channel



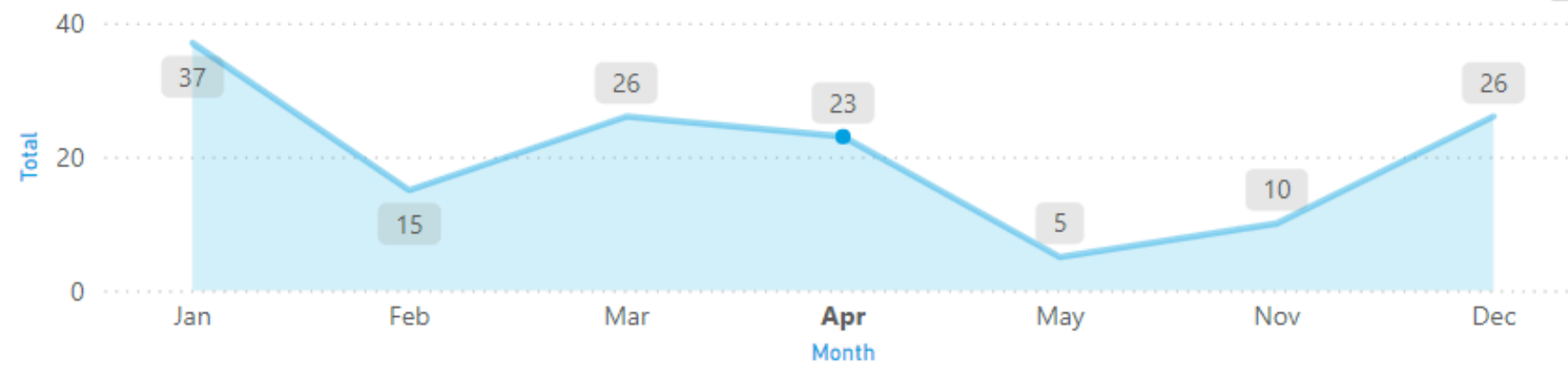
Fix Rate by Channel



Demand by day



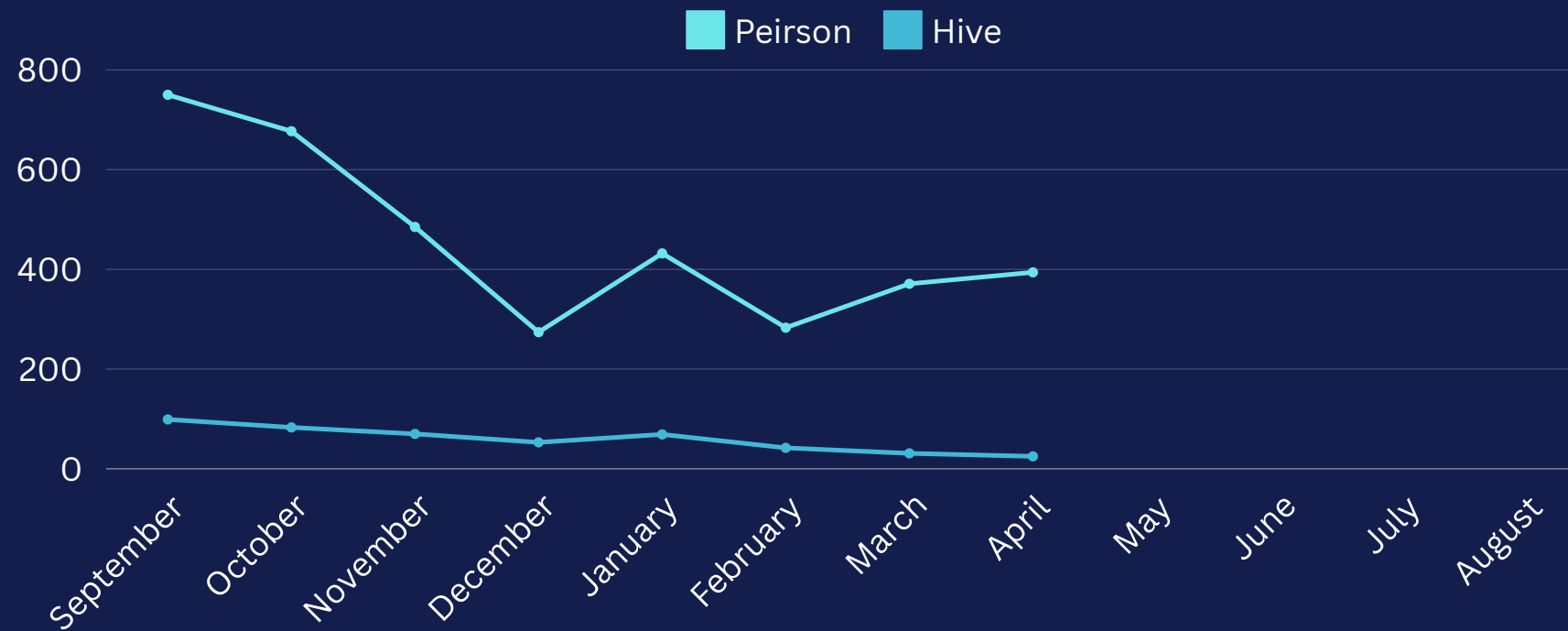
Demand by month



Subject	Total	Fix Rate
Locked -> Primary	4	50%
Multi-factor authentication (MFA) -> Post Setup	4	50%
Password Reset -> Primary	4	100%
Disabled -> Primary	2	
Website -> Portal	2	50%
Account -> Information	1	100%
Account -> Permissions and Access	1	100%
Administration -> Course Enquiry	1	100%
Multi-factor authentication (MFA) -> Setup	1	100%
Personal -> Recovery	1	100%
Site/Module -> Content	1	100%
Student Support -> Assignment Extension	1	
Total	23	65%



Walk-Up Desk



HIVE	Current Month	Previous Month	22/23 Month Comparison
Number of Tickets	25	31	26
Busiest Day	13th Apr (5)	Wed 20th Mar (5)	13th Apr (8)
Most Common Enquiry	Training & Advice (18)	Training & Advice (23)	Training & Advice (11)
Escalated Tickets	4	4	3

PEIRSON	Current Month	Previous Month	22/23 Month Comparison
Number of Visits	394	371	-
Number of Tickets	199	185	179
Busiest Day	15th Apr (27)	Mon 18th Mar (23)	21st Apr (22)
Most Common Enquiry	IT Booking System (123)	IT Booking System (124)	IT Booking System (117)
Escalated Tickets	34	35	16

Hive Deep Dive:

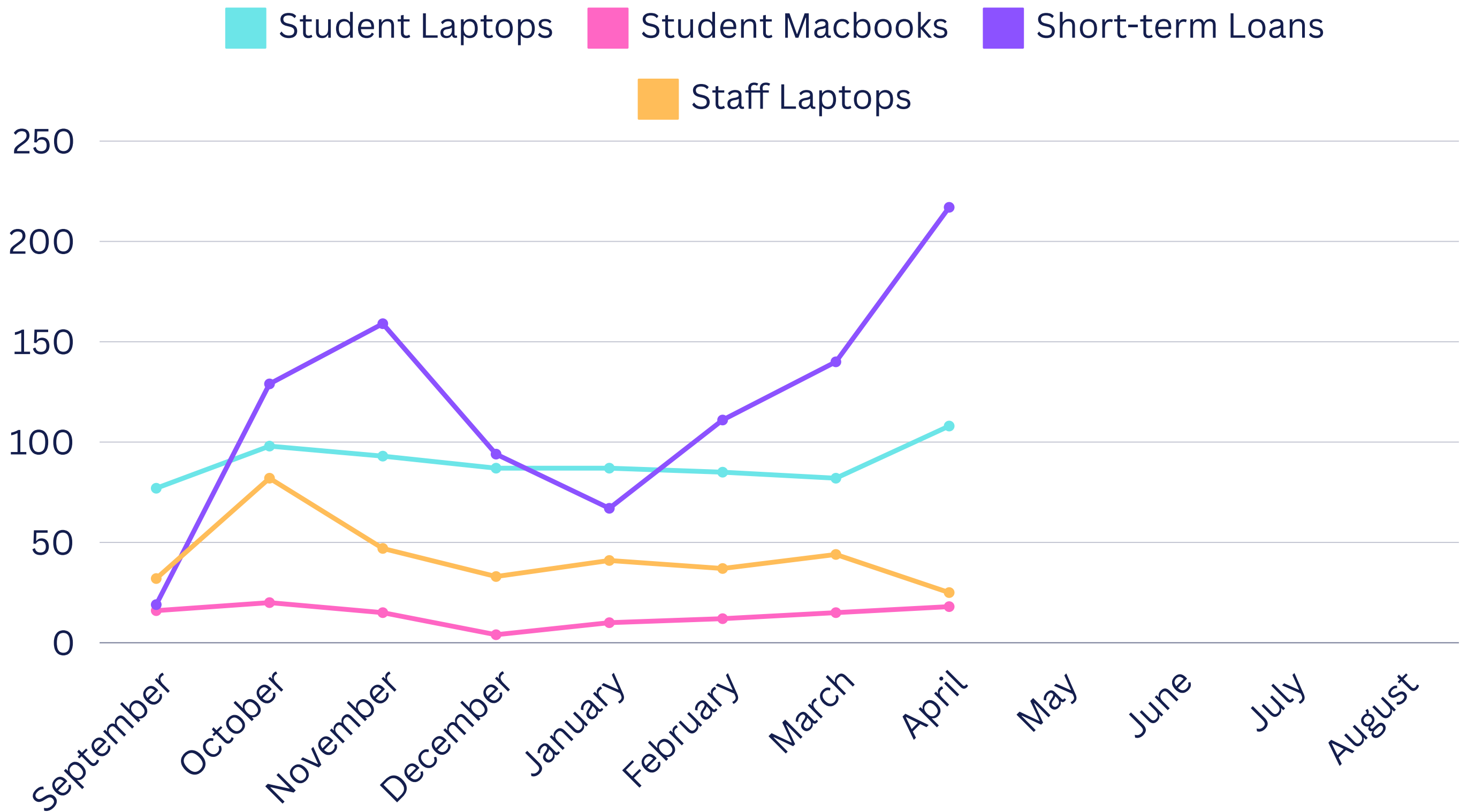
- 28% Student
- 56% Public User

Peirson Deep Dive:

- 84% 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



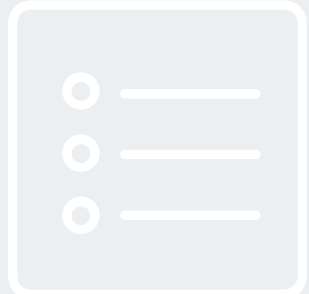
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



IT EQUIPMENT SUPPORT SUPPORT INCIDENT DEEP DIVE:

- **Display:** Projector & BYOD Device
- **Lecturn PC:** Capture card failure from the Panopto project and TV Trolleys



Second Highest Category: Data & Security - Account Query (50)

DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 75% Student requests
- **Password Change/Reset:** 55% Students and 45% staff requests



Second Highest Category: University Systems - IT Booking System (122)

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

- Top Incident & Request Category:** IT Equipment Support: Laptop
- Incident: 41 - Laptop - Laptop returns and damaged or faulty equipment
 - Requests: 39 - Replacement device requests and new staff starters





AV Support Trends

