

IT Service Desk Monthly Review

March 2024

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

456

INCIDENT TICKETS
LOGGED



328

TICKETS LOGGED BY
STUDENTS



801

REQUEST TICKETS
LOGGED



855

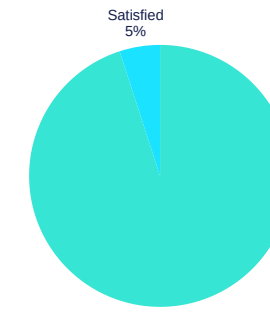
TICKETS LOGGED BY
STAFF



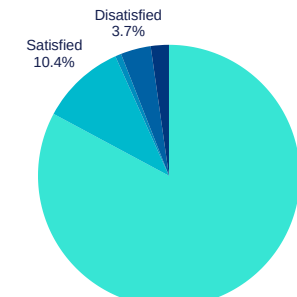
Feedback

Student Feedback Ratings: 18

Staff Feedback Ratings: 154



Average rating: 4.95/5.00 **Very Satisfied**



Average rating: 4.68/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: 599 (657 previous month, down 9%)



No. of live chat sessions: 90 (134 previous month, up 27%)



No. of walk-up enquiries: 402 (325 previous month, up 24%)

No. of equipment bookings: 281 (134 previous month, up 110%)



First Time Fix Rate

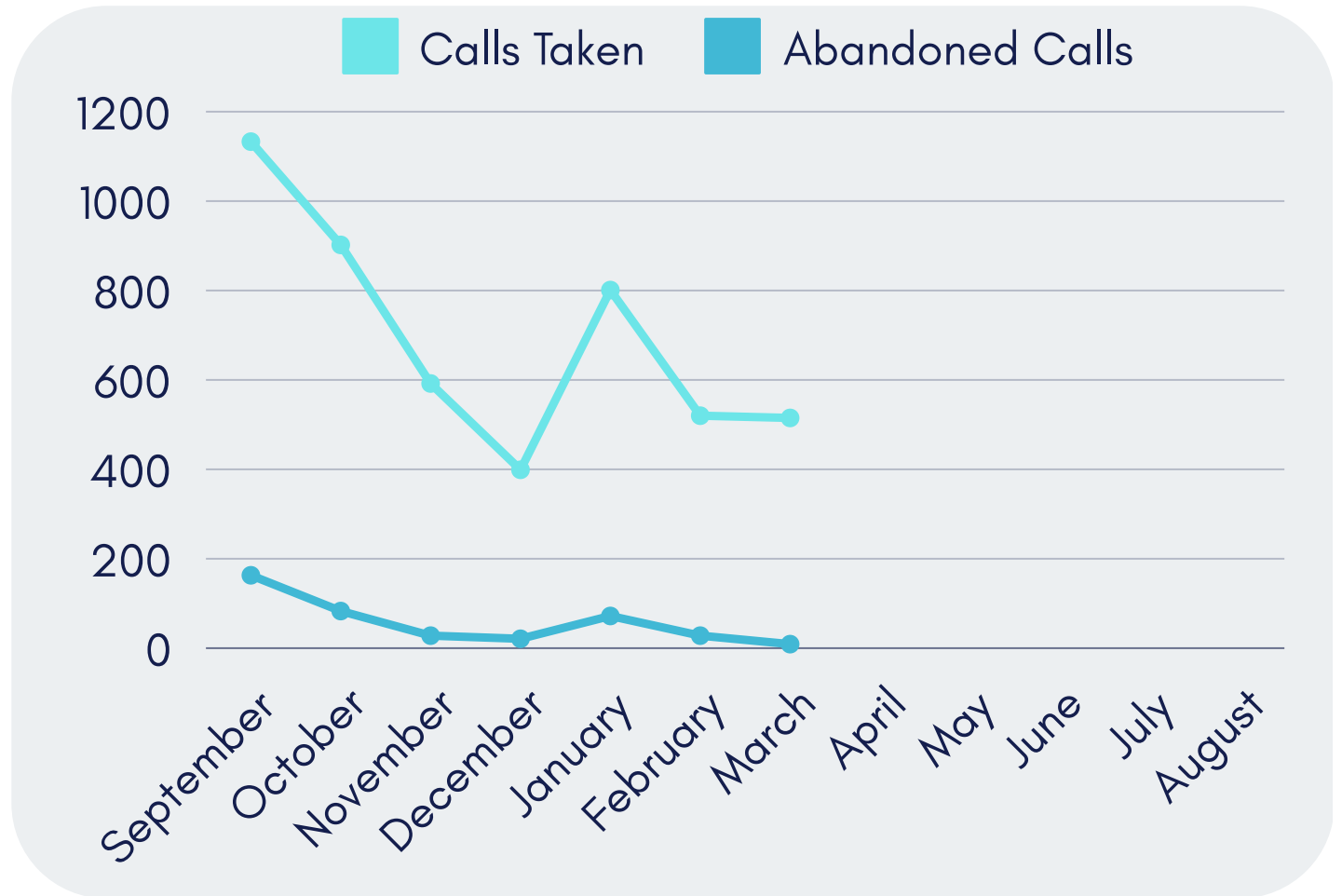


	Current month	Previous month	Previous Academic Year average
Incident	65%	79%	79%
Request	79%	80%	75%
Total	74%	79%	78%



Communications - Service Desk

	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	515	520	612
Abandoned Calls	2% - 9 Calls	5% - 28 Calls	6% - 42 Calls
Busiest Day	Mon 25th Mar (41)	Mon 26th Feb (38)	Mon 6th (42)
Average Talk Time	06:56 [Max 57:38]	06:27 [Max 55:55]	08:29 [Max 1:02:28]
Average Wait Time	00:31 [Max 19:50]	01:18 [Max 46:23]	01:00 [Max 20:59]
Calls Waiting > 5 Min	11	37	39



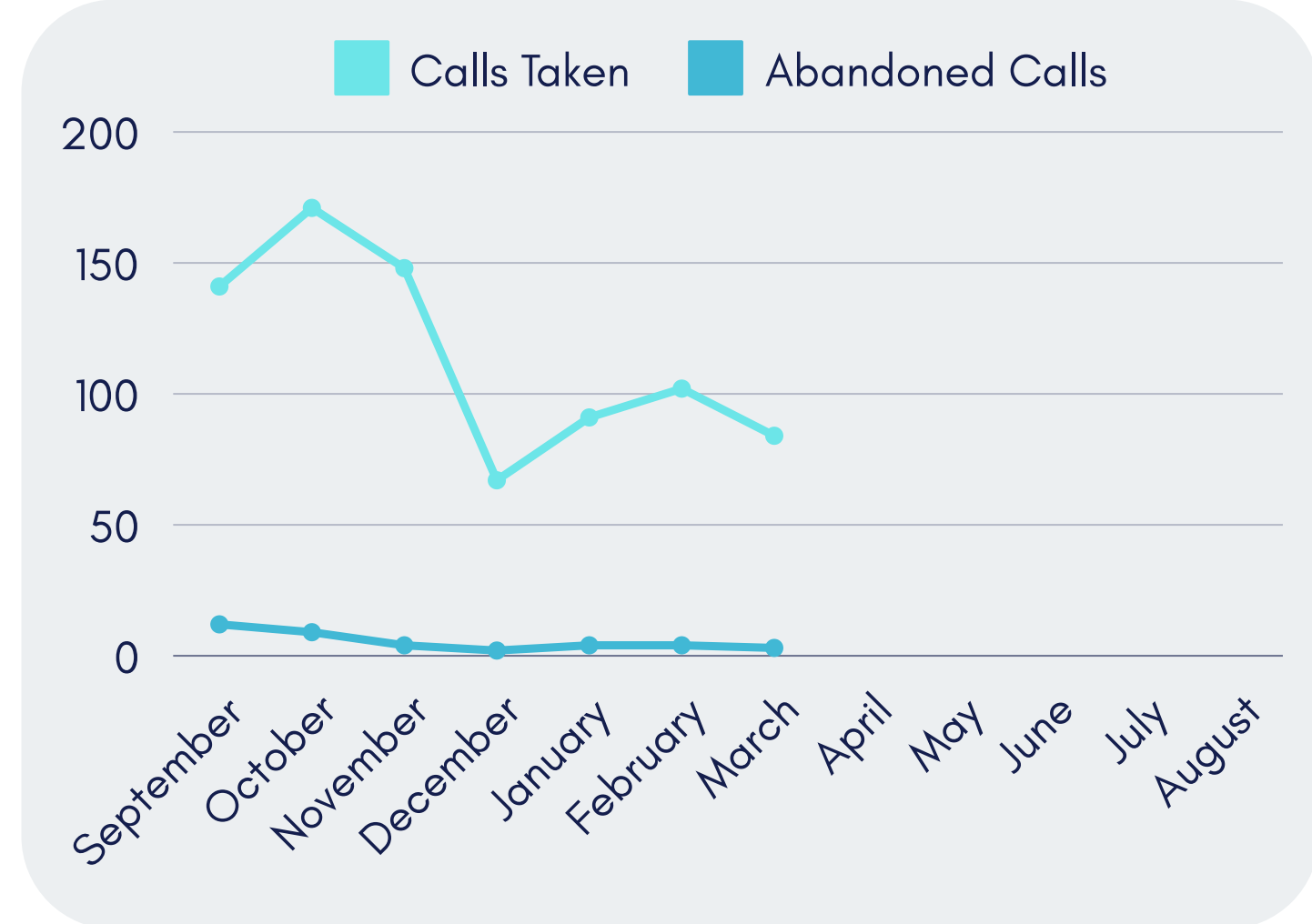
Service Desk Deep Dive:

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



Communications - Room Support

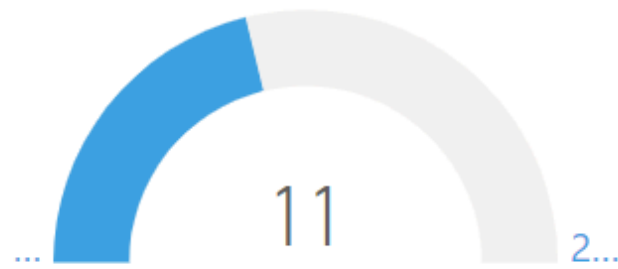
	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	84	102	140
Abandoned Calls	3% - 3 Calls	4% - 4 Calls	8% - 12 Calls
Busiest Day	Mon 11th Mar (14)	Fri 2nd Feb (13)	Thurs 16th & 30th Mar (11)
Average Talk Time	03:08 [Max 21:14]	02:29 [Max 09:51]	02:25 [Max 16:59]
Average Wait Time	00:36 [Max 11:20]	00:31 [Max 4:28]	00:49 [Max 8:57]
Calls Waiting > 5 Min	2	0	9



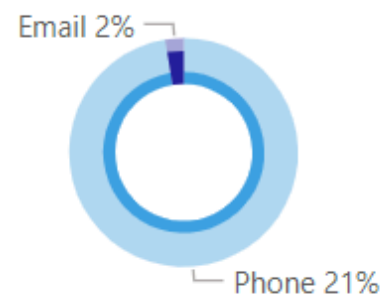
Room Support Deep Dive Deep Dive:

- **Calls waiting > 5 minutes:** 2 abandoned calls and after 3pm on a Wednesday.

Resolved vs Logged



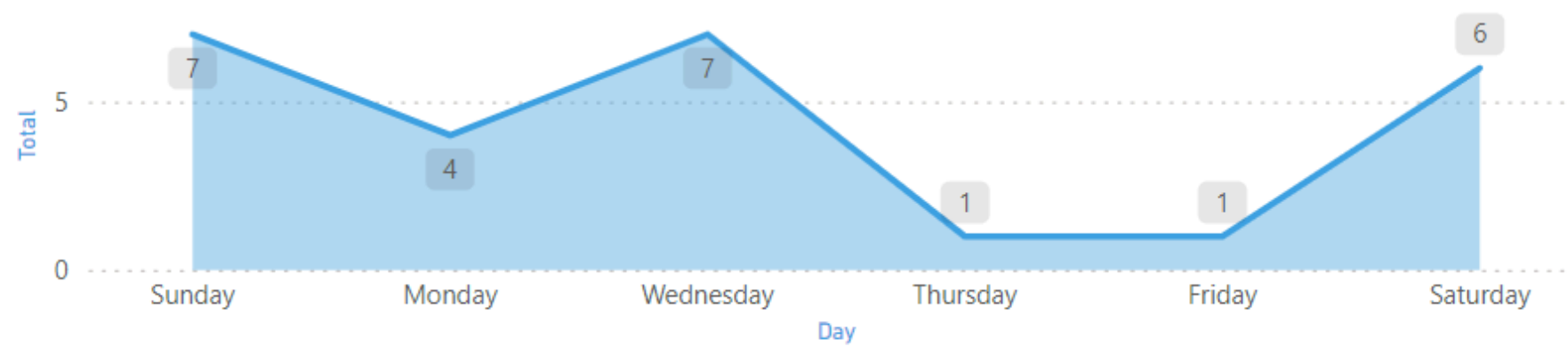
Volume by Channel



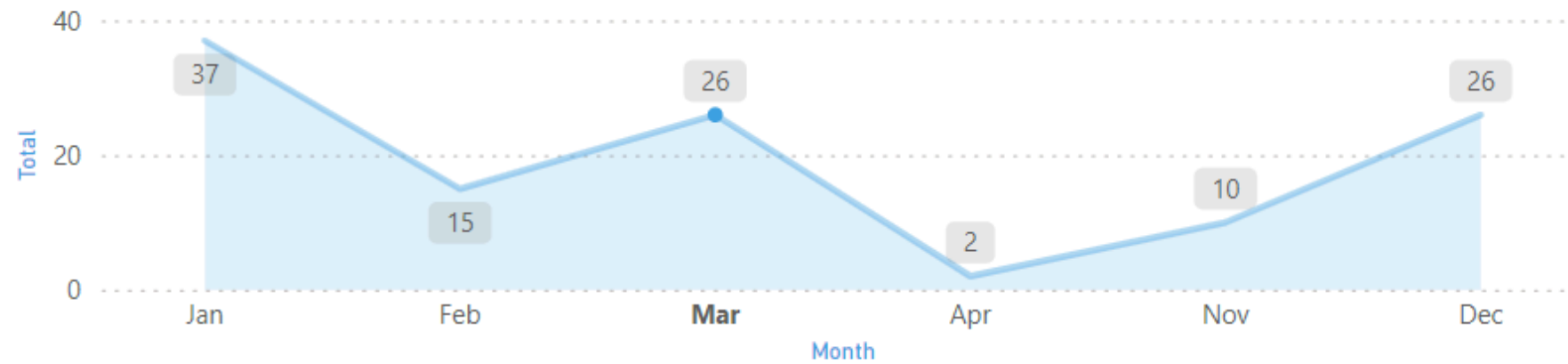
Fix Rate by Channel



Demand by day



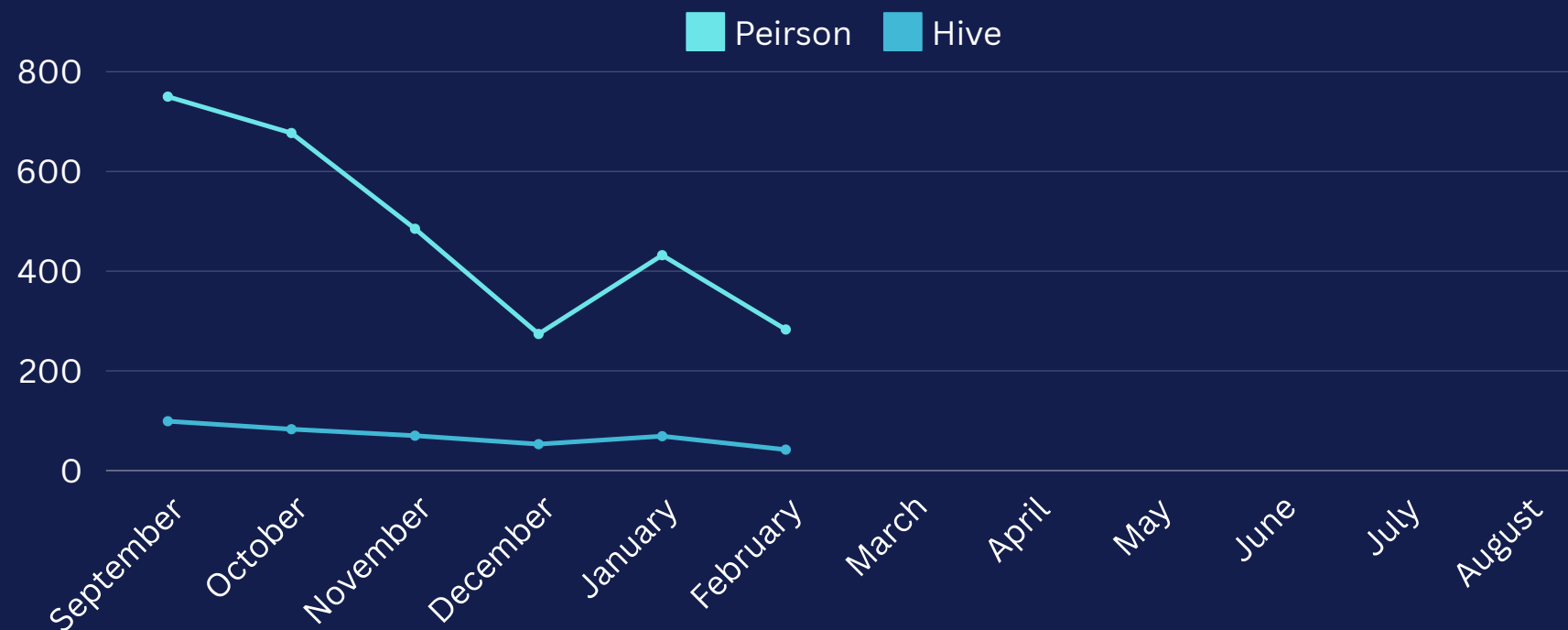
Demand by month



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	8	50%
Password Reset -> Primary	8	38%
Software -> Remote Access	2	50%
Account -> Extend	1	
Account -> Permissions and Access	1	
Classroom -> Video Conferencing	1	100%
Multi-factor authentication (MFA) -> Setup	1	
Personal -> Recovery	1	100%
Site/Module -> Content	1	100%
Software -> Specialist	1	
Website -> Portal	1	
Total	26	42%



Walk-Up Desk



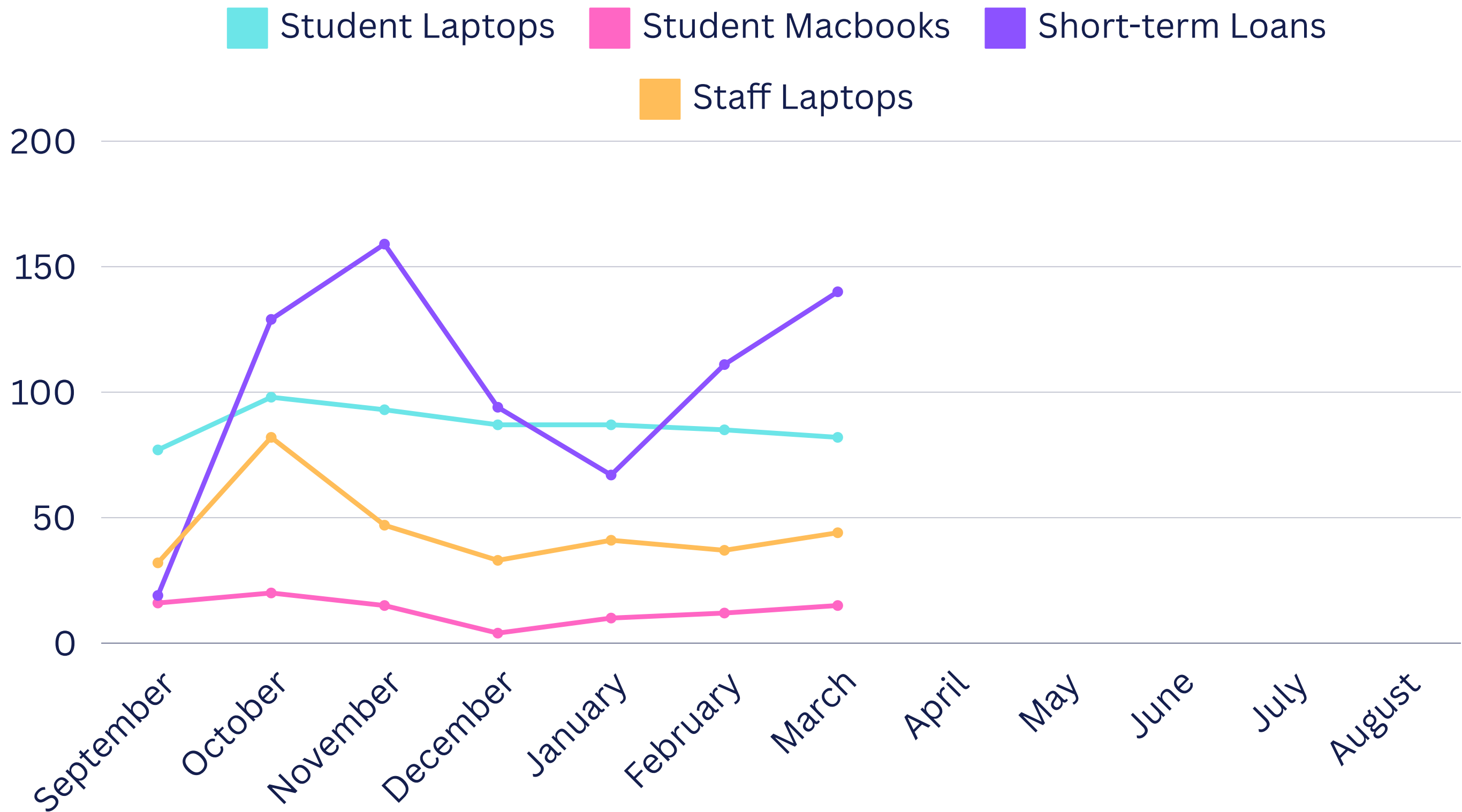
PEIRSON	Current Month	Previous Month	22/23 Month Comparison
Number of Visits	371	283	-
Number of Tickets	185	186	182
Busiest Day	Mon 18th Mar (23)	Mon 12th Feb (26)	Mon 27th Mar (17)
Most Common Enquiry	IT Booking System (124)	IT Booking System (116)	IT Booking System (138)
Escalated Tickets	35	26	32

HIVE	Current Month	Previous Month	22/23 Month Comparison
Number of Tickets	31	42	41
Busiest Day	Wed 20th Mar (5)	Sat 17th Feb (6)	Thur 23rd Mar (9)
Most Common Enquiry	Training & Advice (23)	Training & Advice (16)	Training & Advice (22)
Escalated Tickets	4	10	2

- Hive Deep Dive:**
- 19% Student
 - 74% Public User
- Peirson Deep Dive:**
- 74% 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



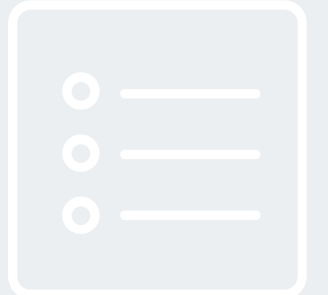
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY



IT EQUIPMENT SUPPORT SUPPORT INCIDENT DEEP DIVE:

- **Display:** TV screens - no signal
- **Lecturn PC:** Capture card failure, no domain or software install



Second Highest Category: Data & Security - Account Query (21)

DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 76% Student requests
- **Password Change/Reset:** 50% Students and 50% staff requests



Second Highest Category: University Systems - IT Booking System (112)

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

- Top Incident & Request Category:** IT Equipment Support: Laptop
- Incident: 37 - around half were Win 11 deep dive
 - Requests: 29 - Replacement device requests





AV Support Trends

