IT Service Desk Monthly Review
April 2024

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

Ticket Totals

461 INCIDENT TICKETS LOGGED

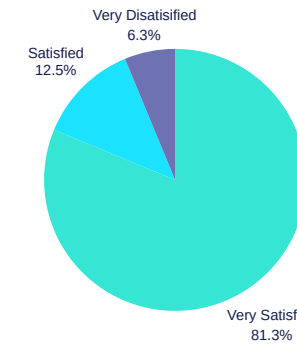**405** TICKETS LOGGED BY STUDENTS

754 REQUEST TICKETS LOGGED
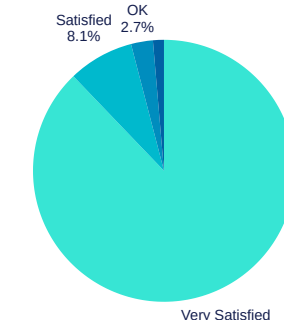
962 TICKETS LOGGED BY STAFF

Feedback

Student Feedback Ratings: 16

Very Disatisfied 6.3%
Satisfied 12.5%
Very Satisfied 81.3%

Average rating: 4.62/5.00 **Very Satisfied**

Staff Feedback Ratings: 74

Satisfied 8.1%
OK 2.7%
Very Satisfied 87.8%

Average rating: 4.82/5.00 **Very Satisfied**

Contact Totals

No. of phone calls taken: 531 (629 previous month, down 16%)

No. of live chat sessions: 102 (95 previous month, up 7%)

No. of walk-up enquiries: 365 (419 previous month, down 13%)
No. of equipment bookings: **265** (368 previous month, down 28%)

First Time Fix Rate

	Current month	Previous month	Previous Academic Year average
Incident	**67%**	**70%**	79%
Request	**78%**	**77%**	75%
Total	**74%**	**74%**	78%

Communications - Service Desk

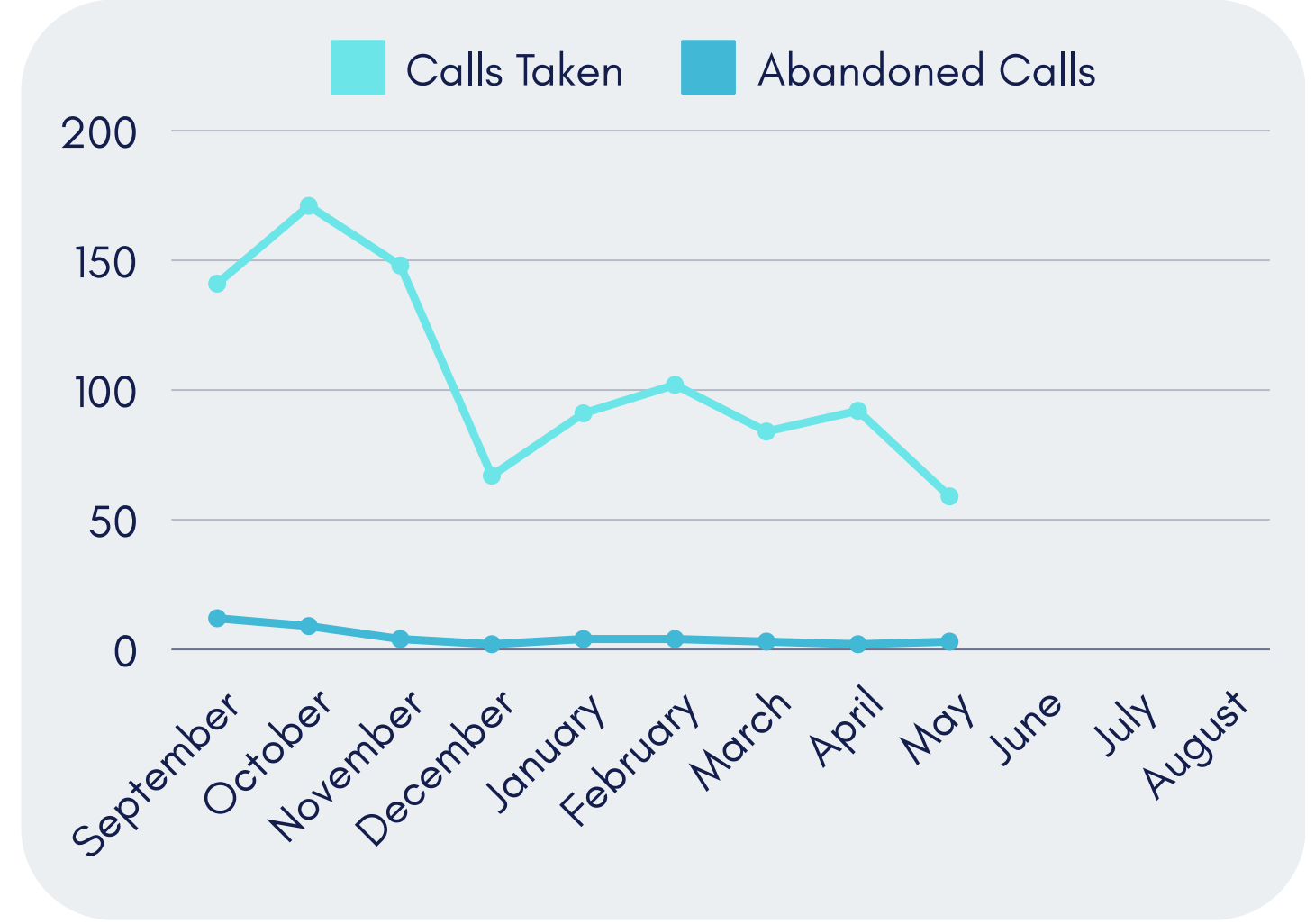|	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	472	537	561
Abandoned Calls	3% – 13 Calls	2% – 9 Calls	8% – 51 Calls
Busiest Day	Tue 7th May (37)	Mon 4th Apr (39)	Wed 24th May (48)
Average Talk Time	07:02 [Max 47:35]	07:08 [Max 1:13:56]	09:33 [Max 1:22:19]
Average Wait Time	00:43 [Max 23:49]	00:41 [Max 16:51]	02:05 [Max 1:59:04]
Calls Waiting > 5 Min	17	13	77
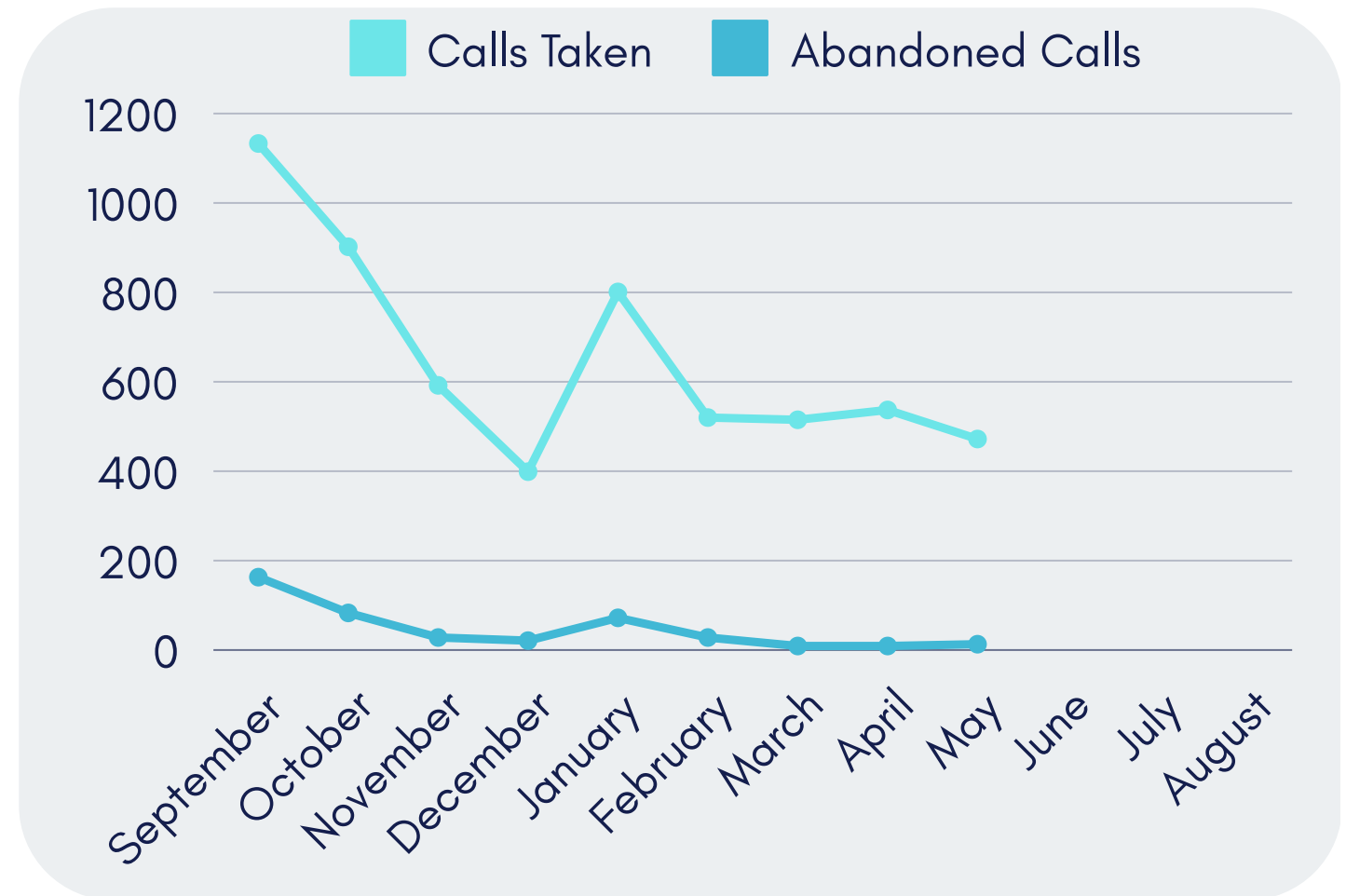
Service Desk Deep Dive:
- **Abandoned Call Rate:** Achieved the abandoned call target
- **22/23 Month Comparison:** Previous years statistics were due to poor staffing levels which was 12% of all calls

Communications - Room Support

	Current Month	Previous Month	22/23 Month Comparison
Calls Taken	59	92	48
Abandoned Calls	5% – 3 calls	2% – 2 Calls	13% – 8 Calls
Busiest Day	Thurs 30th May (7)	Mon 8th Apr (14)	18th May (6)
Average Talk Time	00:52 [Max 13:48]	03:22 [Max 13:48]	03:51 [Max 41:19]
Average Wait Time	01:00 [Max 13:21]	00:27 [Max 13:48]	00:32 [Max 06:38]
Calls Waiting > 5 Min	4	1	5

Room Support Deep Dive Deep Dive:
- **Abandoned Calls** - all calls before 9am

Resolved vs Logged

0 — **12** — 25

Volume by Channel

Email 1%

Phone 15%

Fix Rate by Channel

Phone — 50%
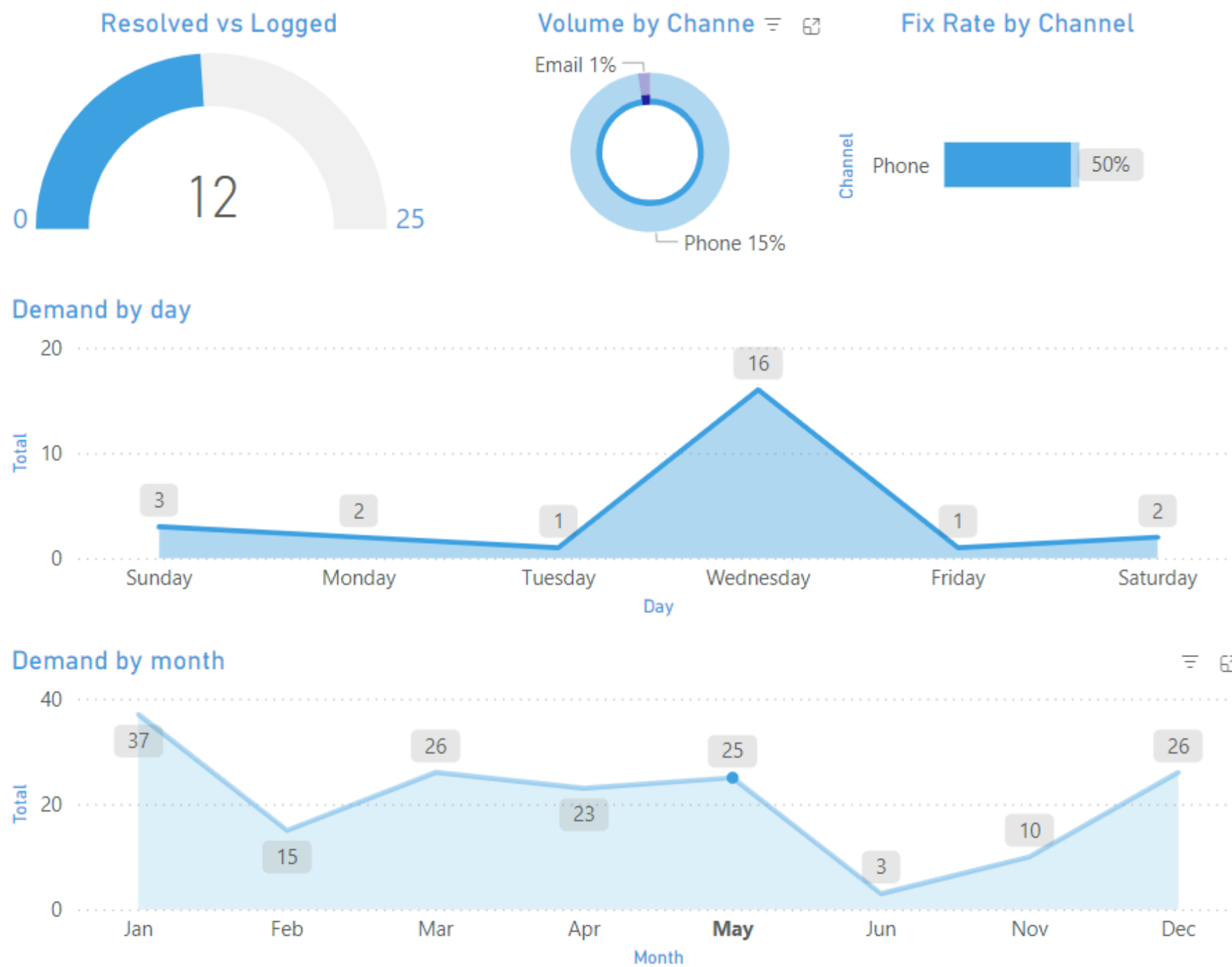
Subject	Total	Fix Rate
Password Reset -> Primary	7	71%
Multi-factor authentication (MFA) -> Post Setup	5	20%
Account -> Permissions and Access	2	100%
Multi-factor authentication (MFA) -> Setup	2	50%
Administration -> Course Enquiry	1	
Administration -> Enrolment	1	100%
Equipment Loan -> Laptop	1	
Locked -> Primary	1	100%
Multi-factor authentication (MFA) -> General	1	
Organisational Info -> Contact Info	1	100%
Password Reset -> Other System	1	
Printing -> How To	1	
Site/Module -> Content	1	
Total	**25**	**48%**

Demand by day

Day	Total
Sunday	3
Monday	2
Tuesday	1
Wednesday	16
Friday	1
Saturday	2

Demand by month

Month	Total
Jan	37
Feb	15
Mar	26
Apr	23
May	25
Jun	3
Nov	10
Dec	26

Walk-Up Desk

Legend: ■ Peirson ■ Hive

Line chart with y-axis from 0 to 800 and x-axis months: September, October, November, December, January, February, March, April, May, June, July, August.
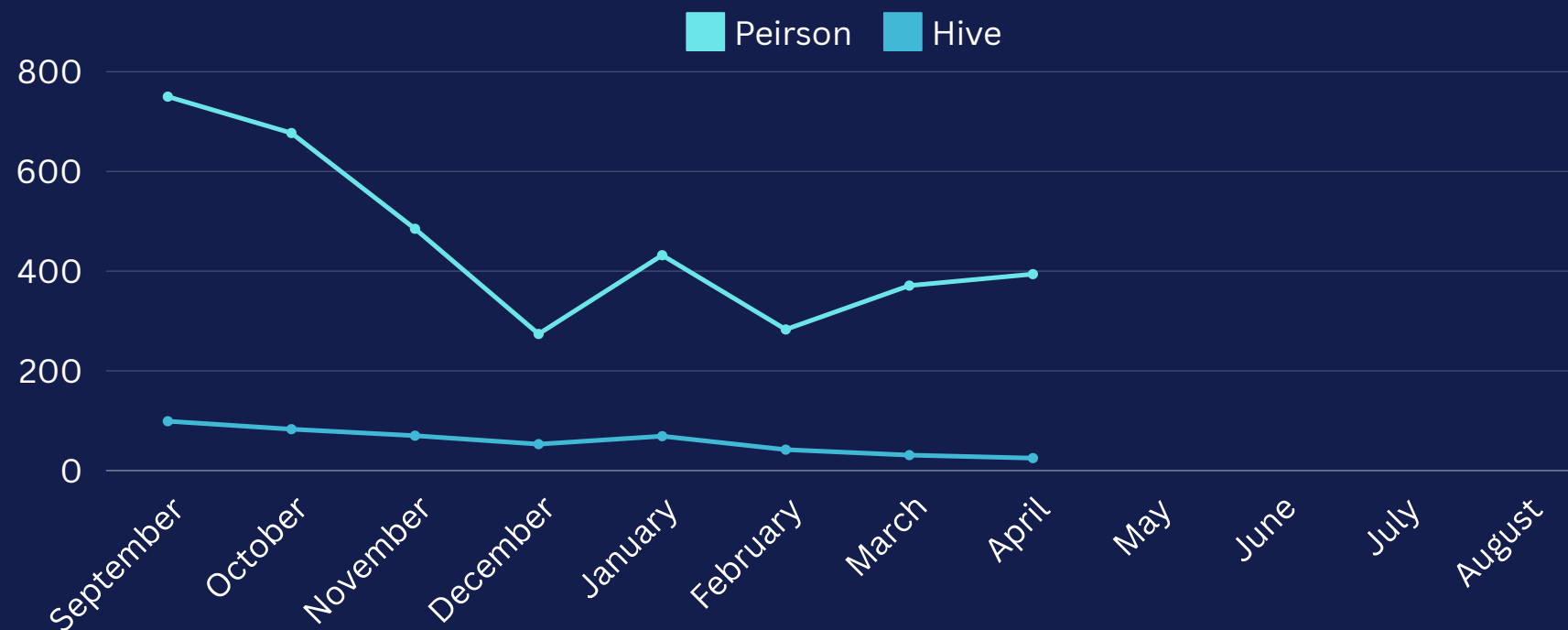
PEIRSON	Current Month	Previous Month	22/23 Month Comparison
Number of Visits	345	394	318
Number of Tickets	142	199	217
Busiest Day	Mon 6th May (15)	15th Apr (27)	8th May (23)
Most Common Enquiry	IT Booking System (109)	IT Booking System (123)	IT Booking System (138)
Escalated Tickets	8	34	32

| HIVE	Current Month	Previous Month	22/23 Month Comparison
Number of Tickets	20	25	26
Busiest Day	3rd & 24th May	13th Apr (5)	1st & 17th May (6)
Most Common Enquiry	Training & Advice (13)	Training & Advice (18)	IT Equipment Support (13)
Escalated Tickets	4	4	3

Hive Deep Dive:
- 35% Student
- 35% Public User

Peirson Deep Dive:
- 82% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.
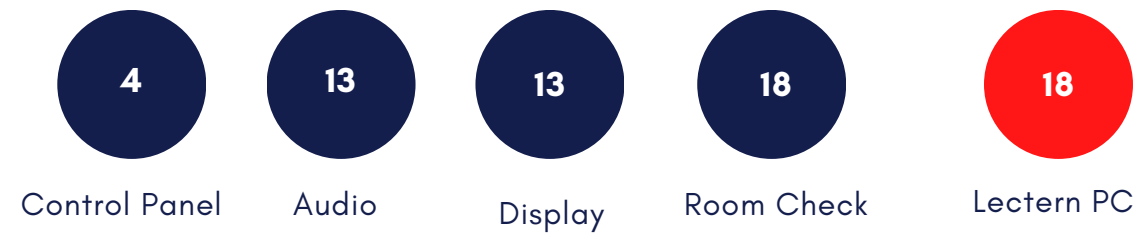
Loan Equipment
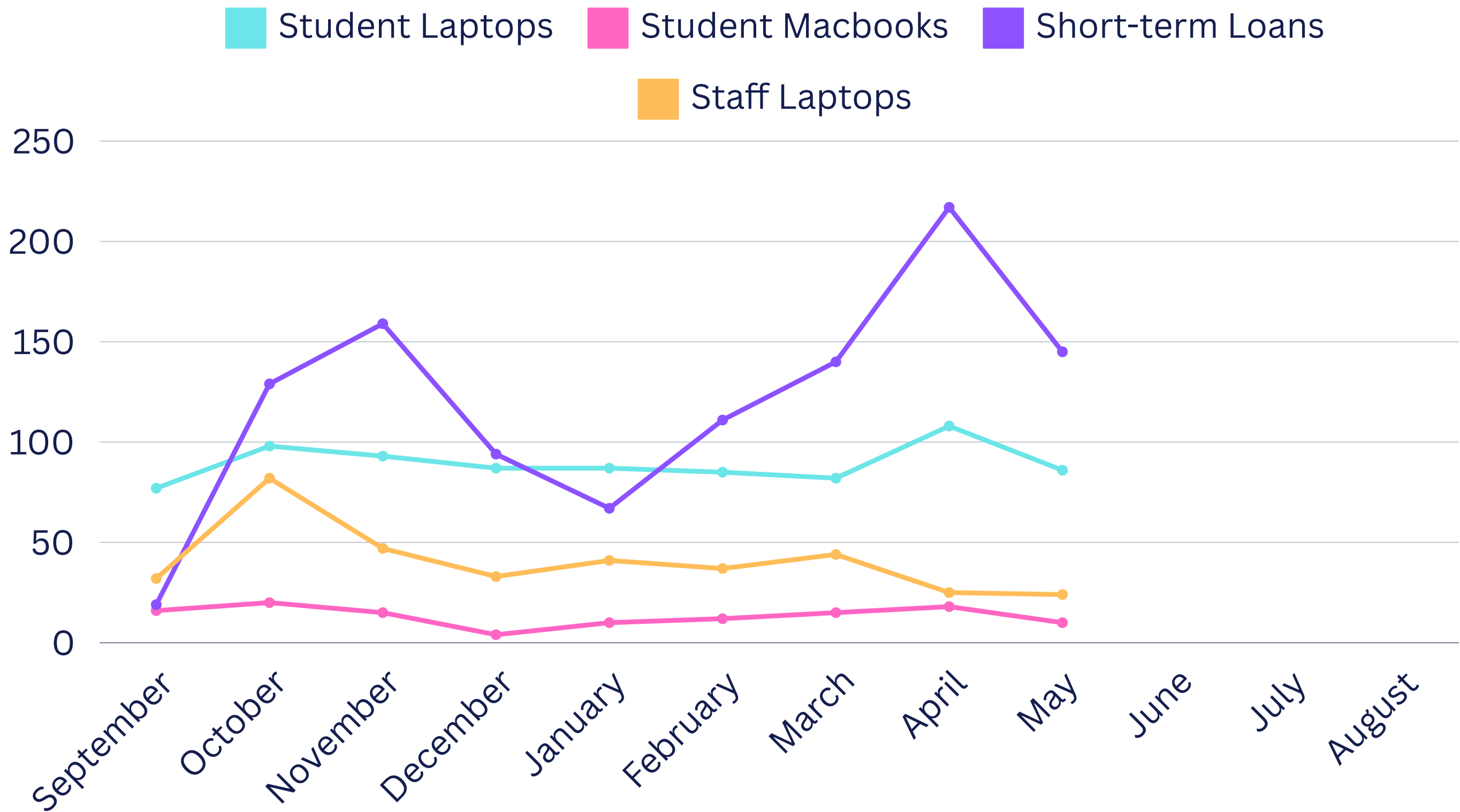
Service Desk Category Trends

WHICH ARE OUR TOP **INCIDENTS** THIS MONTH?

TOP LEVEL CATEGORY: **CAMPUS ROOM SUPPORT**

4	13	13	18	18
Control Panel	Audio	Display	Room Check	Lectern PC

WHICH ARE OUR TOP **REQUESTS** THIS MONTH?

TOP LEVEL CATEGORY: **DATA AND SECURITY**

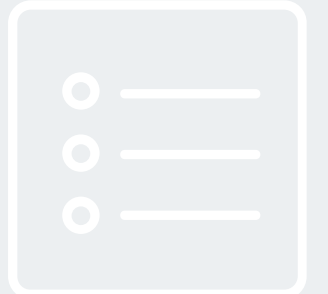| 10	11	33	71	109
Guest Account	New Staff Starter	Account Query	Password Change/Reset	Multi-Factor Authentication Reset

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IT EQUIPMENT SUPPORT SUPPORT INCIDENT DEEP DIVE:
- Most incidents related to room checks

Second Highest Category: Data & Security - Account Query (40)
- 'Next Steps' email to students.

DATA & SECURITY REQUEST DEEP DIVE:
- **Multi-Factor Authentication:** 67% Student requests

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

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

Top Incident Category: IT Equipment Support - Desktop PC (23): Network connection issues and hardware failures
Top Request Category: IT Equipment - Support: Laptop (32): New Starter requests and returns

AV Support Trends

18 Room Check
0 Hive Calls
1 Panopto
5 Control Panel
23 Display
80 Last Month - 78 Teaching Spaces
1 Timetabling Screen
3 Network
21 Audio
22 Lectern PC
3 Mic
28 Last Month - 27 Event Support
3 Computer Labs

ESCALATIONS:
2 Ops
1 CCS
4 UX

Teaching Spaces **Computer Labs** **Room Check** **Open Access**

250
200
150
100
50
0

September, October, November, December, January, February, March, April, May, June, July