

IT Service Desk Monthly Review

June 2024

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

Ticket Totals

440

INCIDENT TICKETS
LOGGED



405

TICKETS LOGGED BY
STUDENTS



313

REQUEST TICKETS
LOGGED



962

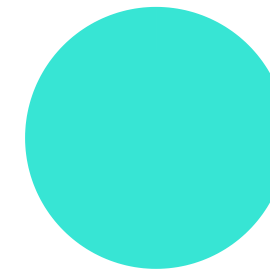
TICKETS LOGGED BY
STAFF



Feedback

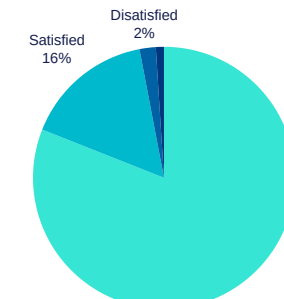
Student Feedback Ratings: 8

Staff Feedback Ratings: 100



Very Satisfied
100%

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



Very Satisfied
81%

Average rating: 4.74/5.00 **Very Satisfied**

Contact Totals



No. of phone calls taken: 489 (531 previous month, down 8%)



No. of live chat sessions: 75 (102 previous month, down 29%)



No. of walk-up enquiries: 323 (365 previous month, down 12%)

No. of equipment bookings: 183 (265 previous month, down 31%)



First Time Fix Rate



	Current month	Previous month	Previous Academic Year average
Incident	71%	67%	79%
Request	77%	78%	75%
Total	75%	74%	78%



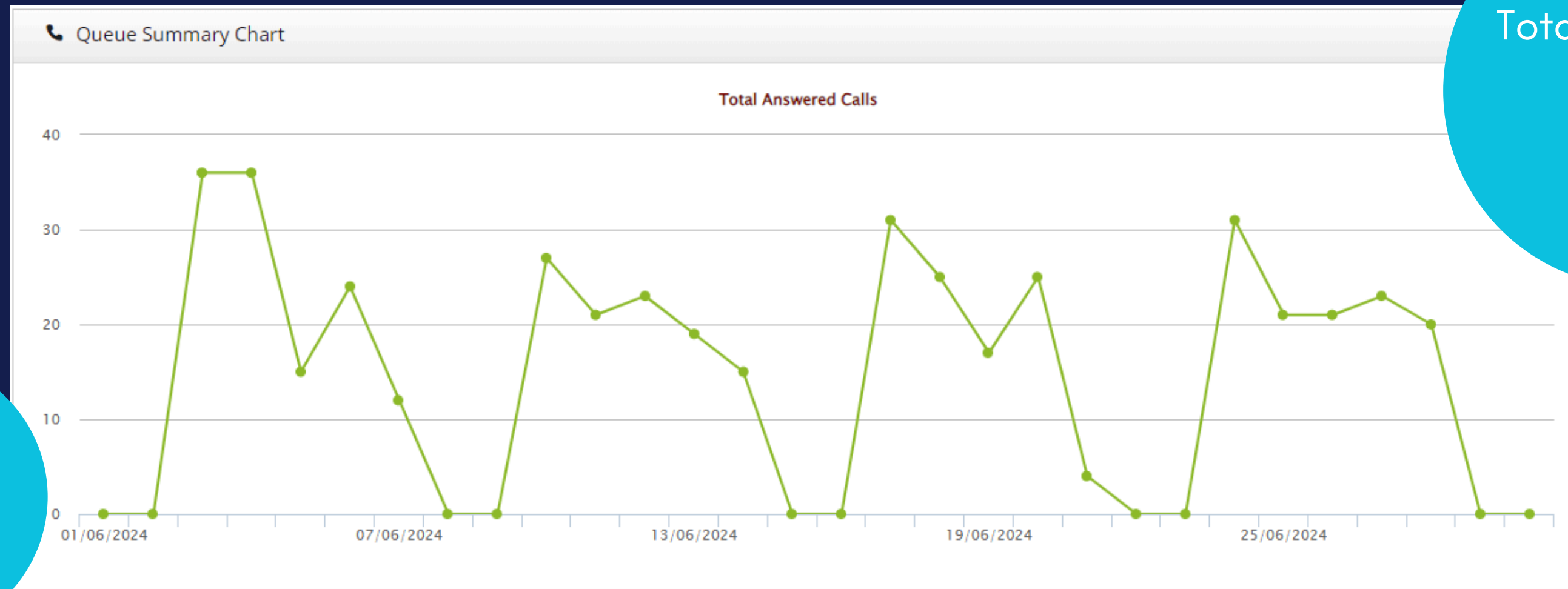
Communications - Service Desk

Total Answered

446

Total Abandoned

19



Calls Waiting > 5 Min	22
Longest Answer Time	00:14:56
Total Answer Time	04:53:05
Average Answer Time	00:00:39
Longest Talk Time	01:13:30

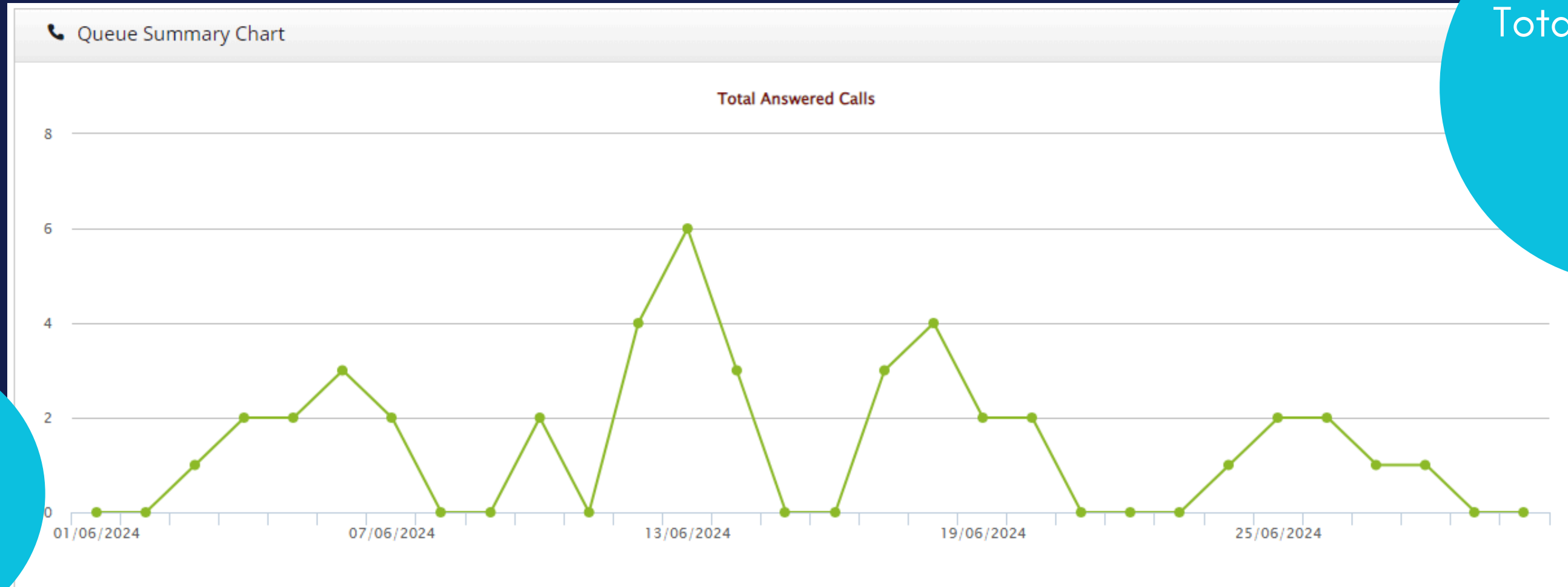
Average Talk Time	00:06:40
Longest Wait Time	00:14:56
Average Wait Time	00:00:47
Total Hold Time	00:00:00
Total Wait Time	06:10:47



Communications - Room Support

Total Answered
43

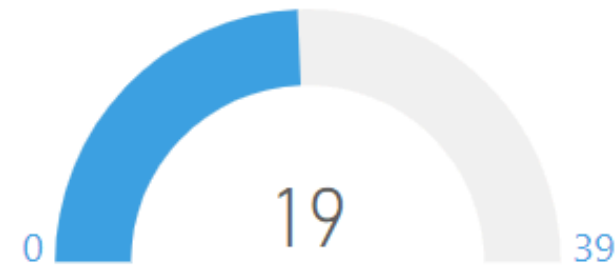
Total Abandoned
5



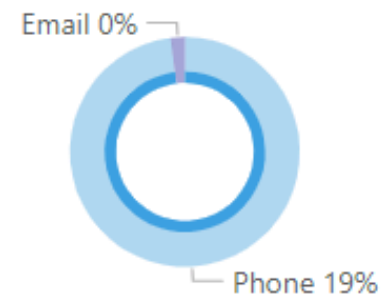
Calls Waiting > 5 Min	0
Longest Answer Time	00:00:37
Total Answer Time	00:09:31
Average Answer Time	00:00:13
Longest Talk Time	00:12:14

Average Talk Time	00:02:30
Longest Wait Time	00:04:22
Average Wait Time	00:00:24
Total Hold Time	00:00:00
Total Wait Time	00:19:34

Resolved vs Logged



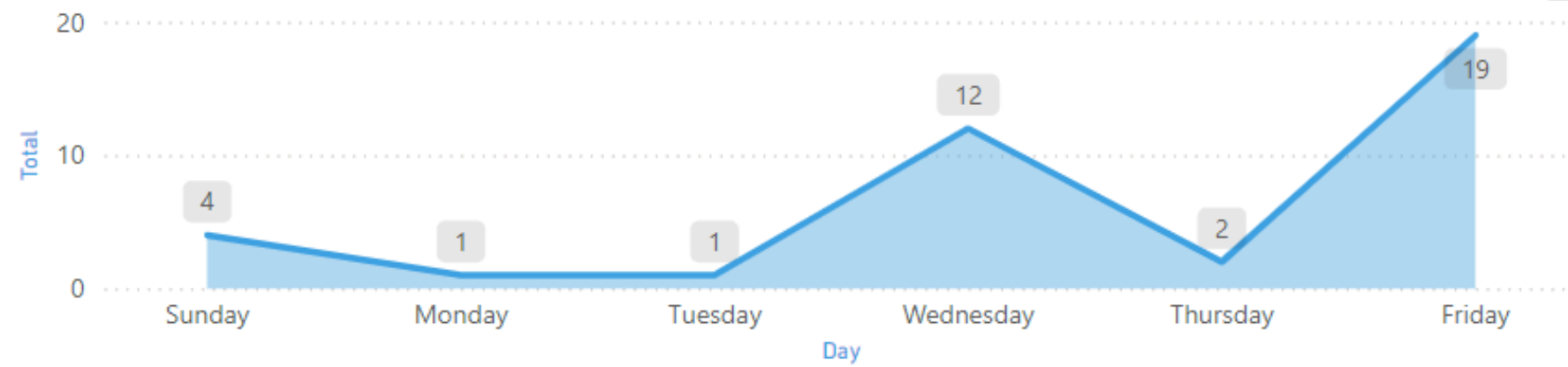
Volume by Channel



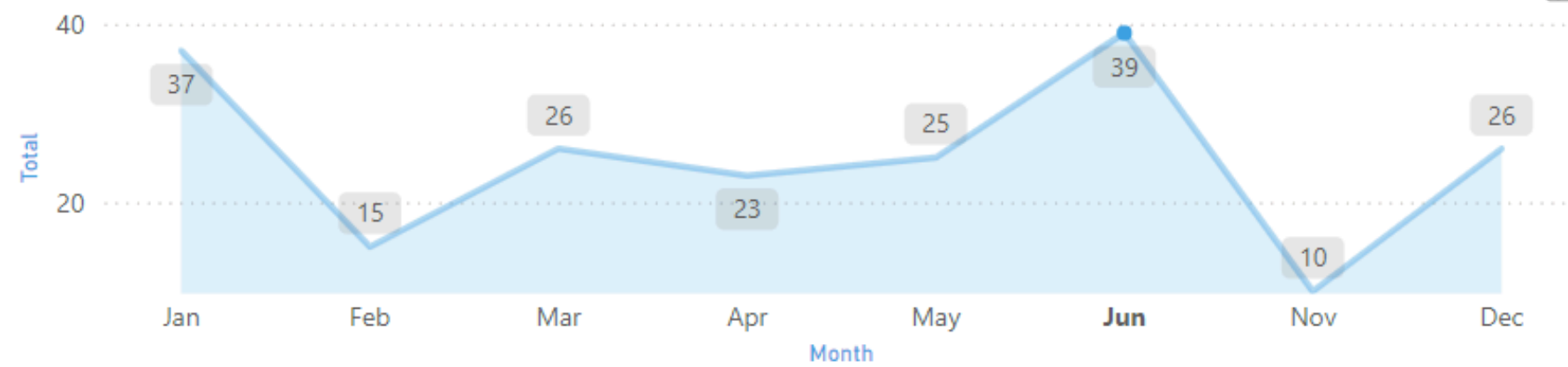
Fix Rate by Channel



Demand by day



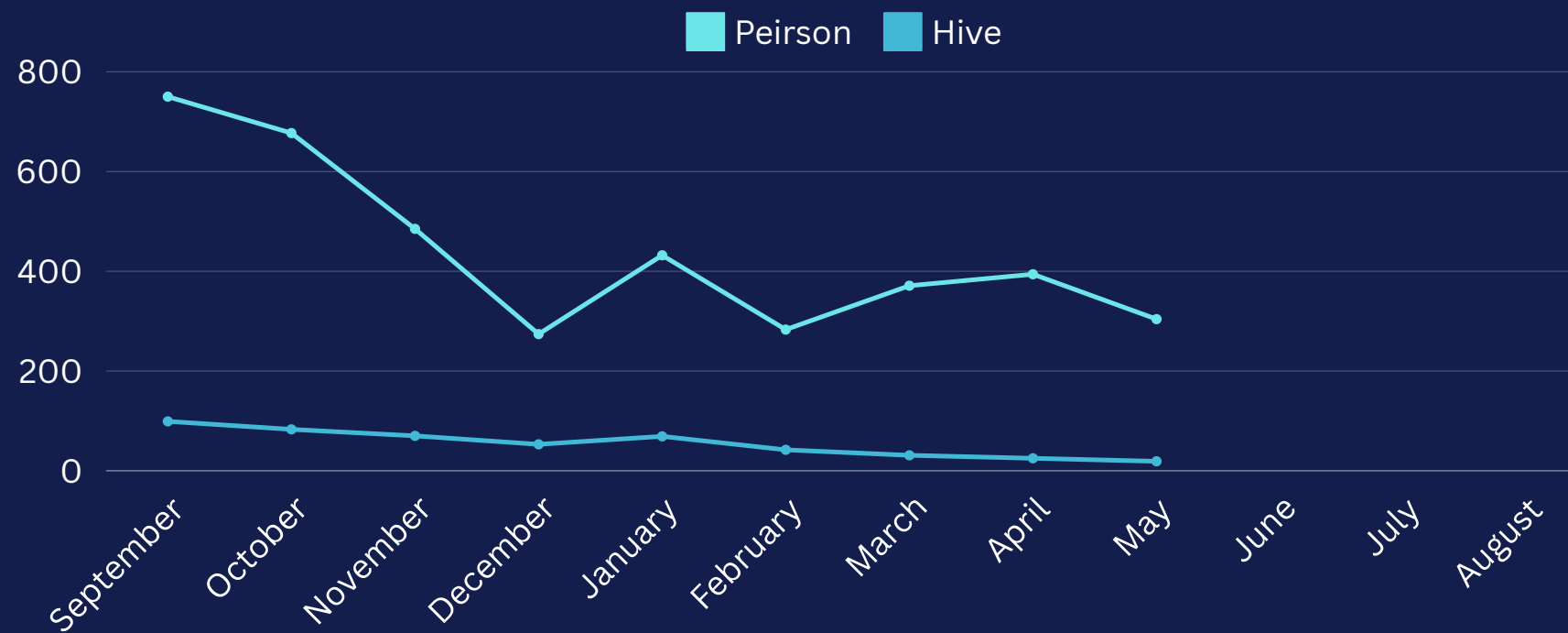
Demand by month



Subject	Total	Fix Rate
Password Reset -> Primary	10	60%
Multi-factor authentication (MFA) -> Post Setup	7	86%
Account -> Information	3	33%
Account -> New Account	2	
Account -> Permissions and Access	2	50%
Administration -> Enrolment	2	50%
Administration -> HR	2	
Disabled -> Primary	2	
Administration -> Finance and Fees	1	100%
Administration -> Smart Card	1	
Computer -> Laptop	1	
Locked -> Primary	1	
Multi-factor authentication (MFA) -> Setup	1	100%
Password Reset -> Other System	1	
Software -> Specialist	1	100%
VLE/Courseware -> Assignment	1	
Website -> Portal	1	100%
Total	39	49%



Walk-Up Desk



PEIRSON	Current Month	Previous Month	22/23 Month Comparison
Number of Visits	304	345	331
Number of Tickets	156	142	156
Busiest Day	Mon 6th May (15)	Mon 6th May (15)	12th June (13)
Most Common Enquiry	IT Booking System (109)	IT Booking System (109)	IT Booking System (115)
Escalated Tickets	8	8	17

HIVE	Current Month	Previous Month	22/23 Month Comparison
Number of Tickets	19	20	25
Busiest Day	1st & 4th Jun (3)	3rd & 24th May	29th Jun (9)
Most Common Enquiry	Training & Advice (8)	Training & Advice (13)	IT Equipment Support (12)
Escalated Tickets	6	4	3

Hive Deep Dive:

- 16% Student
- 55% Public User

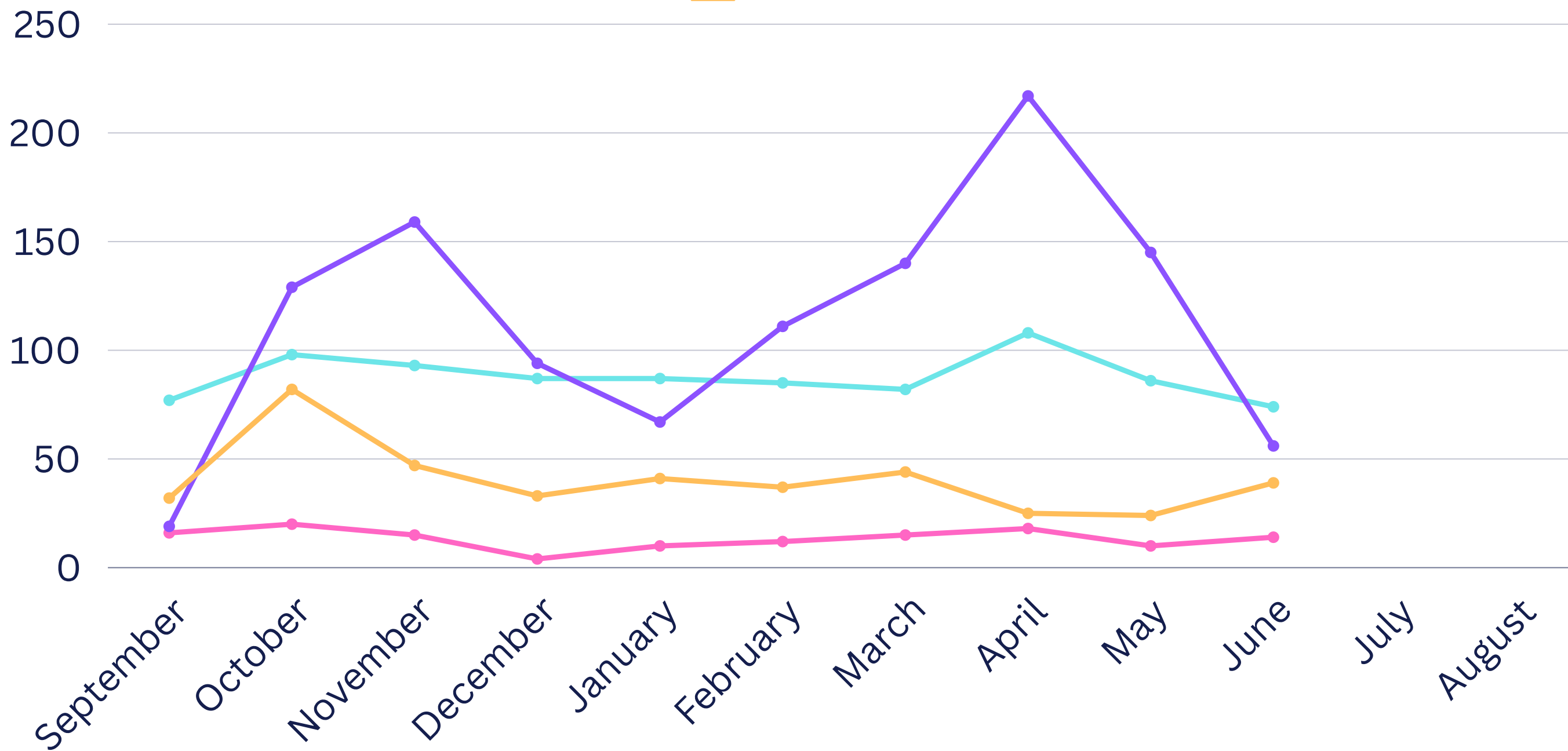
Peirson Deep Dive:

- 69% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.



Loan Equipment

Student Laptops Student Macbooks Short-term Loans
Staff Laptops



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: DATA & SECURITY



WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY

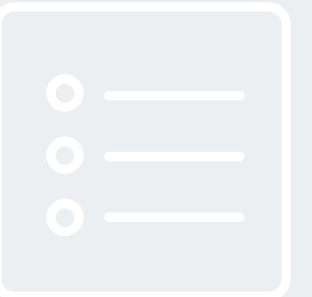


IT EQUIPMENT SUPPORT SUPPORT INCIDENT DEEP DIVE:

- **Account Query:** Student access support referred from Admissions

Second Highest Category: Campus Room Support - Room Check (21)

- **Room Check:** Maintenance checks



DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 67% Student requests

Second Highest Category: University Systems - IT Booking System (95)

- Loan equipment



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

Top Incident Category: IT Equipment Support - Laptop (27): Hardware failures and reimage fixes.

Top Request Category: IT Equipment - Support: Laptop (30): New Starter requests



AV Support Trends

