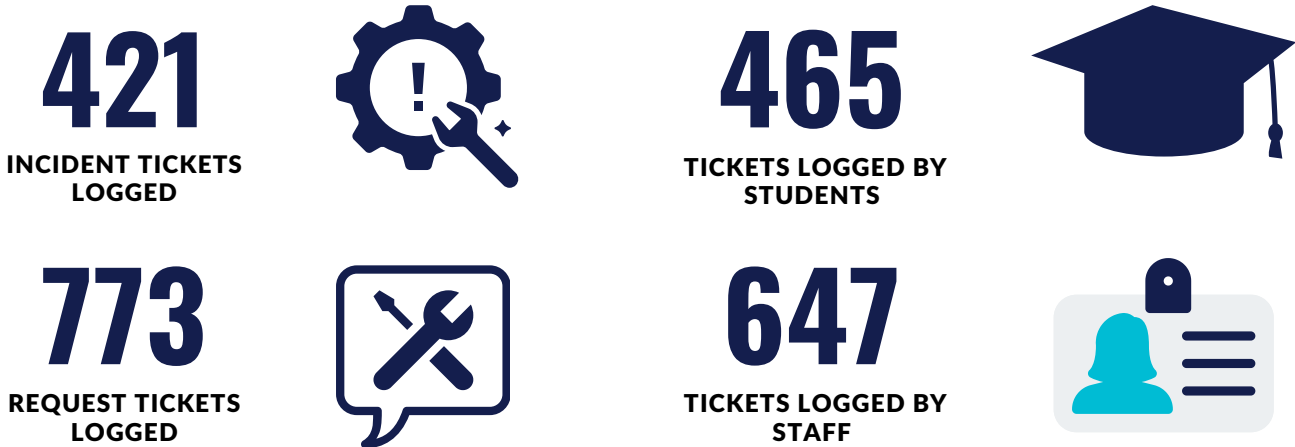


IT Service Desk Monthly Review

December 2024

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

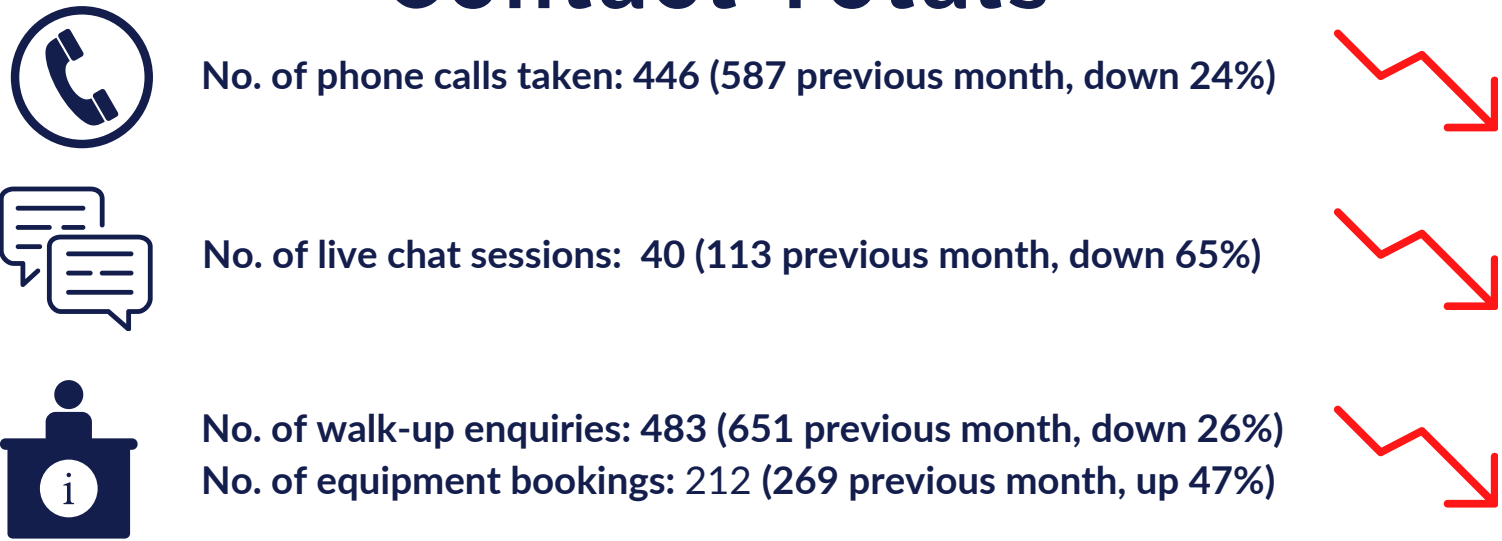
Ticket Totals



Feedback



Contact Totals



First Time Fix Rate

	Current month	Previous month	Academic Year average
Incident	77%	71%	73%
Request	82%	82%	78%
Total	80%	75%	76%



Communications - Service Desk

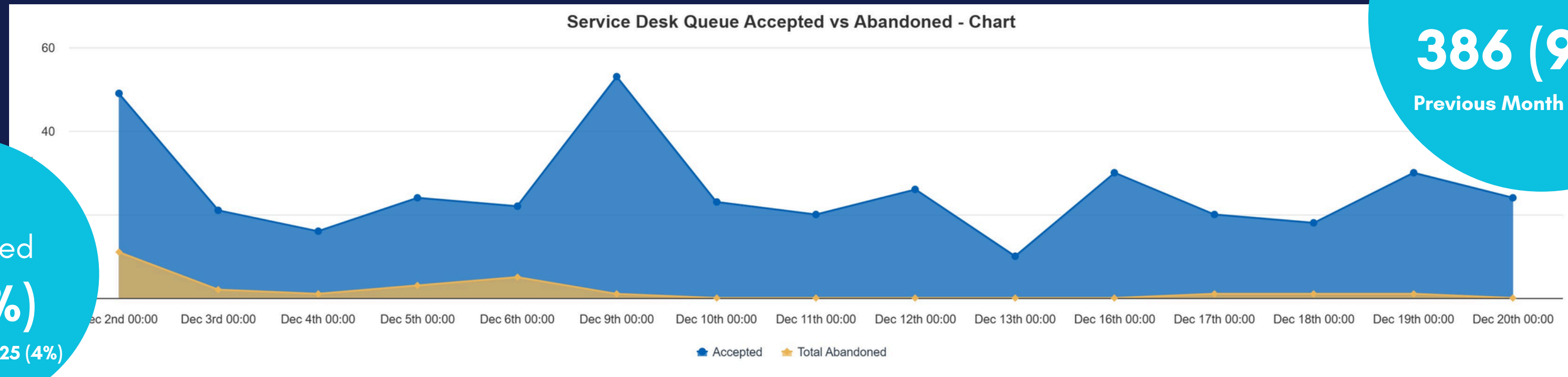
Total Accepted

386 (92%)

Previous Month - 508 (91%)

Total
Abandoned
26 (6%)

Previous Month - 25 (4%)



	Current Month	Previous Month
Average Handling Time	06:19	05:48
Average Wait Time	00:30 [Max 14:47]	00:45 [Max 58:53]
% Calls Answered Under 30 secs	90%	86%

Service Desk Deep Dive:

- **Longest Wait Time:** Improved performance on November 2024



Communications - Room Support

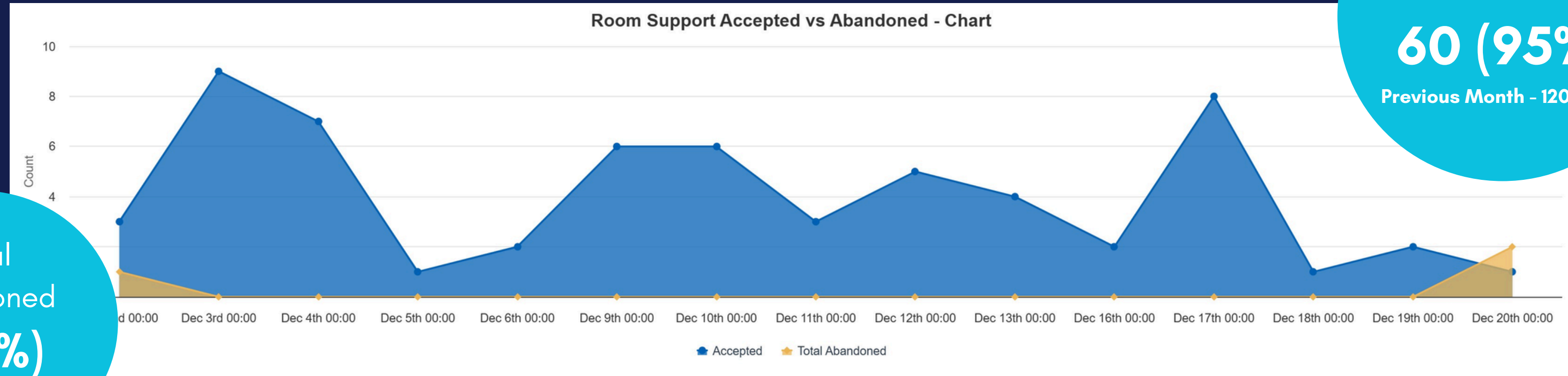
Total Accepted

60 (95%)

Previous Month - 120 (87%)

Total
Abandoned
3 (5%)

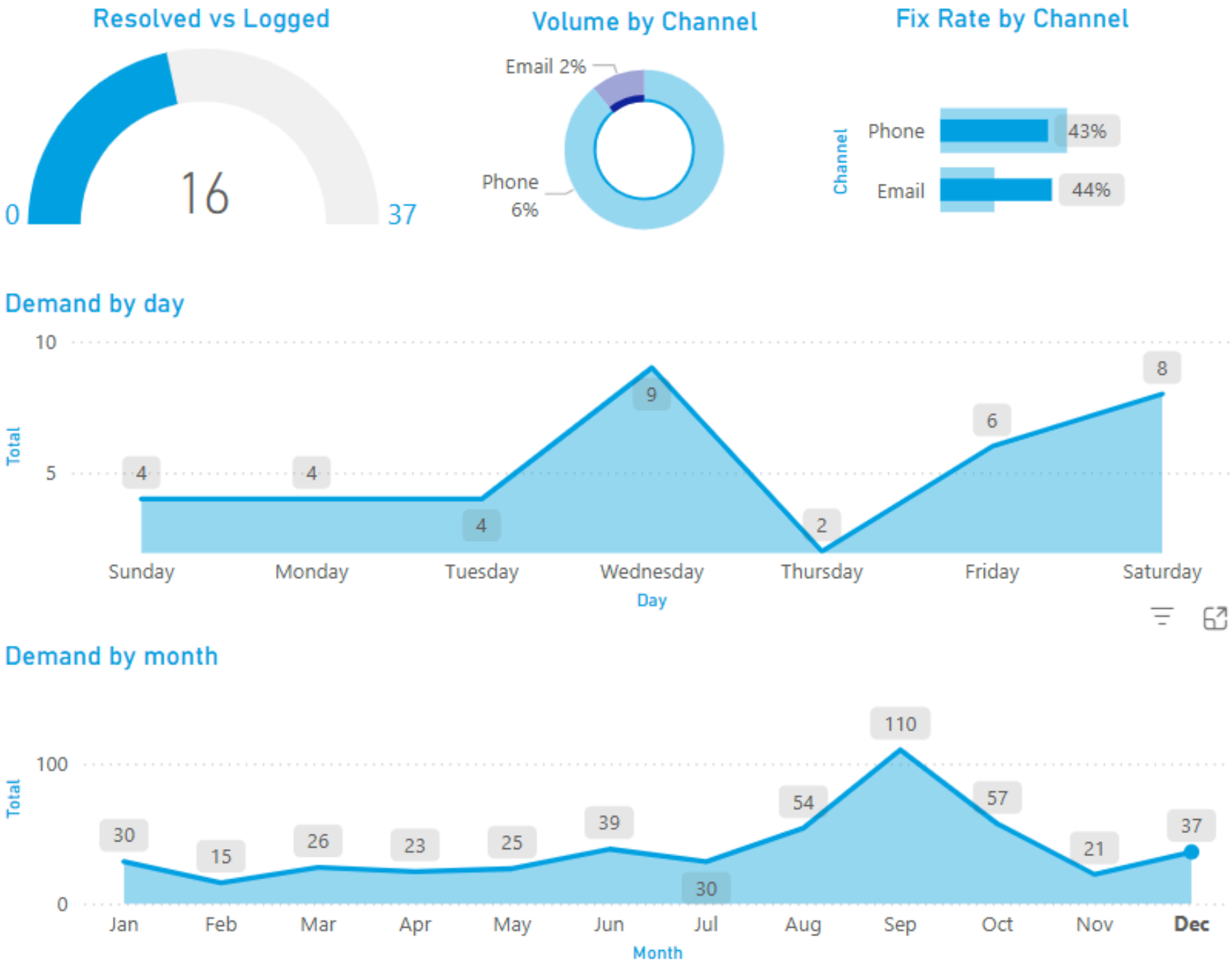
Previous Month - 18 (13%)



	Current Month	Previous Month
Average Handling Time	02:47	02:27
Average Wait Time	00:19 [8:07]	00:20 [9:42]
% Calls Answered Under 30 secs	97%	92.5%

Service Desk Deep Dive:

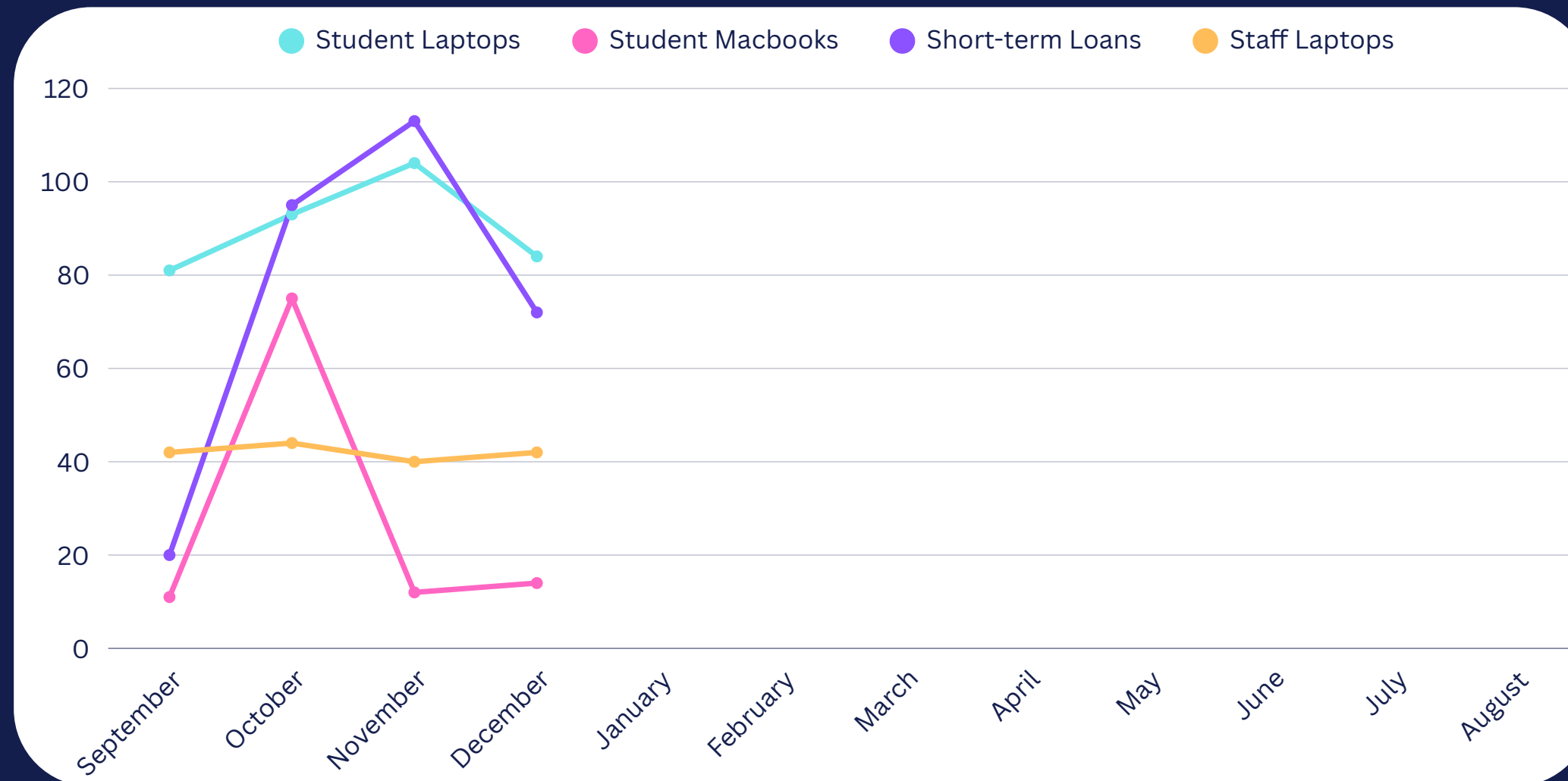
- **Calls Abandoned:** Significant improvement on November 2024.



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	16	38%
Account -> Information	5	40%
Multi-factor authentication (MFA) -> Setup	2	
Network -> Wireless	2	50%
Password Reset -> Primary	2	50%
Account -> New Account	1	
Email -> Calendar	1	
Equipment Loan -> Laptop	1	
Locked -> Primary	1	100%
Printing -> How To	1	100%
Shared -> Access	1	
Site/Module -> Unavailable	1	100%
Software -> Office	1	100%
Software -> Specialist	1	100%
VLE/Courseware -> Assignment	1	100%
Total	37	43%



Walk-Up Support



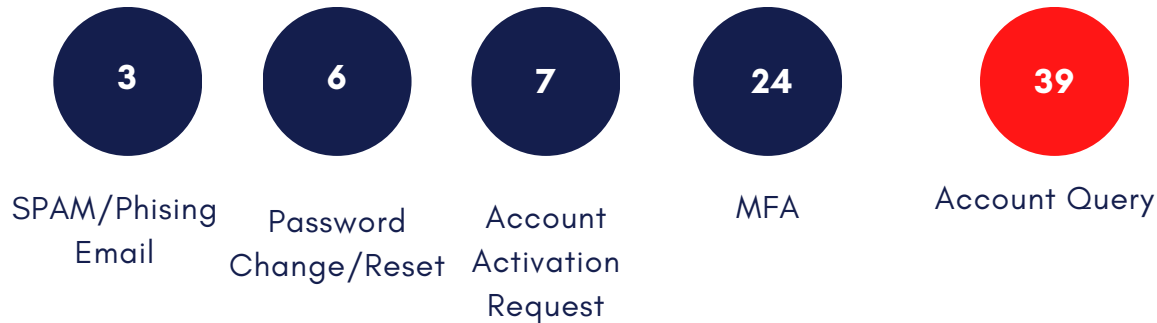
Peirson Deep Dive:

- 84% Student tickets which could be proportionally higher due to a number of visits not requiring a ticket.

Service Desk Category Trends

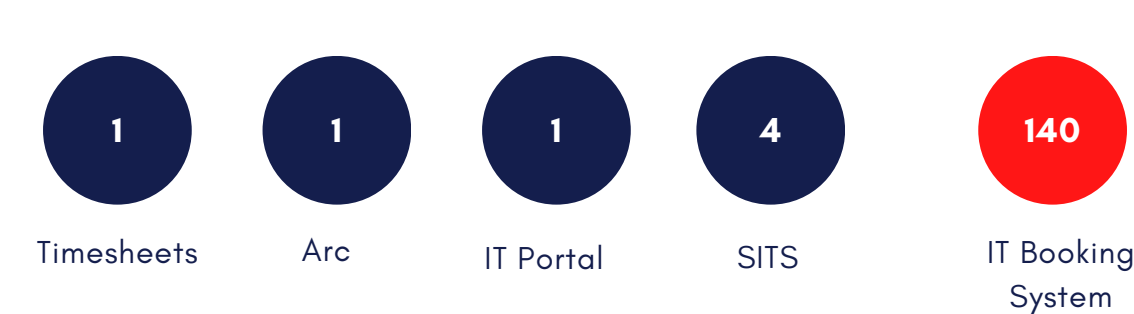
WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: DATA & SECURITY (86)



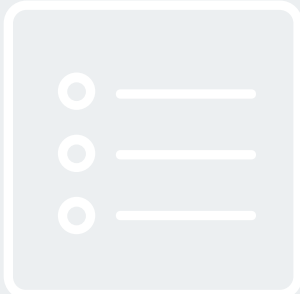
WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: UNIVERSITY SYSTEMS (149)



IDATA & SECURITY DEEP DIVE:

- **Account Query:** MFA Reset, login issues, SOLE queries, timesheets.
- **Account Activation Request:** Feed back to Service Desk Analyst on categorisation



UNIVERSITY SYSTEMS REQUEST DEEP DIVE:

- **IT Booking System:** Loan devices from Peirson.

Second Highest Category: Multi-Factor Authentication (86)

- 80% Student MFA resets



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

Top Incident Category: IT Equipment Support - MFD (20)

Top Request Category: IT Equipment - Support: Laptop (31)



AV Support Trends



3
Room Check

1
Control Panel

29
Display

2
Audio

5
Lectern PC

18
Last Month - 21
Event Support

38
Last Month - 87
Teaching Spaces

1
Network

ESCALATIONS:

1
UX



1
Ops

