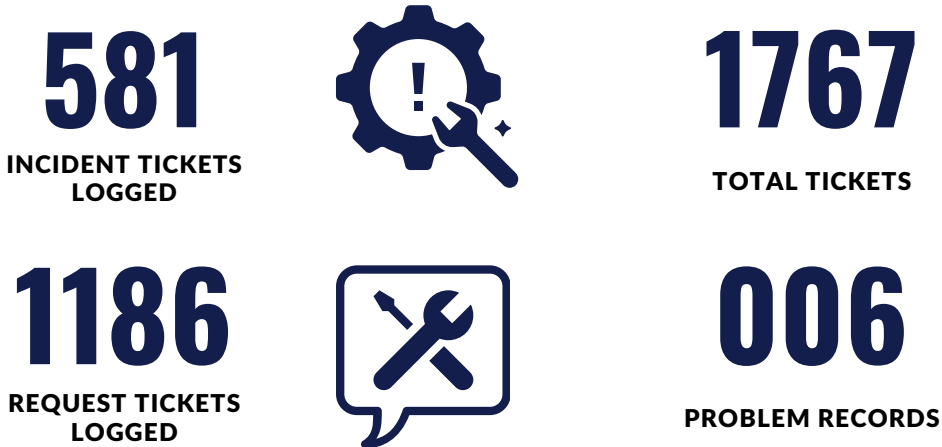


# IT Service Desk Monthly Review

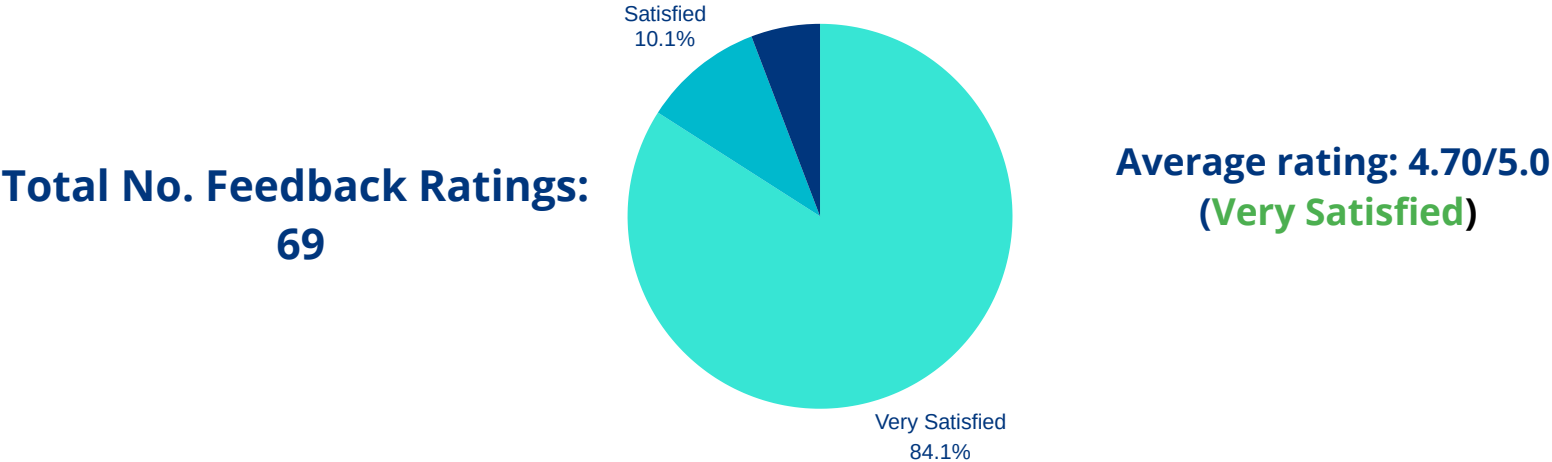
## February 2025

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

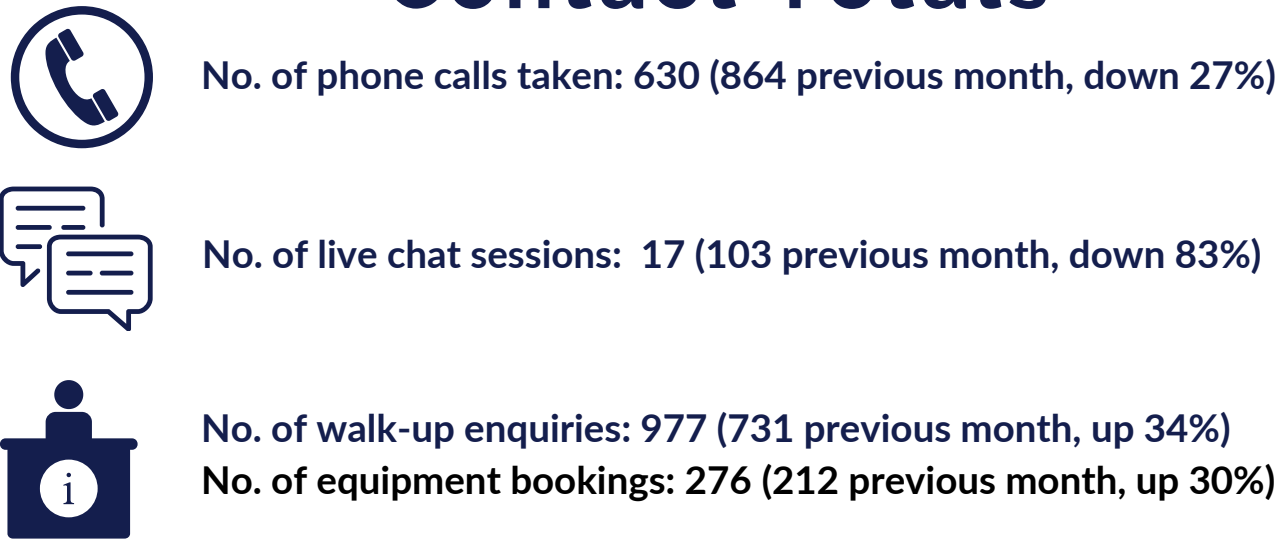
### Ticket Totals




### Feedback



### Contact Totals



### First Time Fix Rate

		Current month	Previous month	Academic Year average
	Incident	69%	75%	73%
	Request	71%	85%	78%
	Total	71%	81%	76%



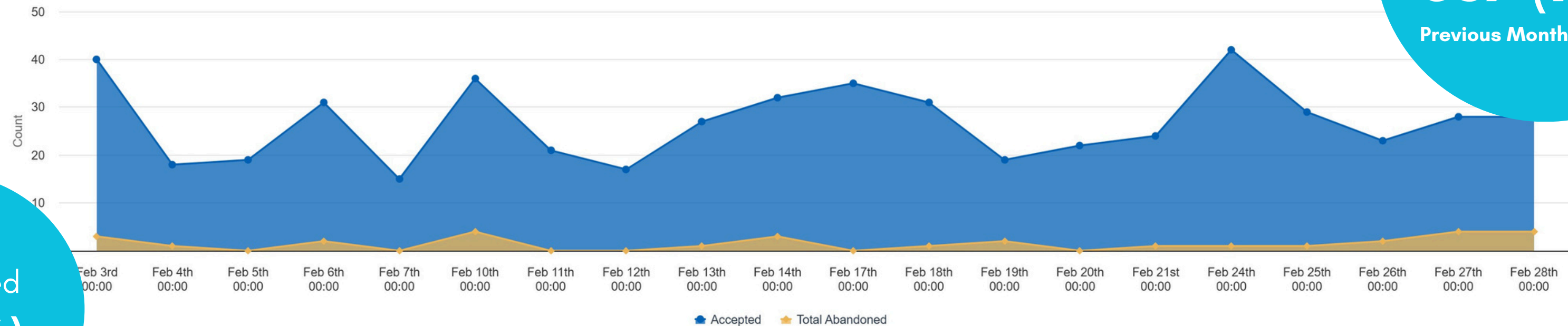
# Communications - Service Desk

Total Accepted

**537 (92%)**

Previous Month - 751 (95%)

Service Desk Queue Accepted vs Abandoned - Chart



Total  
Abandoned  
**30 (5%)**

Previous Month - 18 (2%)

	Current Month	Previous Month
Average Handling Time	05:49	07:14
Average Wait Time	00:35 [Max 12:30]	00:23 [Max 12:39]
% Calls Answered Under 30 secs	88%	92%



# Communications - Room Support

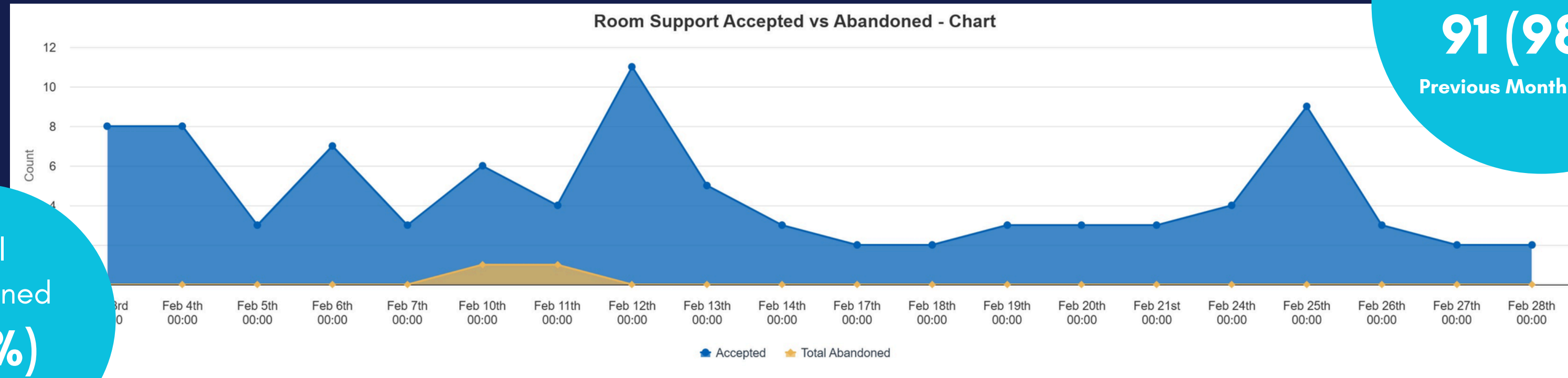
Total Accepted

**91 (98%)**

Previous Month - 113 (96%)

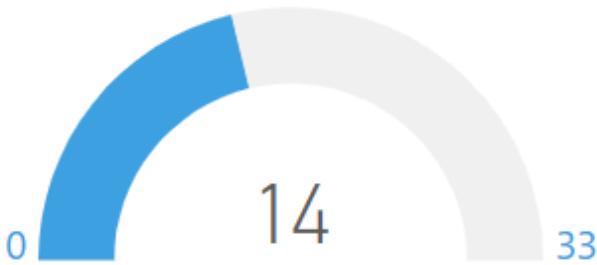
Total  
Abandoned  
**2 (2%)**

Previous Month - 5 (4%)

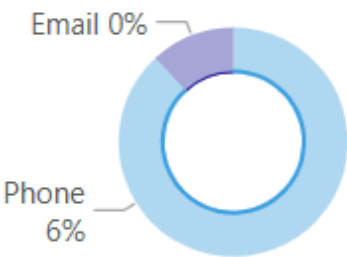


	Current Month	Previous Month
Average Handling Time	02:06	02:40
Average Wait Time	00:21 [4359]	00:18 [4:57]
% Calls Answered Under 30 secs	89%	94%

Resolved vs Logged



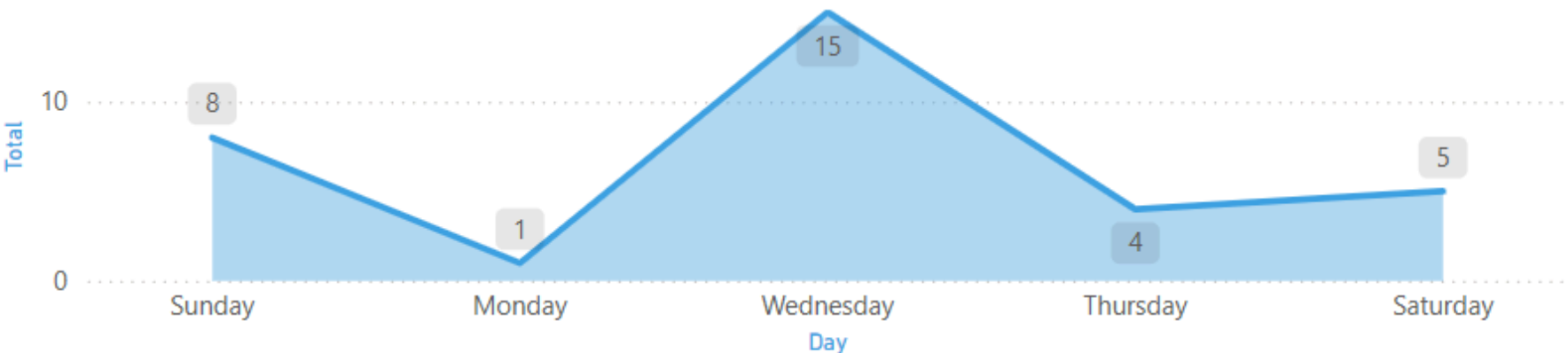
Volume by Channel



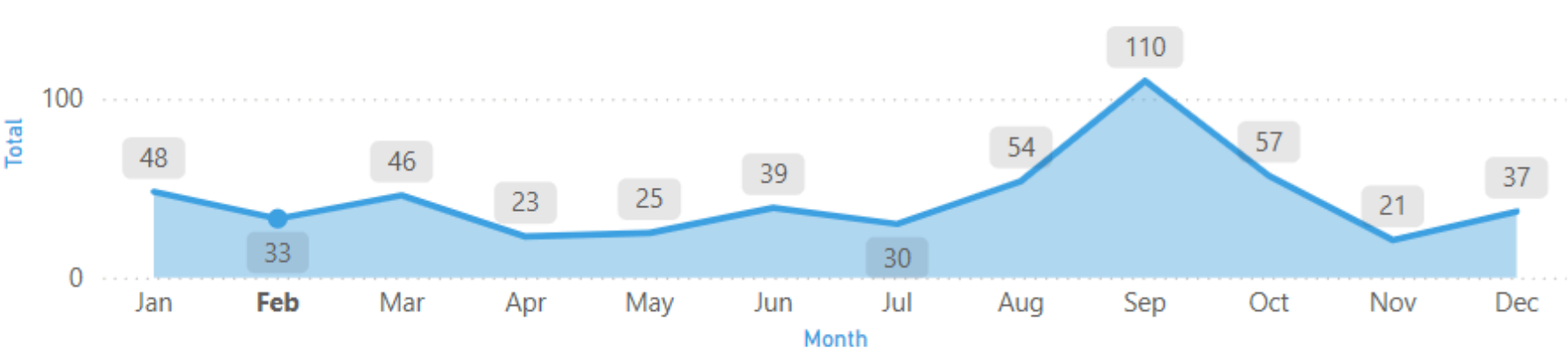
Fix Rate by Channel



Demand by day



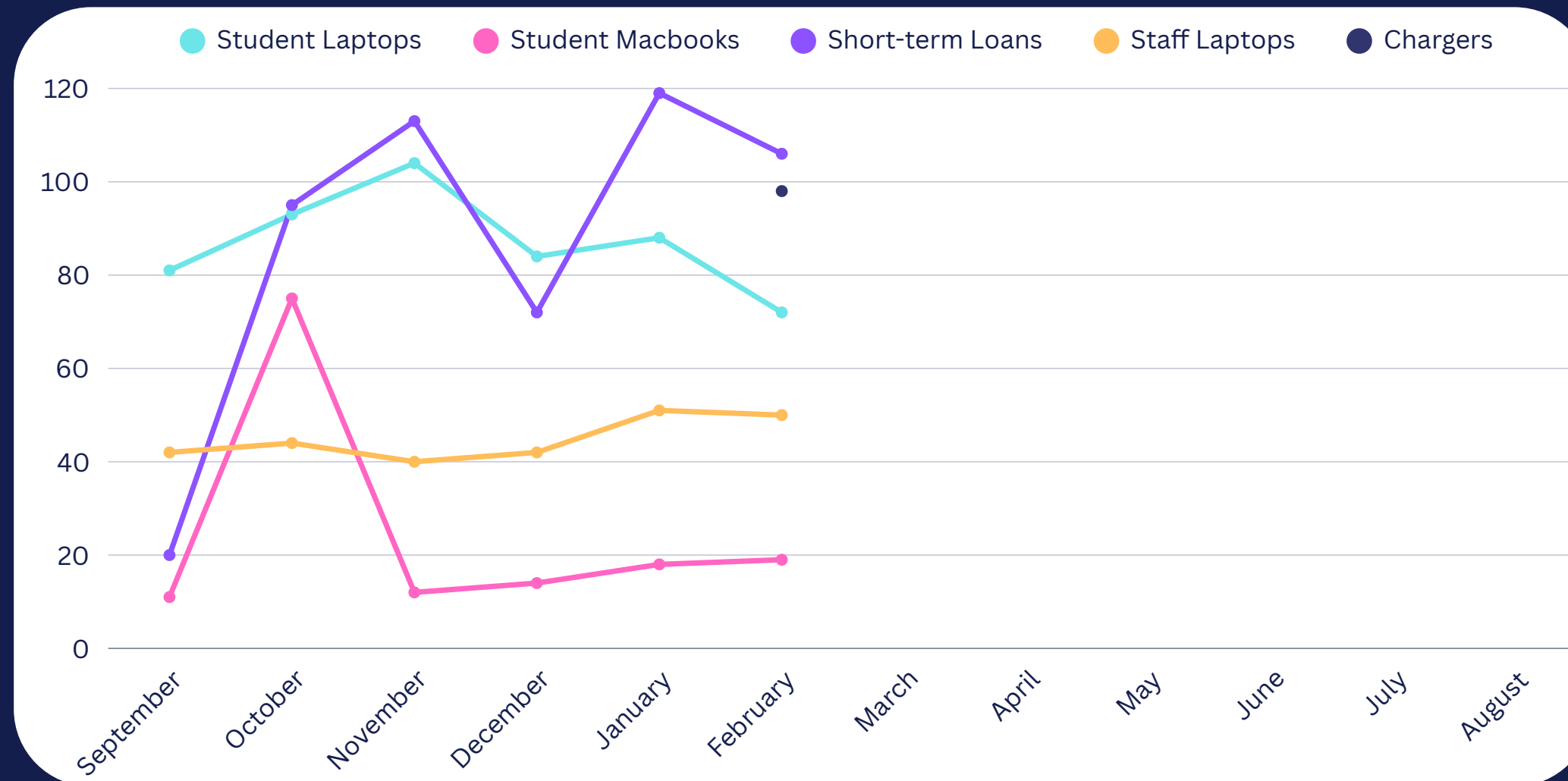
Demand by month



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	7	71%
Password Reset -> Primary	7	29%
Account -> Permissions and Access	4	75%
Website -> Portal	3	33%
Computer -> Laptop	2	50%
Multi-factor authentication (MFA) -> Setup	2	
Software -> Specialist	2	50%
Account -> New Account	1	
Disabled -> Other System	1	
Disabled -> Primary	1	
Equipment Loan -> Laptop	1	100%
Locked -> Primary	1	
VLE/Courseware -> Assignment	1	
<b>Total</b>	<b>33</b>	<b>42%</b>



# Walk-Up Support



# Service Desk Category Trends

## WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (78)



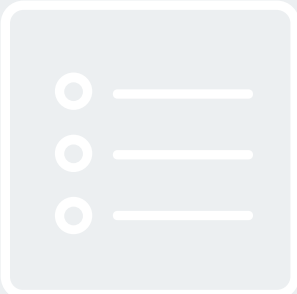
## WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: ACCOUNT (152)



## CAMPUS ROOM SUPPORT DEEP DIVE:

- **Display:** no rooms have repeatedly appeared
- **Audio:** CH1003 2 call outs
- **PC:** Mouse or Keyboard issues



## ACCOUNT DEEP DIVE:

- **Account Activation:** New staff starters and student workers activating their account for iTrent access
- **Name Change:** Student who are also requesting an email change.



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

Top Incident Category: Hardware - MFD (Printer/Scanner) (20)  
Top Request Category: Hardware - Laptop (78)



## AV Support Trends



**6**  
Room Check

**7**  
Mic

**47**  
Display

**11**  
Audio

**10**  
Lectern PC

**32**  
Last Month - 18  
Event Support

**85**  
Last Month - 82  
Teaching  
Spaces

**1**  
Network

ESCALATIONS:

**1**  
UX

**2**  
Ops

