IT Service Desk Monthly Review

December 2024

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

Ticket Totals

421
INCIDENT TICKETS LOGGED

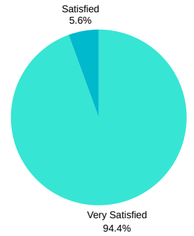
465
TICKETS LOGGED BY STUDENTS

773
REQUEST TICKETS LOGGED

647
TICKETS LOGGED BY STAFF

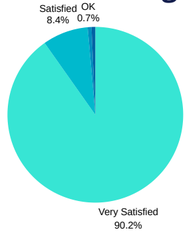
Feedback

Student Feedback Ratings: 18



Average rating: 4.94/5.00 Very Satisfied

Staff Feedback Ratings: 143



Average rating: 4.88/5.00 Very Satisfied

Contact Totals

No. of phone calls taken: 864 (446 previous month, Up 94%)

No. of live chat sessions: 103 (40 previous month, up 158%)

No. of walk-up enquiries: 731 (483 previous month, up 51%)
No. of equipment bookings: 276 (212 previous month, up 30%)

First Time Fix Rate

	Current month	Previous month	Academic Year average
Incident	**75%**	77%	73%
Request	**85%**	82%	78%
Total	**81%**	80%	76%

Communications - Service Desk

Total Accepted

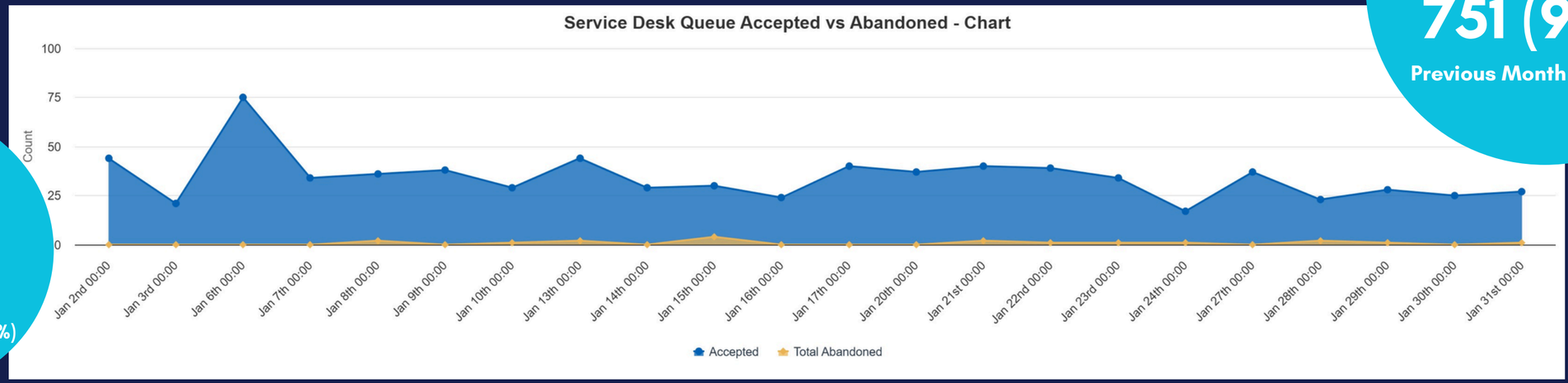
751 (95%)

Previous Month - 386 (92%)

Total Abandoned

18 (2%)

Previous Month - 26 (6%)



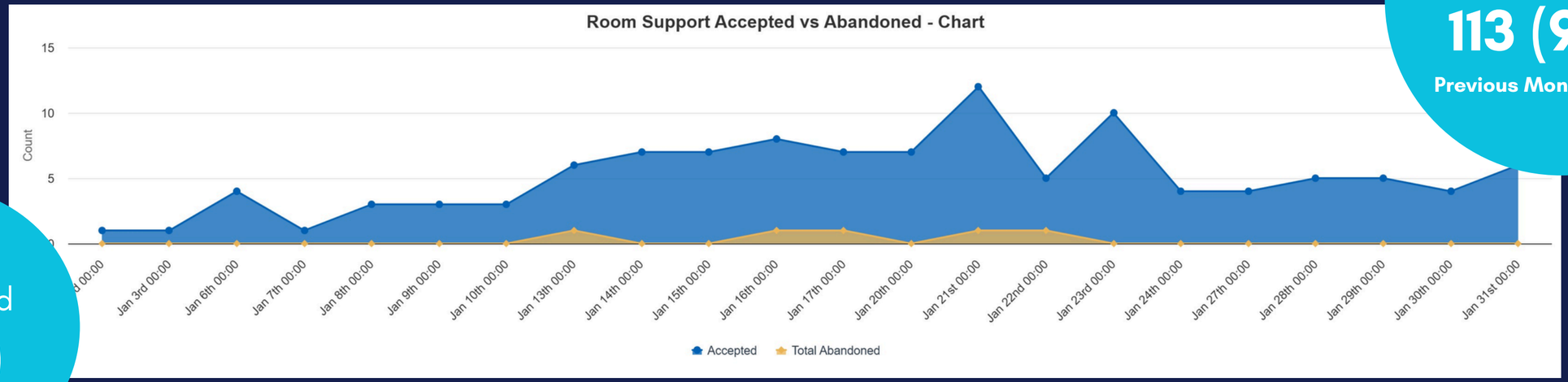
	Current Month	Previous Month
Average Handling Time	07:14	06:19
Average Wait Time	00:23 [Max 12:39]	00:30 [Max 14:47]
% Calls Answered Under 30 secs	92%	90%

Communications - Room Support

Total Accepted

113 (96%)

Previous Month - 60 (95%)



Total Abandoned

5 (4%)

Previous Month - 3 (5%)

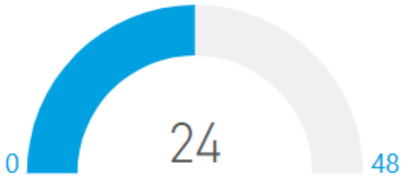
	Current Month	Previous Month
Average Handling Time	02:40	02:47
Average Wait Time	00:18 [4:57]	00:19 [8:07]
% Calls Answered Under 30 secs	94%	97%

norman ManagedServices

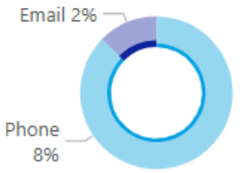
Year to Date Overview

Back to home

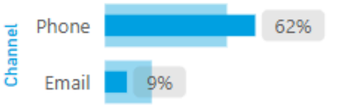
Resolved vs Logged



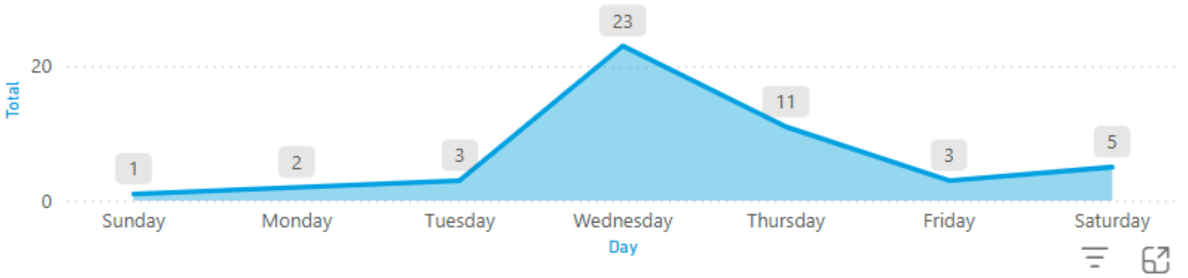
Volume by Channel



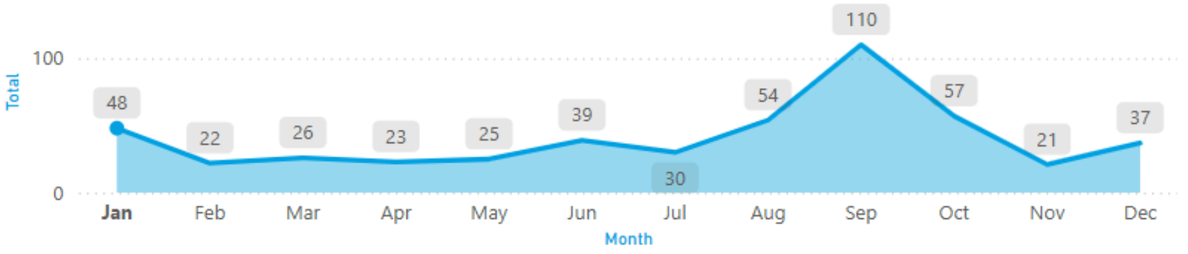
Fix Rate by Channel



Demand by day

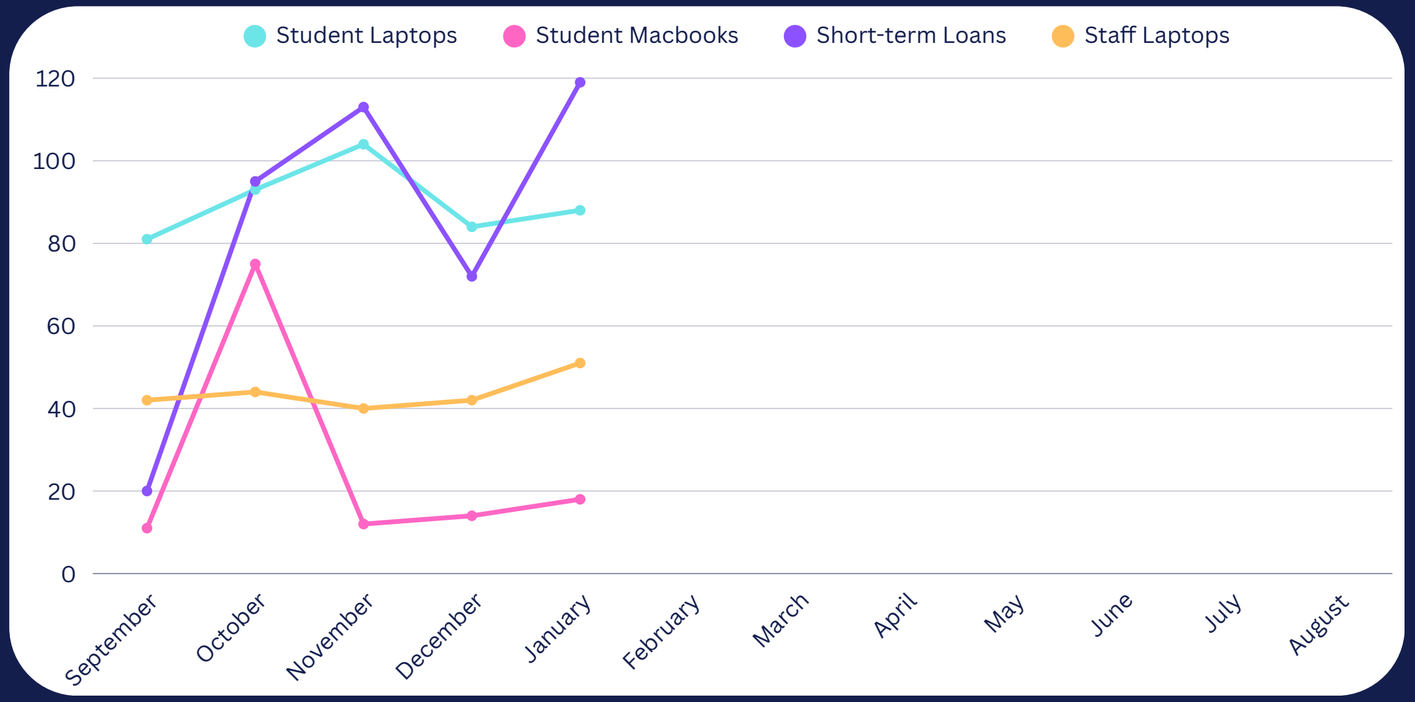


Demand by month



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	12	75%
Multi-factor authentication (MFA) -> Setup	8	38%
Password Reset -> Primary	5	40%
Account -> Extend	2	
Account -> Information	2	50%
Event Management -> Customer Contact	2	
Software -> Office	2	100%
Software -> Specialist	2	100%
Account -> Permissions and Access	1	
Administration -> Enrolment	1	
Administration -> Timetable	1	100%
Disabled -> Primary	1	100%
Equipment Loan -> Laptop	1	
Multi-factor authentication (MFA) -> General	1	
Network -> Wireless	1	100%
Organisational Info -> Contact Info	1	100%
Password Reset -> Other System	1	
Printing -> How To	1	
VLE/Courseware -> Assignment	1	100%
VLE/Courseware -> Lecture Recording	1	
Website -> Portal	1	
Total	**48**	**50%**

Walk-Up Support



Service Desk Category Trends

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

TOP LEVEL CATEGORY: DATA & SECURITY (188)

5	19	25	57	68
New Staff Starter	Account Activation Request	Password Change/Reset	MFA	Account Query

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

TOP LEVEL CATEGORY: UNIVERSITY SYSTEMS (149)

6	7	34	83	166
Guest Account	Account Activation Request	Account Query	Password Change/Reset	MFA

DATA & SECURITY DEEP DIVE:

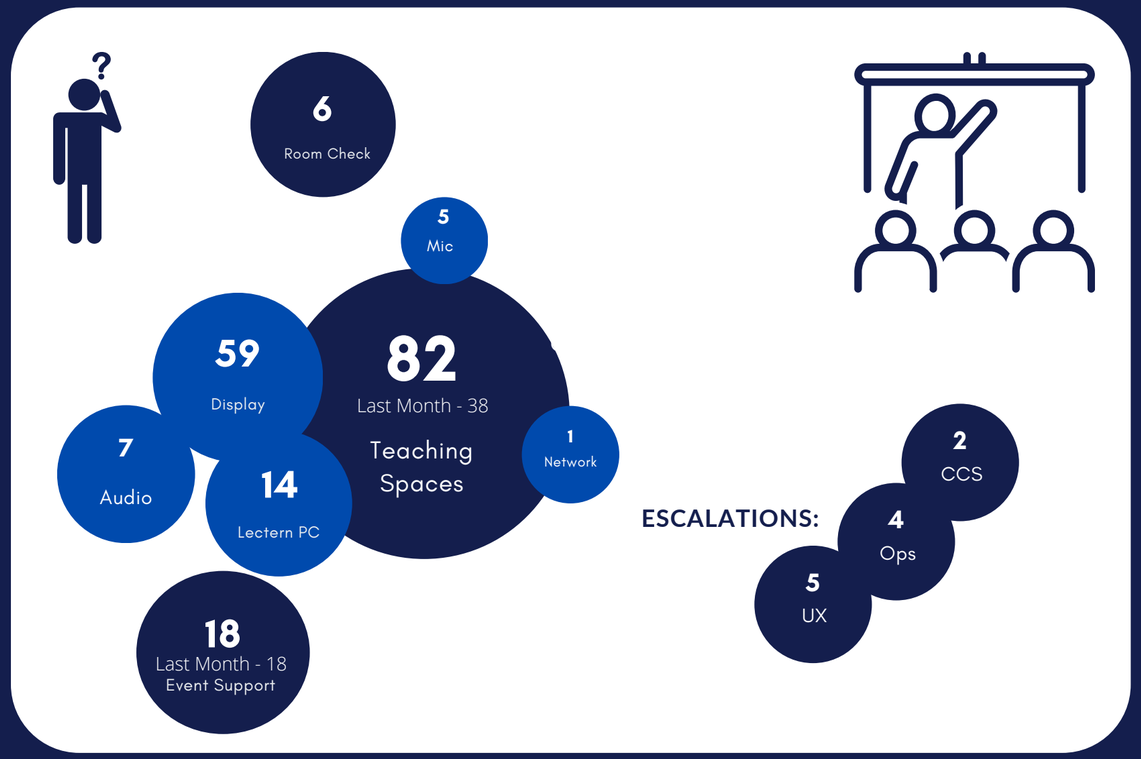
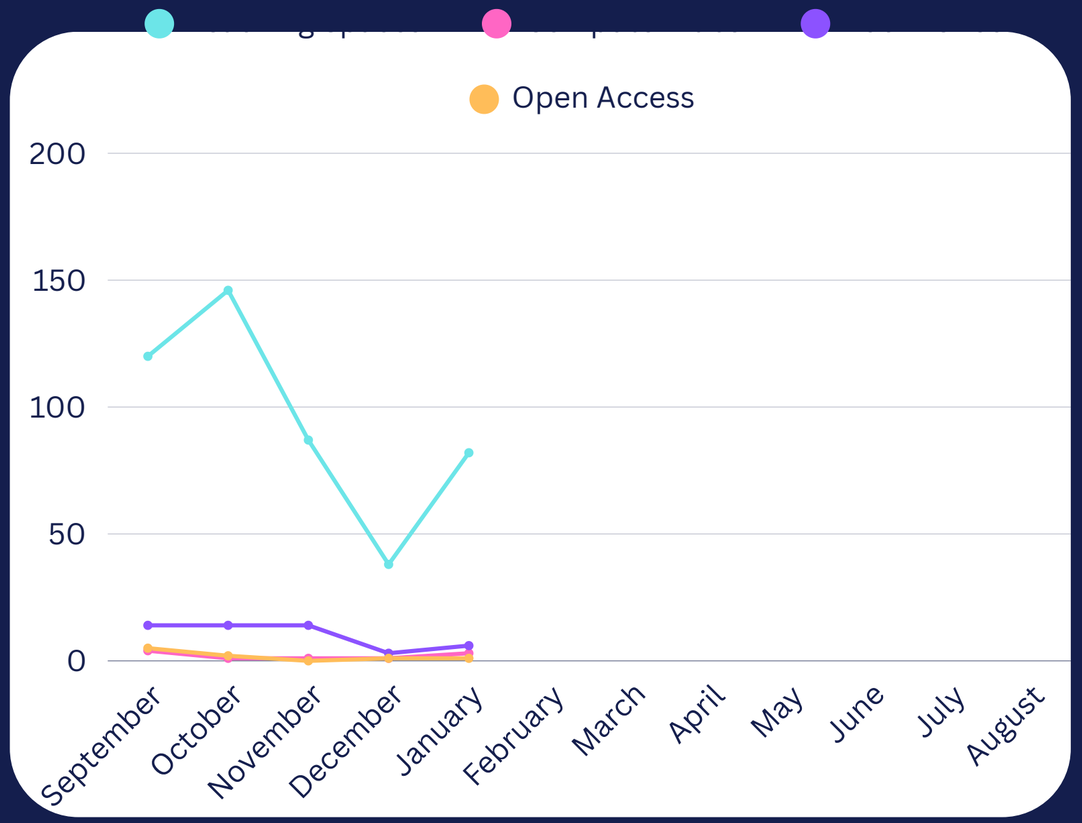
- **Account Query:** Removed on new version of SysAid
- **MFA:** 75% Student MFA reset

DATA & SECURITY DEEP DIVE:

- **MFA:** 89% Student MFA resets

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

Top Incident Category: IT Equipment - Support: Laptop (30)

Top Request Category: IT Equipment - Support: Laptop (38)

AV Support Trends