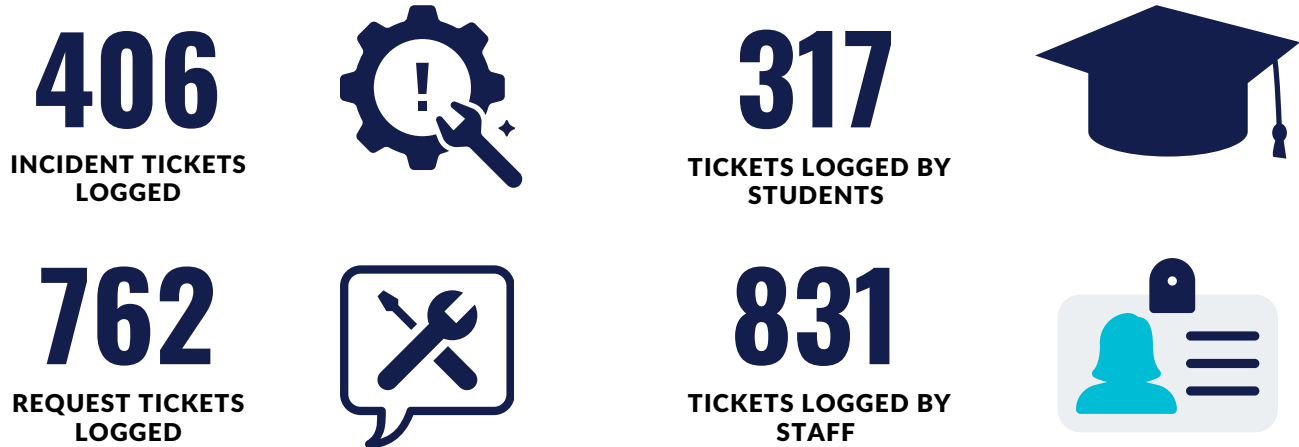


IT Service Desk Monthly Review

July 2024

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

Ticket Totals



Feedback



Contact Totals



First Time Fix Rate

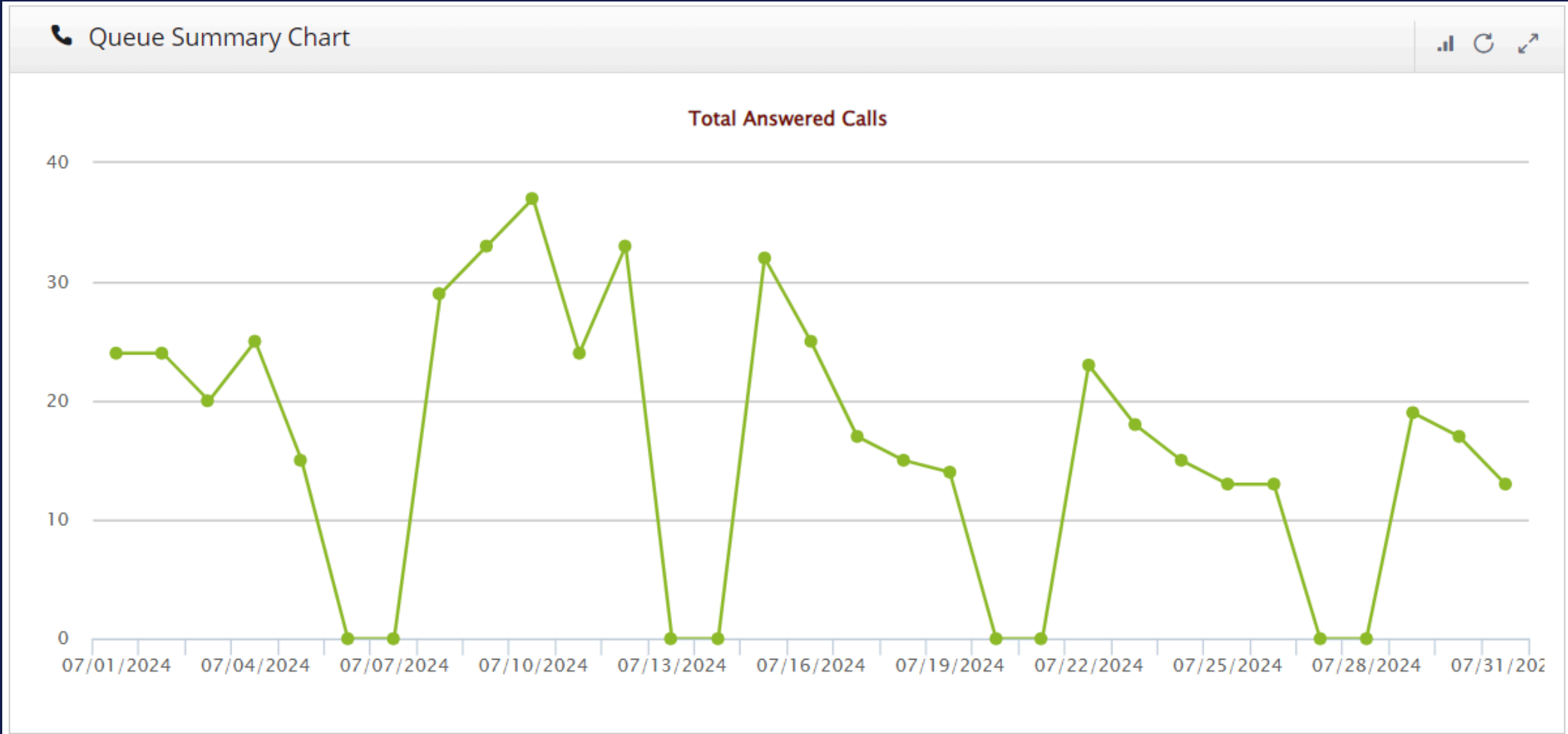
	Current month	Previous month	Previous Academic Year average
Incident	67%	71%	79%
Request	73%	77%	75%
Total	70%	75%	78%



Communications - Service Desk

Total
Abandoned

36



Total Answered

498

Calls Waiting > 5 Min

39

Longest Answer Time

00:27:14

Total Answer Time

07:55:42

Average Answer Time

00:00:57

Longest Talk Time

00:52:26

Average Talk Time

00:06:42

Longest Wait Time

00:27:14

Average Wait Time

00:01:15

Total Hold Time

00:00:00

Total Wait Time

11:15:44



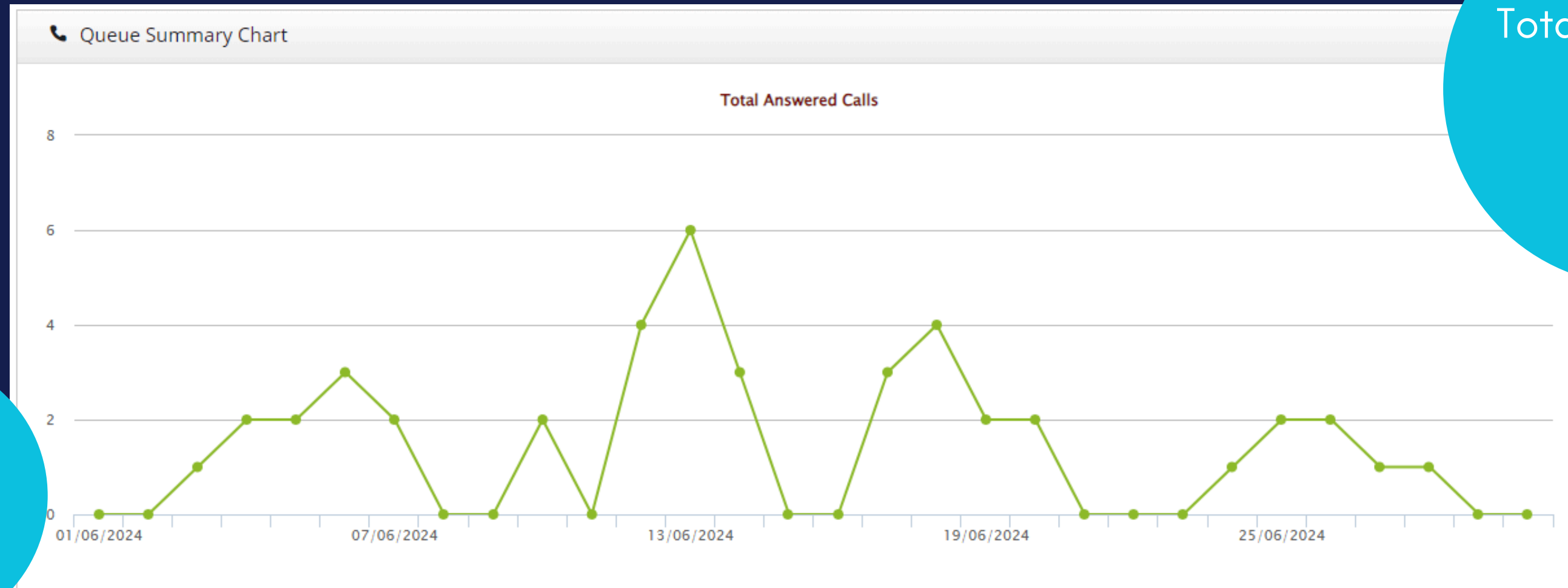
Communications - Room Support

Total Answered

42

Total
Abandoned

13



Calls Waiting > 5 Min

8

Longest Answer Time

00:51:07

Total Answer Time

01:19:19

Average Answer Time

00:01:53

Longest Talk Time

00:14:50

Average Talk Time

00:03:09

Longest Wait Time

00:51:07

Average Wait Time

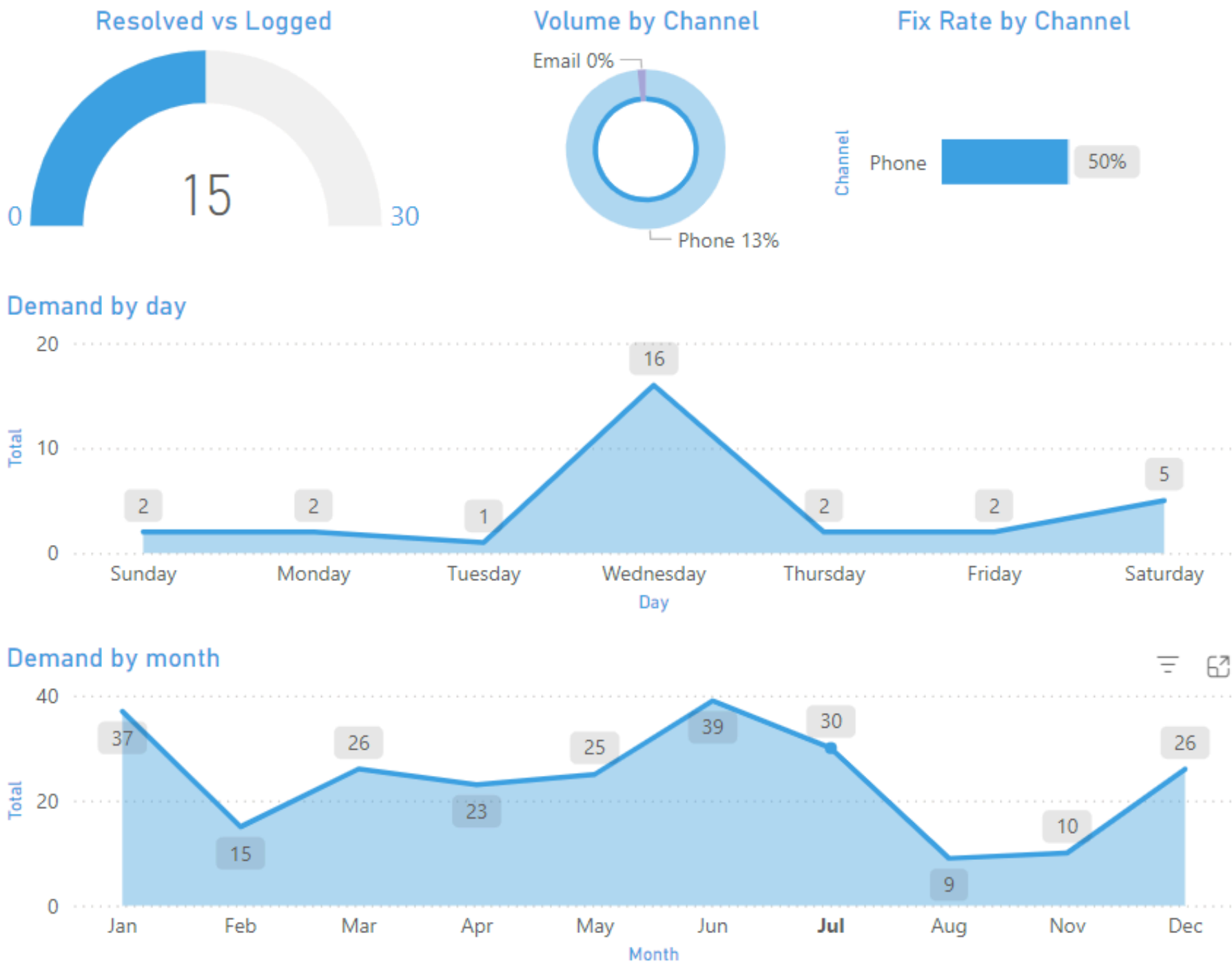
00:02:27

Total Hold Time

00:00:00

Total Wait Time

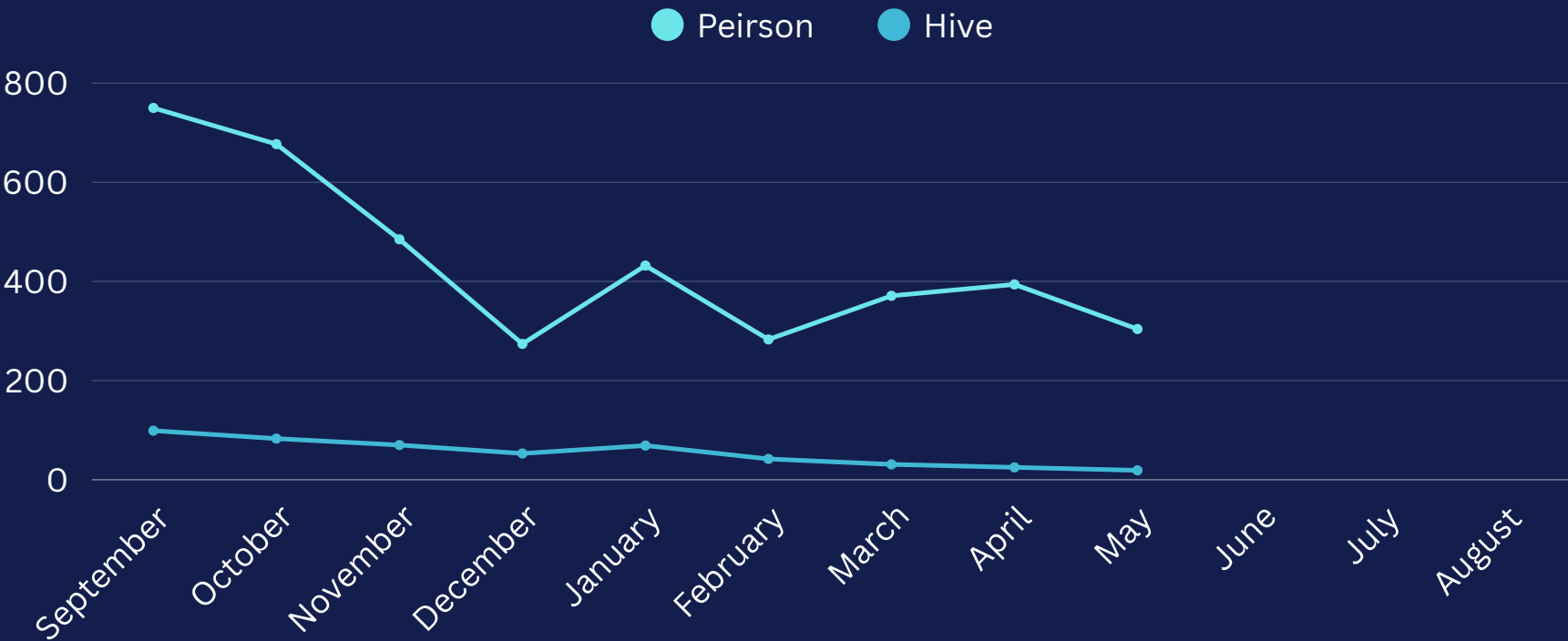
02:14:59



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	10	50%
Password Reset -> Primary	7	57%
Account -> Information	2	50%
Account -> Permissions and Access	2	
Administration -> Accommodation	2	50%
Website -> Portal	2	50%
Account -> Extend	1	100%
Account -> New Account	1	
Library -> Borrowing	1	100%
Library -> E-Journals/Resources	1	100%
Software -> Office	1	
Total	30	50%



Walk-Up Desk



PEIRSON	Current Month	Previous Month	22/23 Month Comparison
Number of Visits	416	304	287
Number of Tickets	148	156	156
Busiest Day	Mon 1st Jul (24)	Mon 6th May (15)	5th July (22)
Most Common Enquiry	IT Booking System (114)	IT Booking System (109)	IT Booking System (99)
Escalated Tickets	16	8	13

HIVE	Current Month	Previous Month	22/23 Month Comparison
Number of Tickets	8	19	57
Busiest Day	30th Jul (2)	1st & 4th Jun (3)	5th July (5)
Most Common Enquiry	MFD/Copier (2)	Training & Advice (8)	Training & Advice (21)
Escalated Tickets	5	6	8

Hive Deep Dive:

- 50% Student
- 12.5% Public User

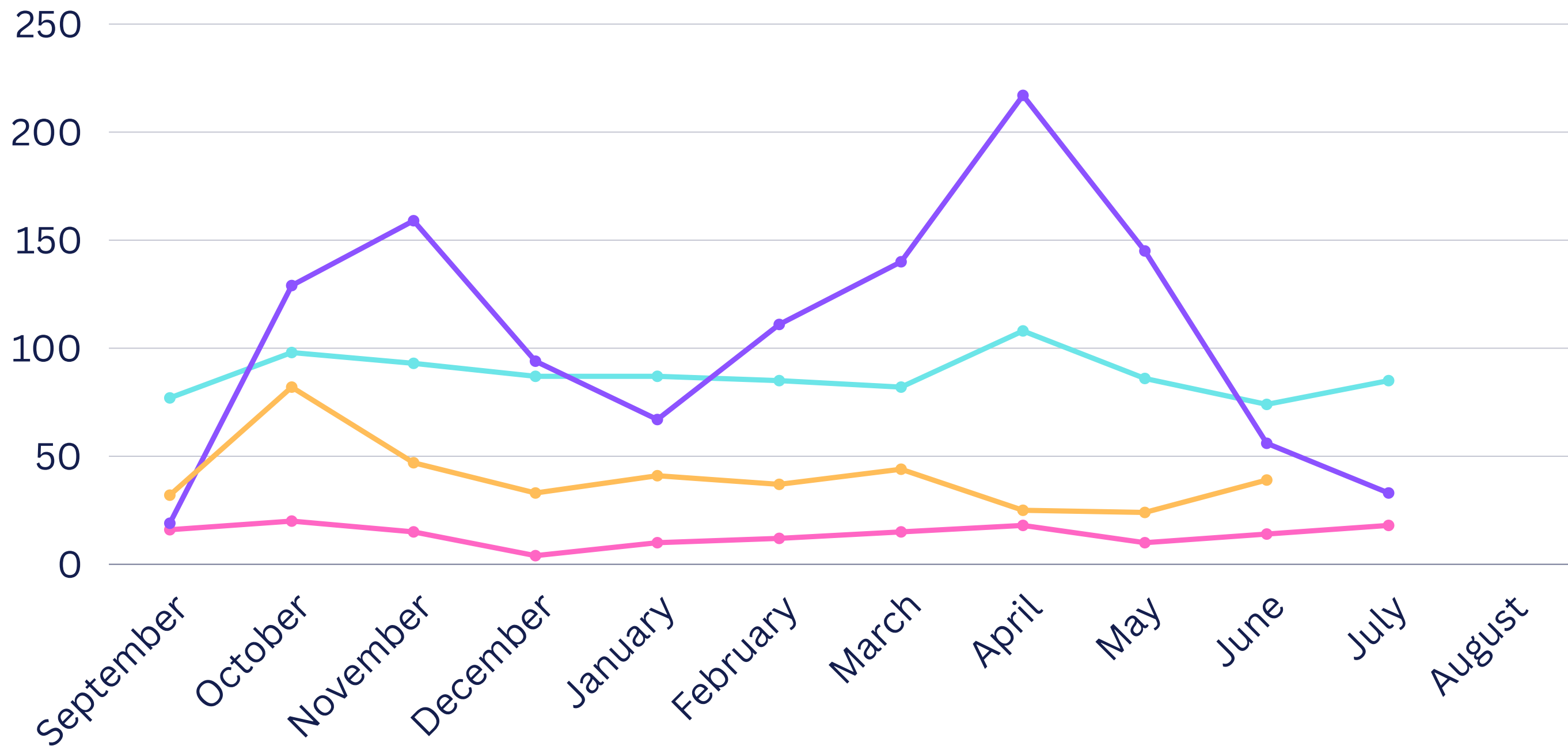
Peirson Deep Dive:

- 80% 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 for portal and ID cards.

Second Highest Category: Campus Room Support - Room Check (29)

- **Room Check:** Maintenance checks



DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 86% Student requests

Second Highest Category: University Systems - IT Booking System (116)

- Loan equipment



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

Top Incident Category: IT Equipment Support - Laptop (22):

Hardware failures and returning kit

Top Request Category: IT Equipment - Support: Laptop (46):

Staff leaver kit returns



AV Support Trends

