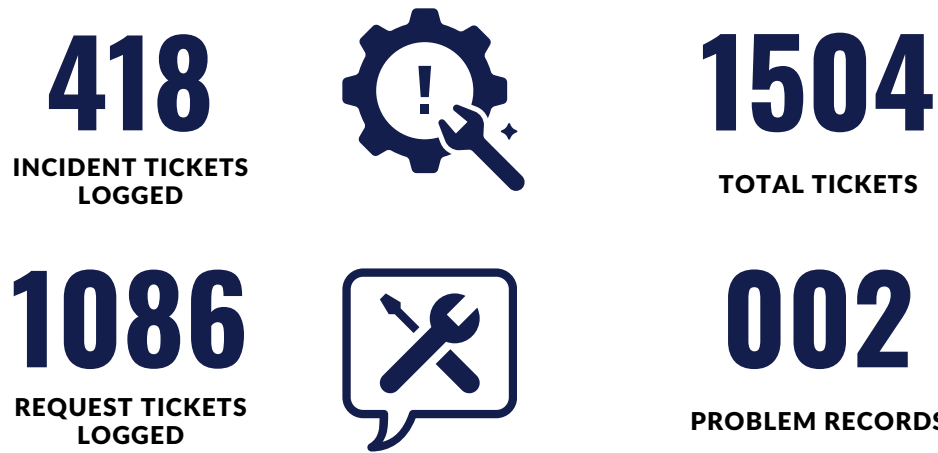


# IT Service Desk Monthly Review

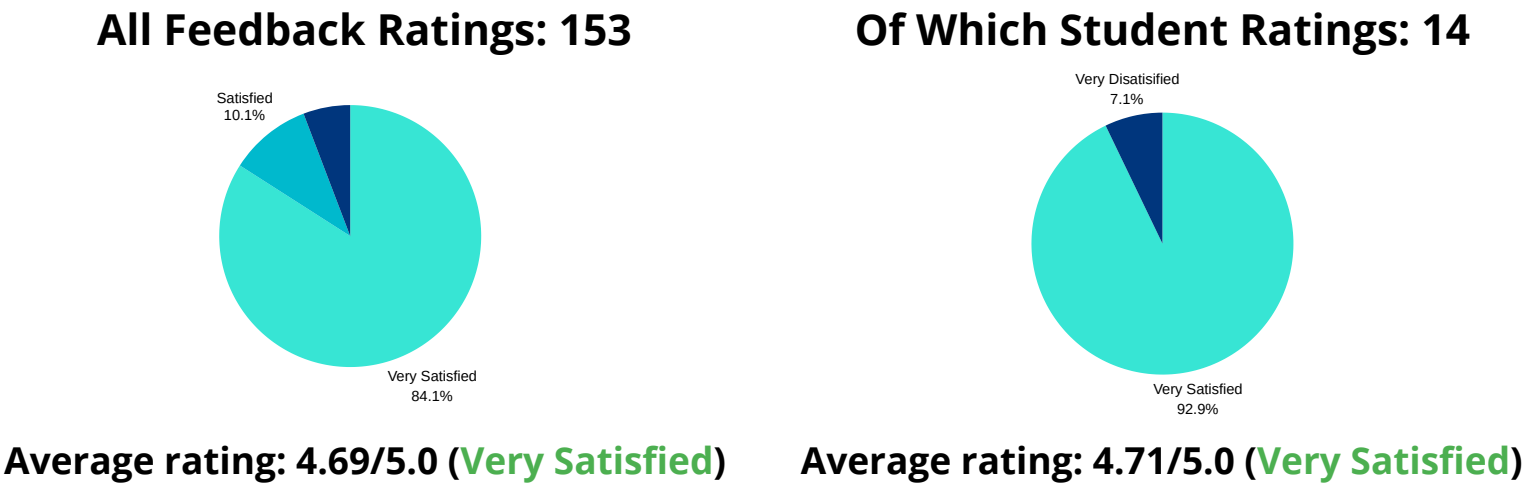
## March 2025

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

### Ticket Totals




### Feedback



### Contact Totals



### First Time Fix Rate

	Current month	Previous month	Academic Year average
 Incident	<b>64%</b>	69%	73%
Request	<b>69%</b>	71%	78%
<b>Total</b>	<b>68%</b>	71%	76%



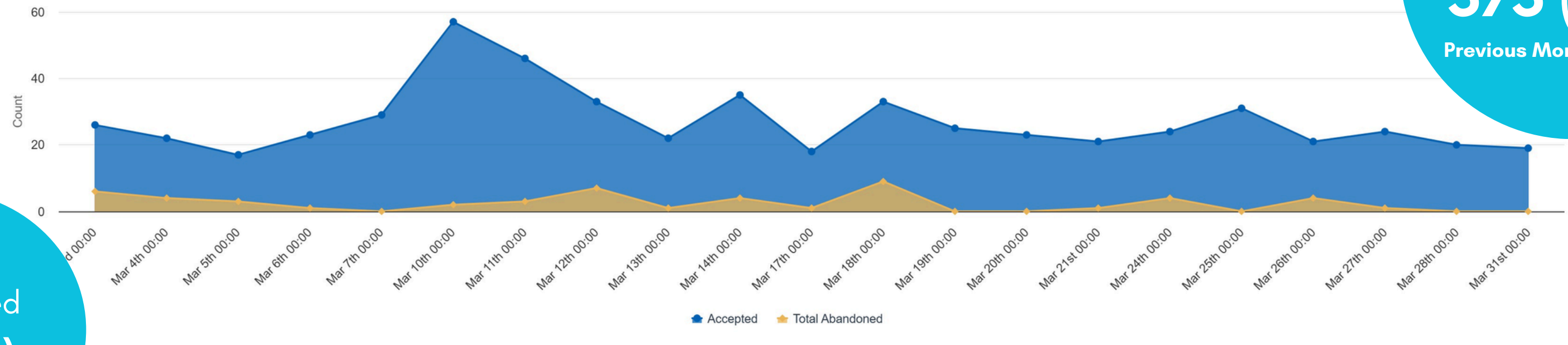
# Communications - Service Desk

Total Accepted

**575 (92%)**

Previous Month - 537 (92%)

Service Desk Queue Accepted vs Abandoned - Chart



Total  
Abandoned  
**51 (8%)**

Previous Month - 30 (5%)

	Current Month	Previous Month
Average Handling Time	06:00	05:49
Average Wait Time	01:18 [Max 37:05]	00:35 [Max 12:30]
% Calls Answered Under 30 secs	76%	88%



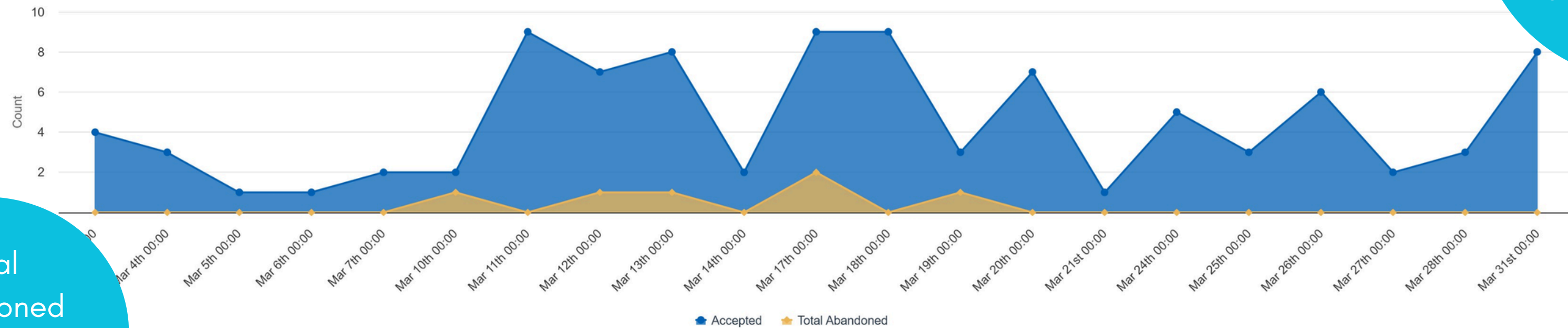
# Communications - Room Support

Total Accepted

**95 (94%)**

Previous Month - 91 (98%)

Room Support Chart - Accepted vs Abandoned

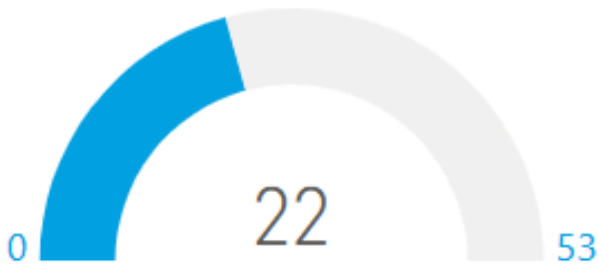


Total  
Abandoned  
**6 (6%)**

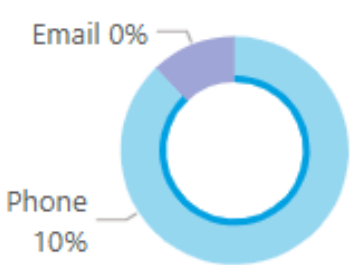
Previous Month - 2 (2%)

	Current Month	Previous Month
Average Handling Time	02:41	02:06
Average Wait Time	00:25 [07:18]	00:21 [4359]
% Calls Answered Under 30 secs	93%	89%

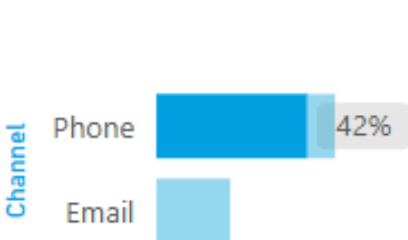
Resolved vs Logged



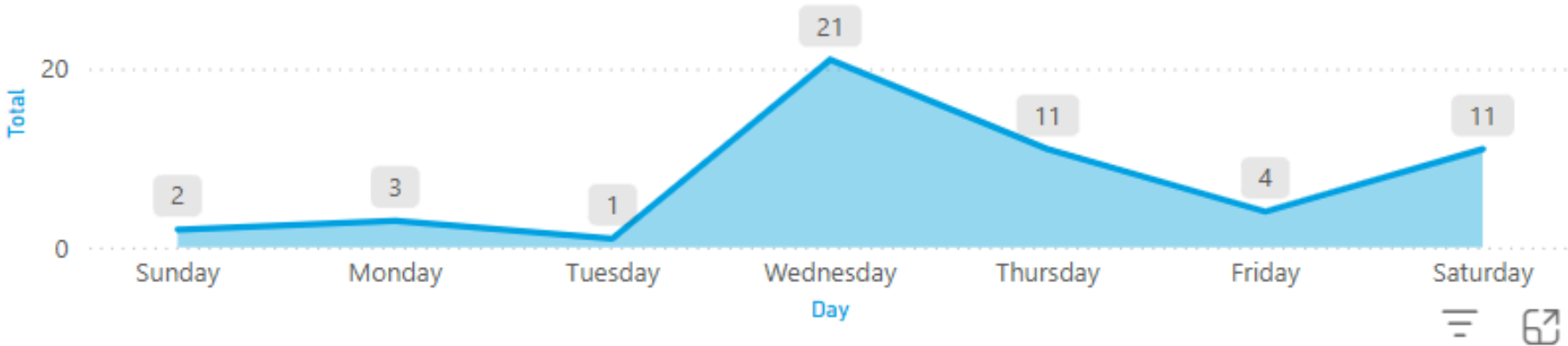
Volume by Channel



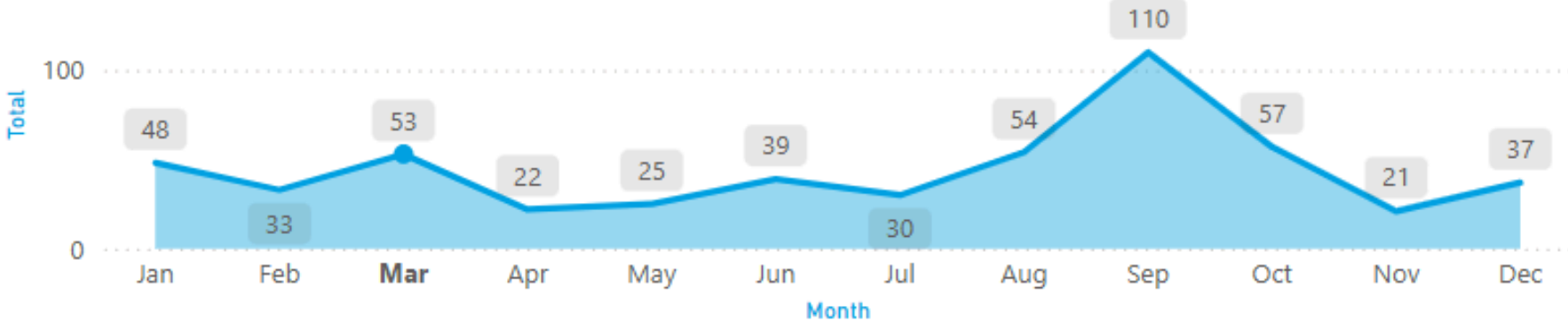
Fix Rate by Channel



Demand by day



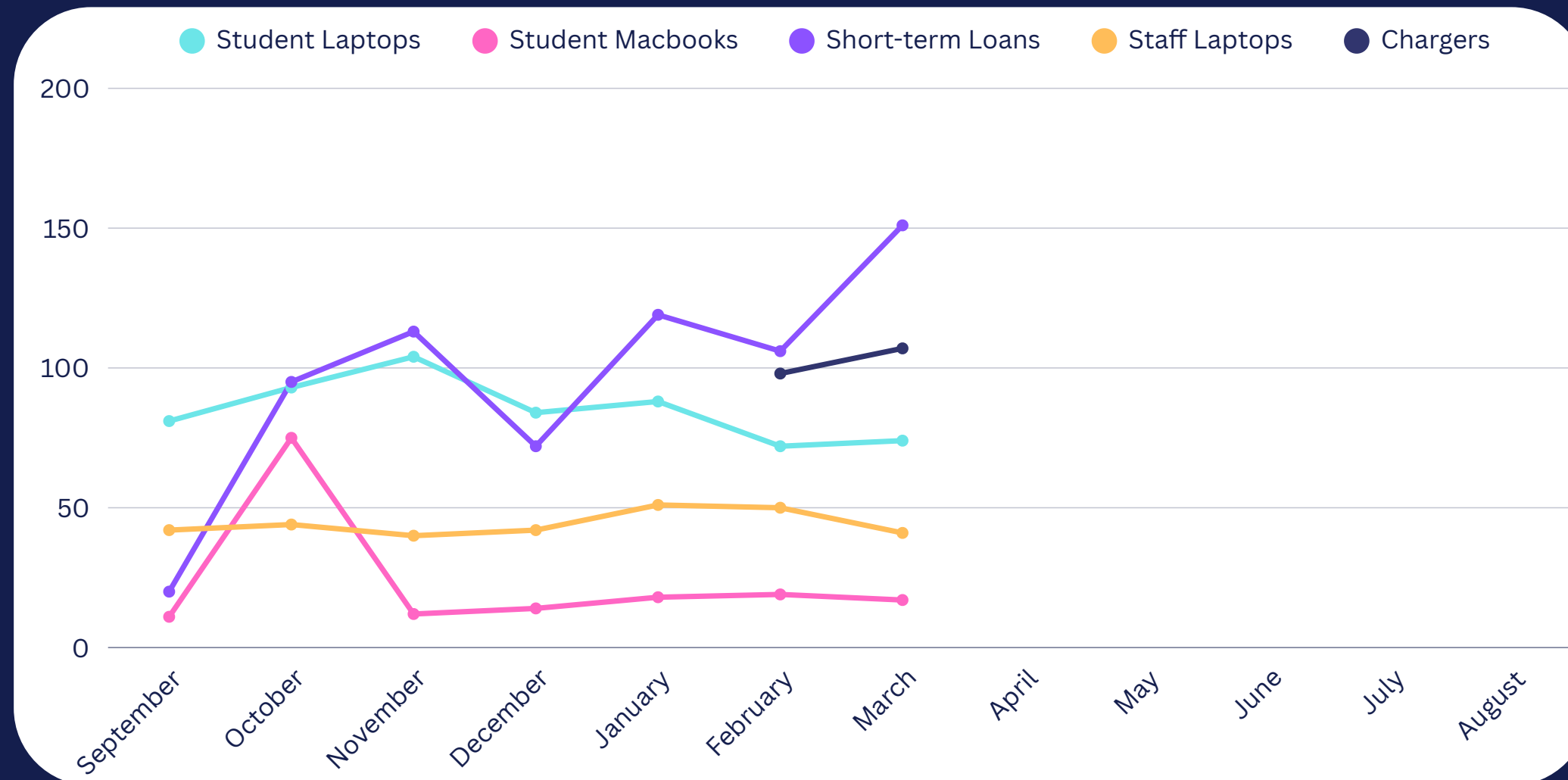
Demand by month



Subject	Total	Fix Rate
Password Reset -> Primary	14	50%
Multi-factor authentication (MFA) -> Post Setup	9	78%
Account -> Permissions and Access	7	
Software -> Specialist	4	25%
Website -> Portal	3	67%
Account -> New Account	2	
Locked -> Primary	2	
Multi-factor authentication (MFA) -> Setup	2	100%
Online Productivity -> Teams	2	50%
Software -> Office	2	50%
Account -> Information	1	
Administration -> Accommodation	1	
Administration -> HR	1	
Equipment Loan -> Laptop	1	100%
Event Management -> Alert	1	
VLE/Courseware -> Lecture Recording	1	
Total	53	42%



# Walk-Up Support



# Service Desk Category Trends

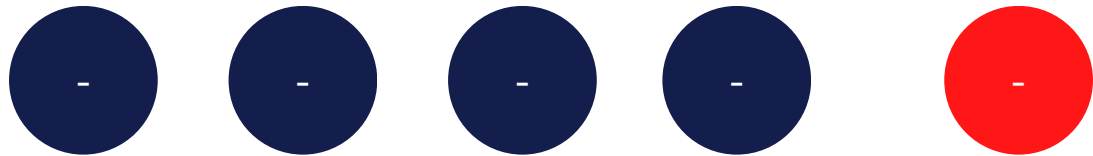
## WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (62)



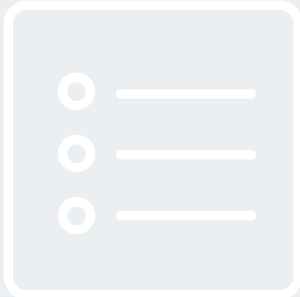
## WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: N/A (235)



## CAMPUS ROOM SUPPORT DEEP DIVE:

- **Display:** Repeated issues for BY G196 and CH 2006
- **PC:** Dupliate calls for CC004



## N/A DEEP DIVE:

- **N/A** - Quick calls being closed without a category being selected due to a known Sysaid bug.



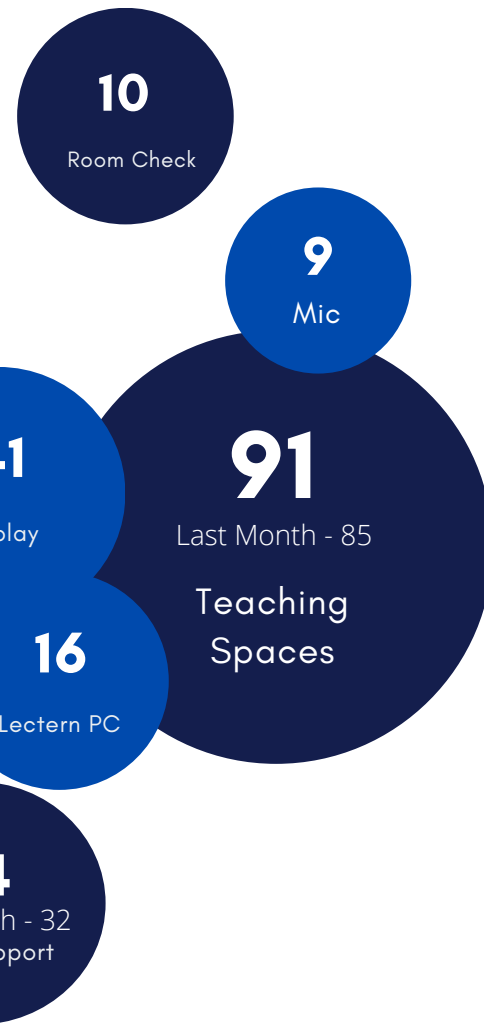
## WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident Category: Hardware - Laptop (30)

Top Request Category: Hardware - Laptop (39)



## AV Support Trends



### ESCALATIONS:

