IT Service Desk Monthly Review
November 2024

Ticket Totals

555 INCIDENT TICKETS LOGGED

638 TICKETS LOGGED BY STUDENTS

1146 REQUEST TICKETS LOGGED

980 TICKETS LOGGED BY STAFF

Feedback

Student Feedback Ratings: 18

Satisfied 11.1%
Disatisfied 5.6%
Very Satisfied 83.3%

Average rating: 4.72/5.00 Very Satisfied

Staff Feedback Ratings: 103

Satisfied 10.7%
OK 3.9%
Very Satisfied 85.4%

Average rating: 4.82/5.00 Very Satisfied

Contact Totals

No. of phone calls taken: 587 (816 previous month, down 28%)

No. of live chat sessions: 113 (95 previous month, up 28%)

No. of walk-up enquiries: 651 (923 previous month, down 29%)
No. of equipment bookings: **269** (183 previous month, up 47%)

First Time Fix Rate

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

Communications - Service Desk

Total Accepted

508 (91%)

Previous Month – 639 (88%)

Total Abandoned

25 (4%)

Previous Month – 46 (6%)

Service Desk Queue Accepted vs Abandoned - Chart

Legend: ● Accepted ● Total Abandoned

X-axis: Nov 4th 00:00, Nov 5th 00:00, Nov 6th 00:00, Nov 7th 00:00, Nov 8th 00:00, Nov 11th 00:00, Nov 12th 00:00, Nov 13th 00:00, Nov 14th 00:00, Nov 15th 00:00, Nov 18th 00:00, Nov 19th 00:00, Nov 20th 00:00, Nov 21st 00:00, Nov 22nd 00:00, Nov 25th 00:00, Nov 26th 00:00, Nov 27th 00:00, Nov 28th 00:00, Nov 29th 00:00
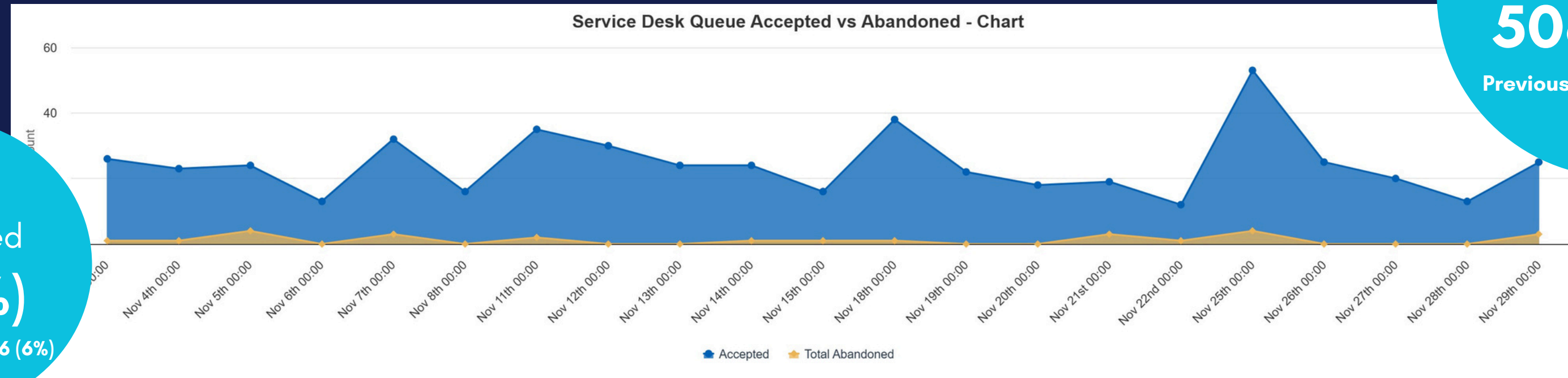
	Current Month	Previous Month
Average Handling Time	05:48	05:37
Average Wait Time	00:45 [Max 58:53]	00:53 [Max 35:27]
% Calls Answered Under 30 secs	86%	85%

Service Desk Deep Dive:
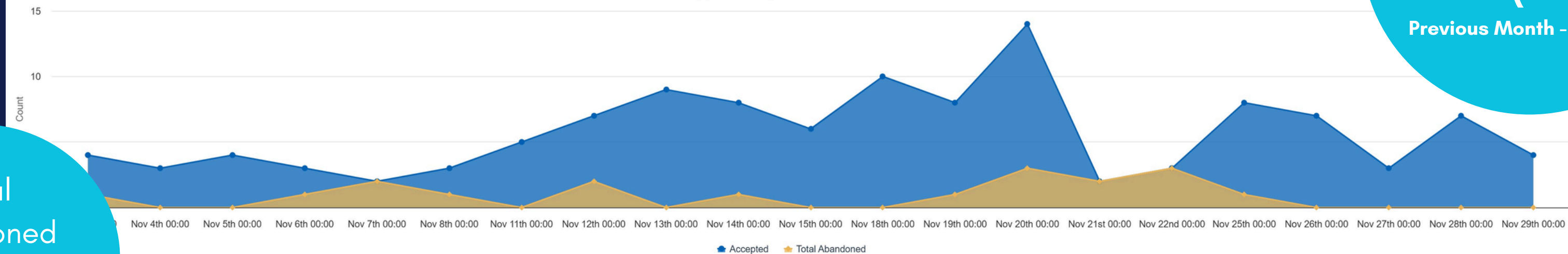- **Longest Wait Time:** Lunch schedule caused delay in answering phone – short staffed.

Communications - Room Support

Total Accepted

120 (87%)

Previous Month - 177 (91%)

Room Support Accepted vs Abandoned - Chart

Nov 4th 00:00 Nov 5th 00:00 Nov 6th 00:00 Nov 7th 00:00 Nov 8th 00:00 Nov 11th 00:00 Nov 12th 00:00 Nov 13th 00:00 Nov 14th 00:00 Nov 15th 00:00 Nov 18th 00:00 Nov 19th 00:00 Nov 20th 00:00 Nov 21st 00:00 Nov 22nd 00:00 Nov 25th 00:00 Nov 26th 00:00 Nov 27th 00:00 Nov 28th 00:00 Nov 29th 00:00

● Accepted   ● Total Abandoned

Total Abandoned

18 (13%)

Previous Month - 18 (9%)

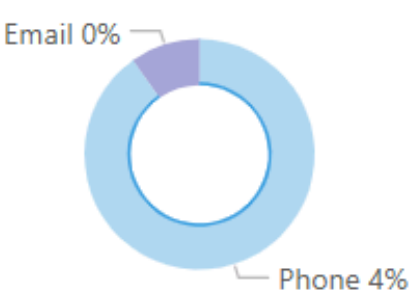|	Current Month	Previous Month
Average Handling Time	02:27	02:20
Average Wait Time	00:20 [9:42]	00:29 [15:56]
% Calls Answered Under 30 secs	92.5%	90%

Service Desk Deep Dive:
- **Calls Abandoned:** Between 4pm – 5pm, CP to sign into phones at the end of the day when short staffed.
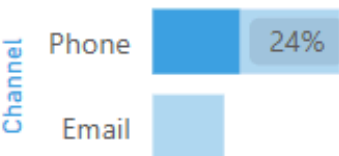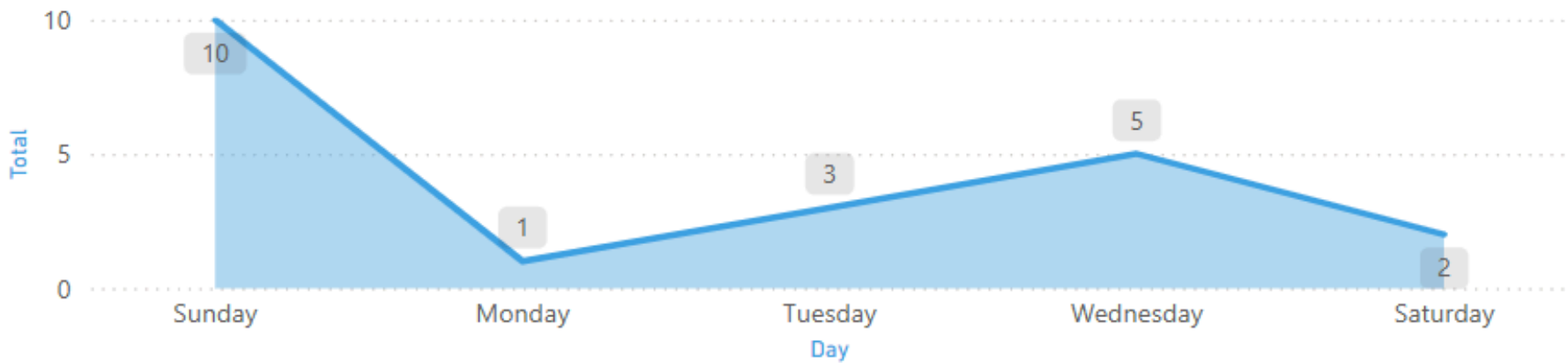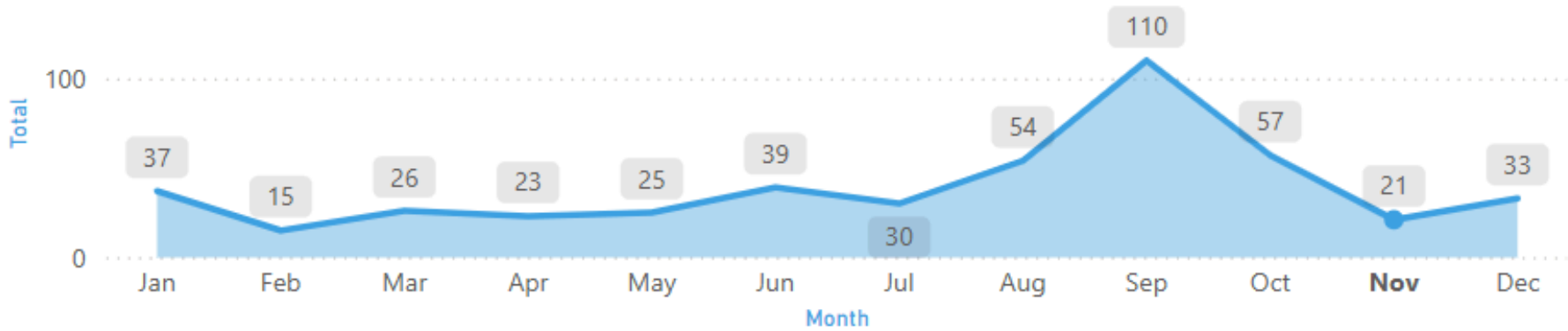- **Longest Wait Time:** Lunch time.

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Resolved vs Logged

0   5   21

Volume by Channel

Email 0%

Phone 4%

Fix Rate by Channel

Channel

Phone — 24%

Email

Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	7	29%
Account -> Permissions and Access	4	25%
Computer -> Laptop	2	
Password Reset -> Primary	2	
Account -> New Account	1	
Email -> OWA	1	100%
Equipment Loan -> Laptop	1	
Multi-factor authentication (MFA) -> Setup	1	100%
Online Productivity -> Teams	1	
Site/Module -> Content	1	
Total	**21**	**24%**

Demand by day

Total

Day	Value
Sunday	10
Monday	1
Tuesday	3
Wednesday	5
Saturday	2

Day

Demand by month

Total

Month	Value
Jan	37
Feb	15
Mar	26
Apr	23
May	25
Jun	39
Jul	30
Aug	54
Sep	110
Oct	57
Nov	21
Dec	33

Month

Walk-Up Support

Student Laptops • Student Macbooks • Short-term Loans • Staff Laptops
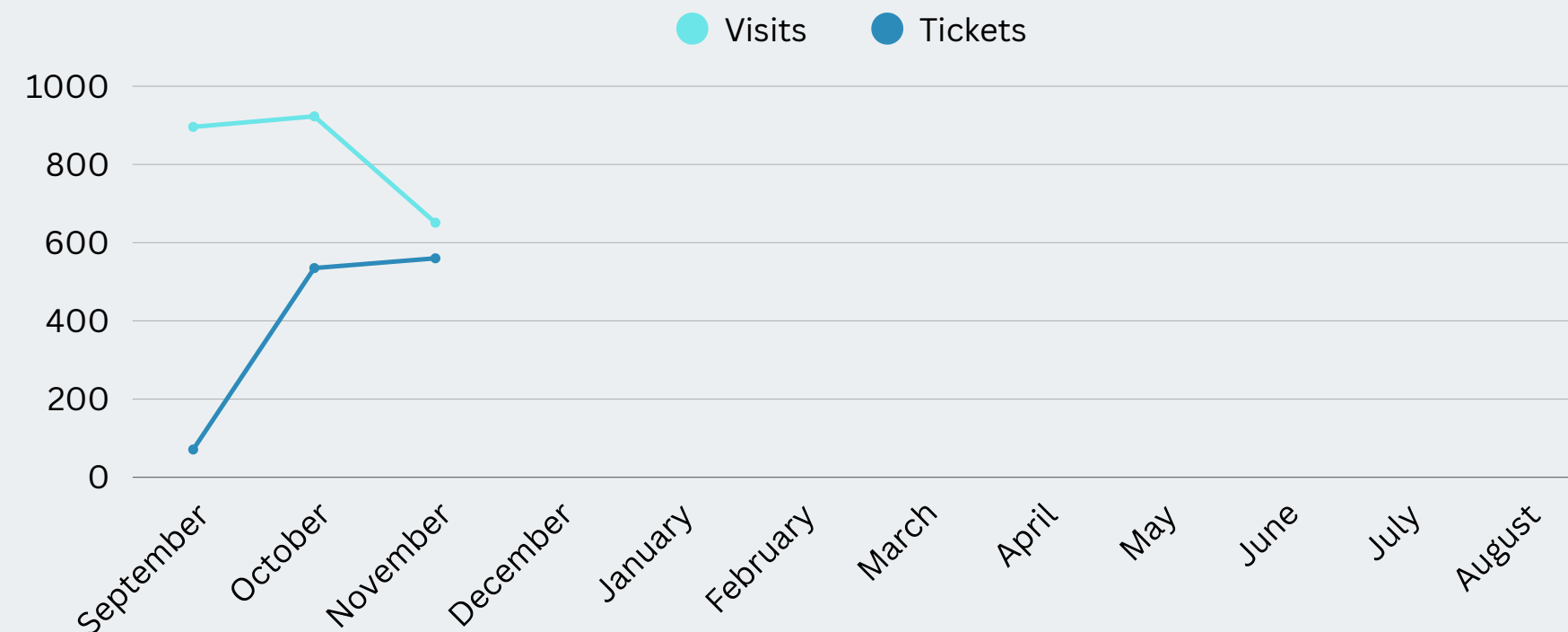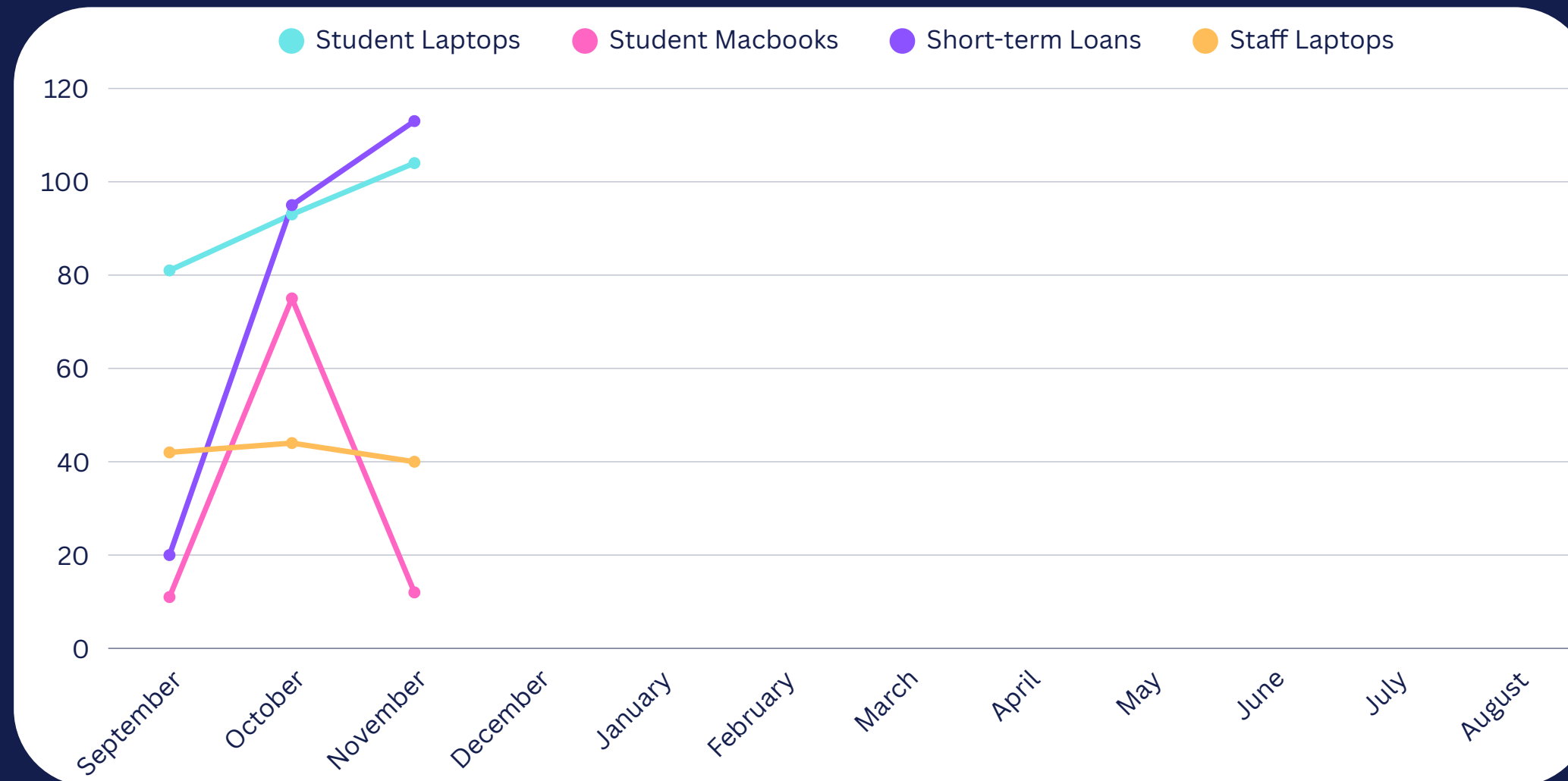
Visits • Tickets

Peirson Deep Dive:
- 84% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.
- More accurate ticket data for November than October.

Service Desk Category Trends

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

### TOP LEVEL CATEGORY: DATA & SECURITY (80)

4	10	13	21	27
SPAM/Phising Email	Account Activation Request	Password Change/Reset	MFA	Account Query

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

TOP LEVEL CATEGORY: DATA AND SECURITY (222)

5	17	25	47	124
Guest Account	Account Query	New Staff Starter	Password Change/Reset	MFA

IDATA & SECURITY DEEP DIVE:

- **Account Query:** iTrent, staff card and account locked queries.
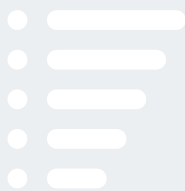- **Account Activation Request:** Feed back to Service Desk Analyst on categorisation
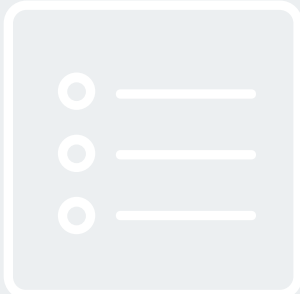
DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 83% Student requests

Second Highest Category: Training/Advice Request (213)

- Peirson walk-up support tickets

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

Top Incident Category: IT Equipment Support - Laptop (27)

Top Request Category: IT Equipment - Support: Laptop (35):
New Starter requests, Windows 11 Upgrade

AV Support Trends

14 Room Check

1 Control Panel

3 Microphone

46 Display

87 Last Month - 152 Teaching Spaces

14 Audio

19 Lectern PC

2 Network

18 Last Month - 21 Event Support

ESCALATIONS:

1 UX

Open Access

200

150

100

50

0

September
October
November
December
January
February
March
April
May
June
July
August