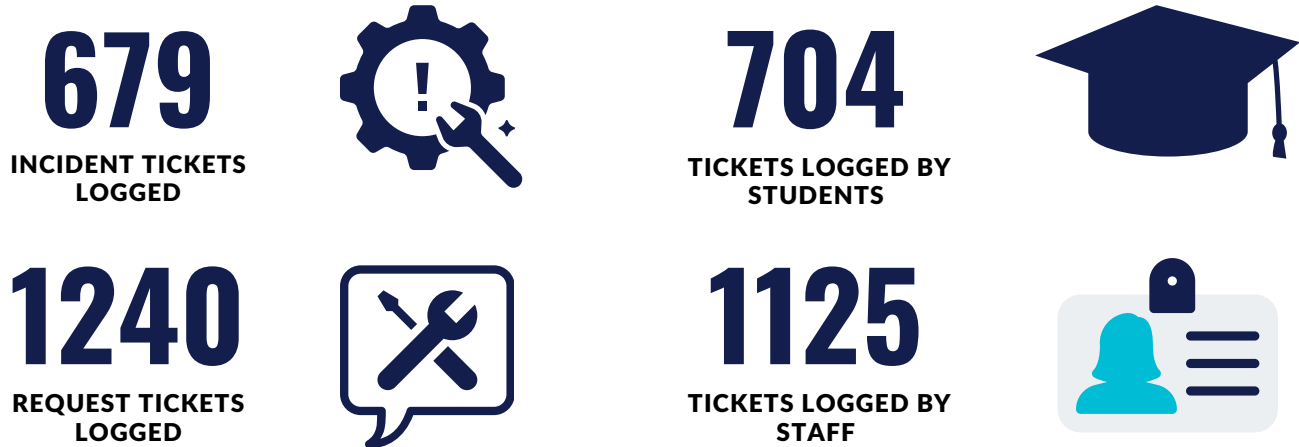


# IT Service Desk Monthly Review

October 2024

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

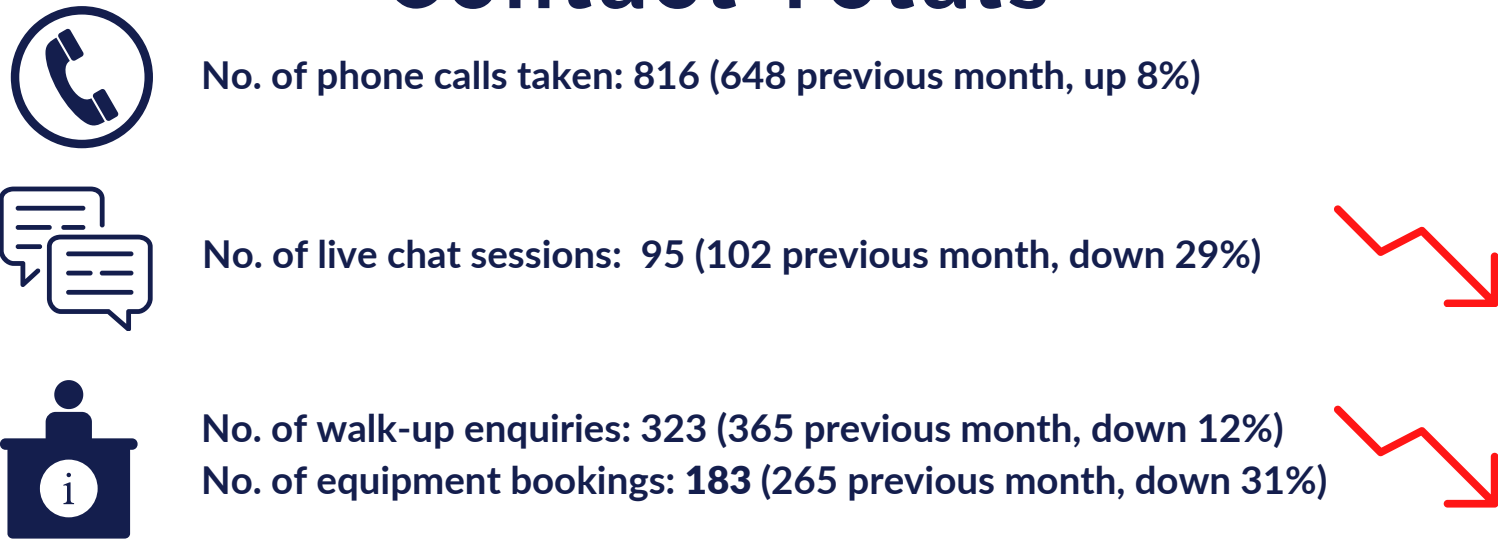
## Ticket Totals



## Feedback



## Contact Totals

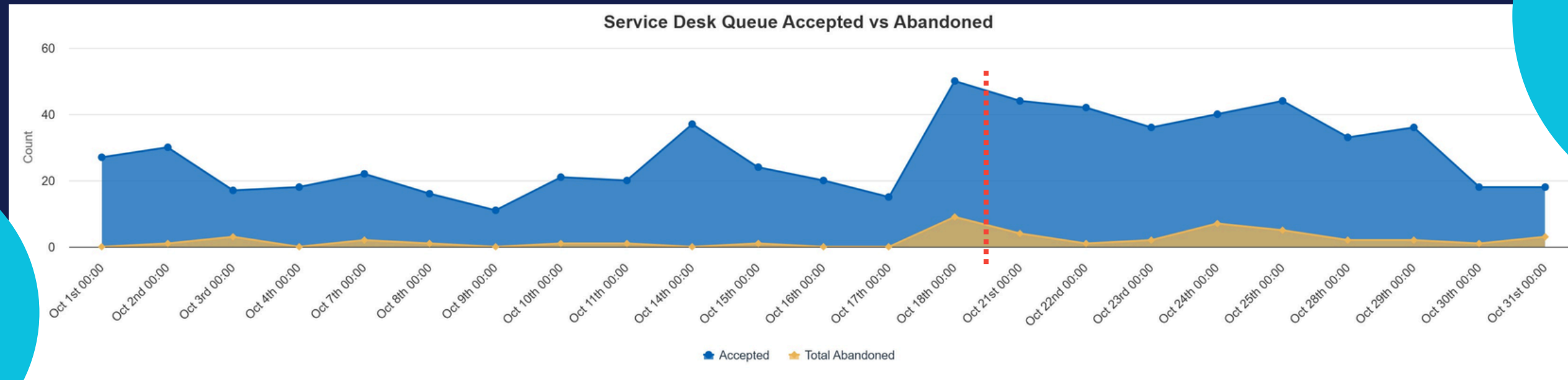


## First Time Fix Rate

	Current month	Previous month	Academic Year average
Incident	71%	67%	73%
Request	78%	73%	78%
Total	75%	71%	76%



# Communications - Service Desk



Total Abandoned  
**46 (6%)**  
Previous Month - 36

Total Accepted  
**639 (88%)**  
Previous Month - 498

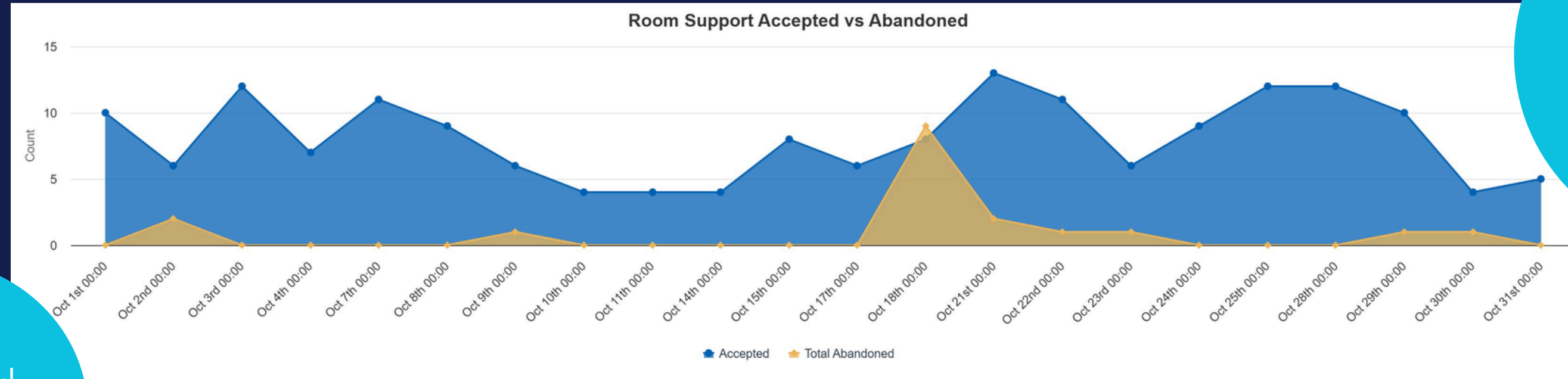
	Current Month	Previous Month
Average Handling Time	05:37	06:30
Average Wait Time	00:53 [Max 35:27]	00:32 [Max 14:58]
% Calls Answered Under 30 secs	85%	91%

## Service Desk Deep Dive:

- Norman Support:** Additional Norman support is demonstrated in the graph above. The Norman support ended where the red line is placed, on the 18th October. This contributed to a lower average handling time and % calls answered under 30 seconds due to the increase in demand and shorter length of call type.
- 18th October spike:** the increase in calls on the 18th October is linked to an outage with myday which affected staff and students which is our busiest day



# Communications - Room Support



Total Accepted

**177 (91%)**

Previous Month - 149

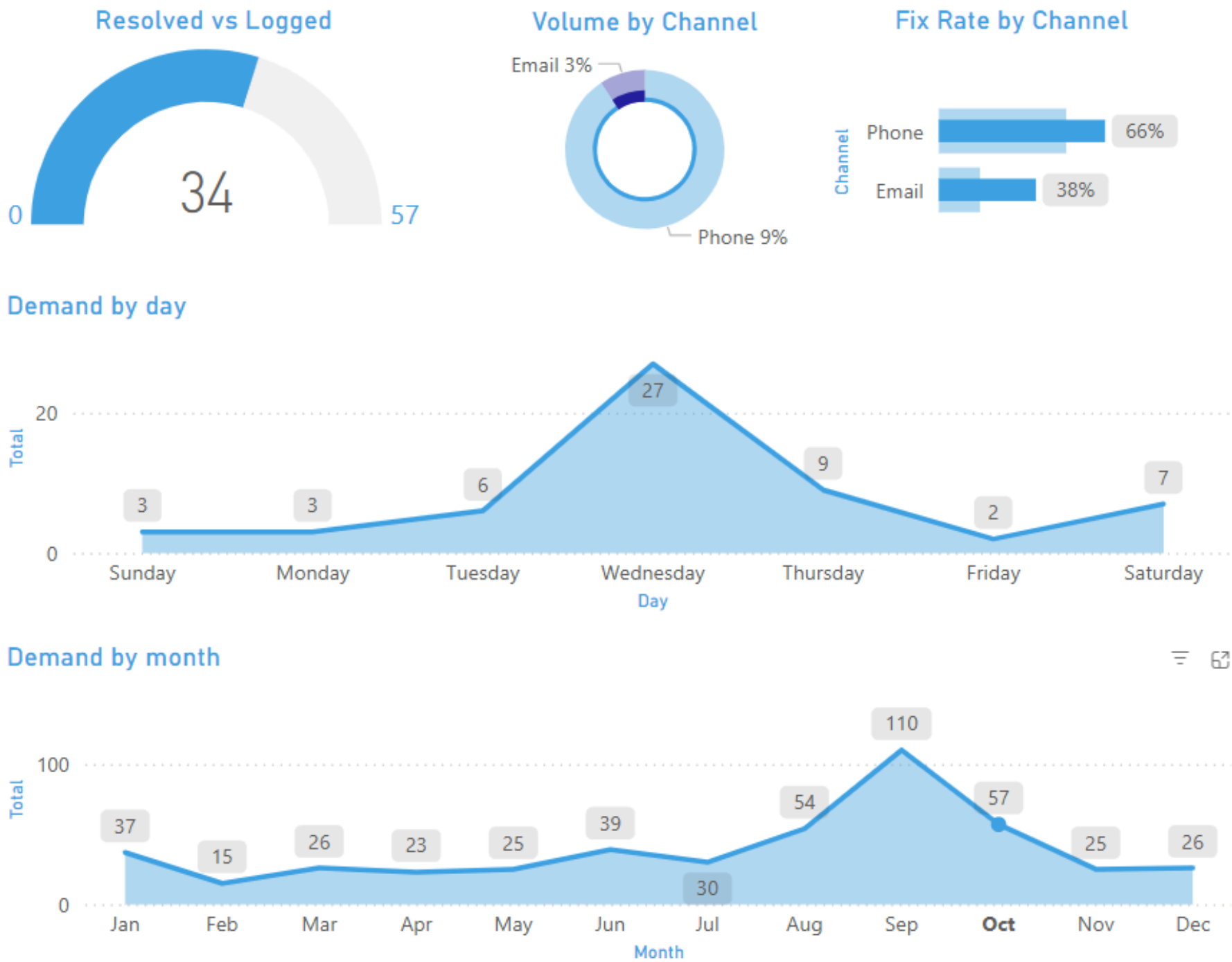
Total  
Abandoned  
**18 (9%)**

Previous Month - 11

	Current Month	Previous Month
Average Handling Time	02:20	02:27
Average Wait Time	00:29 [15:56]	00:30 [Max 10:18]
% Calls Answered Under 30 secs	90%	91%

## Service Desk Deep Dive:

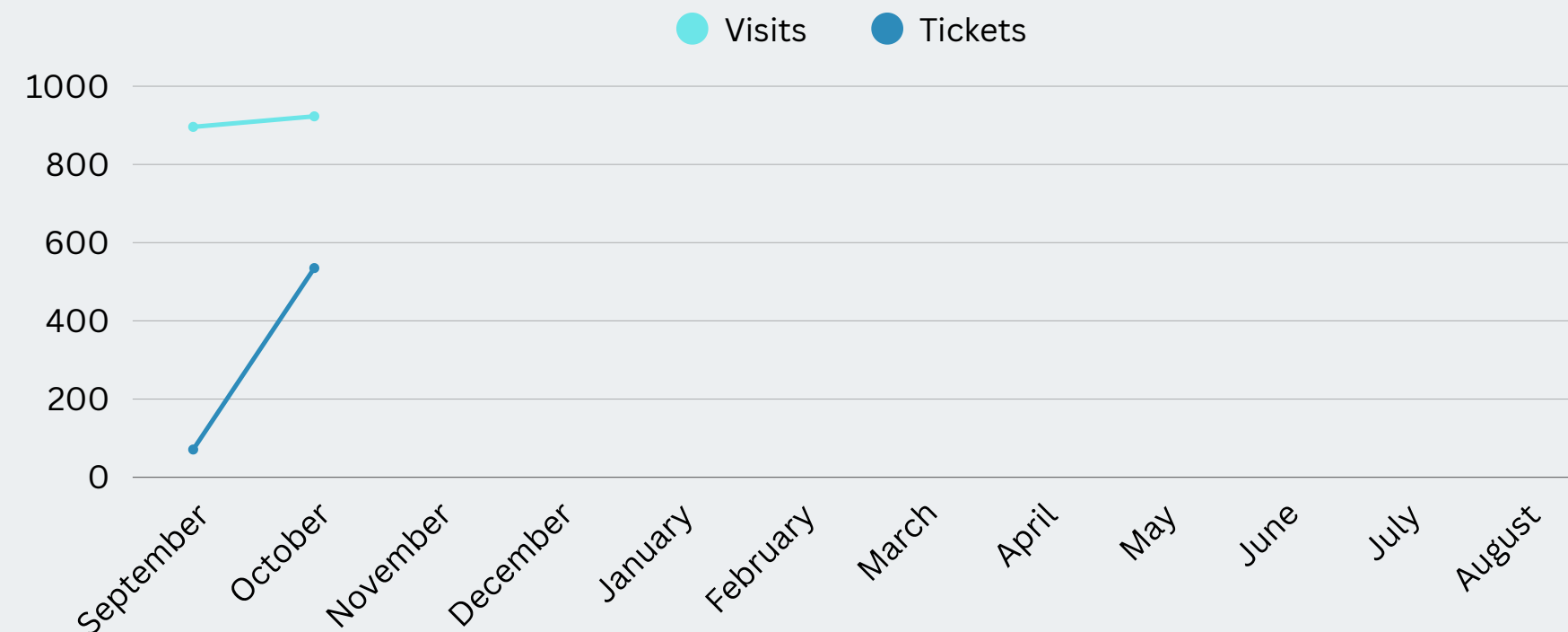
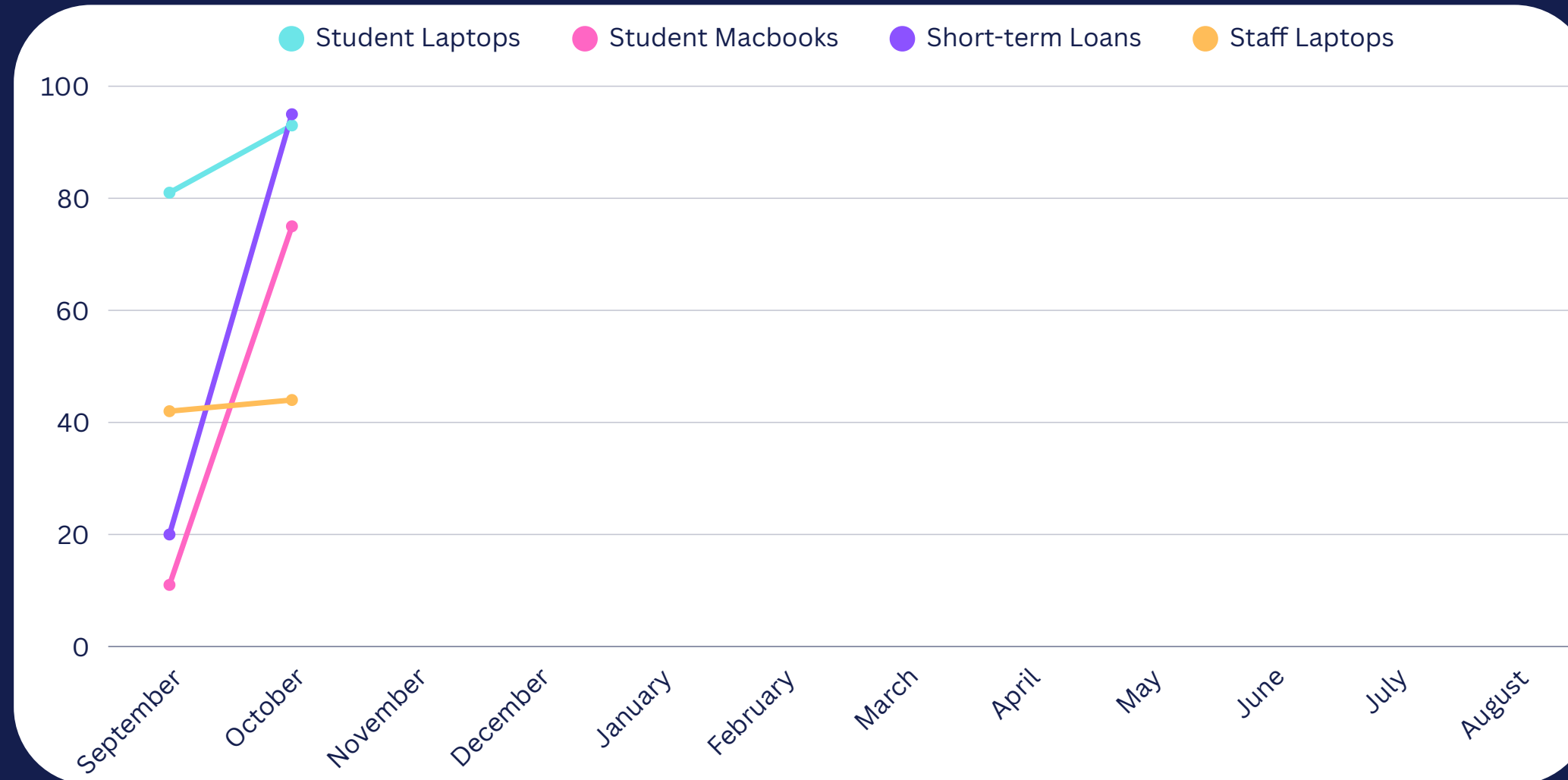
- **Norman Support:** Additional Norman support is demonstrated in the graph above. The Norman support ended where the red line is placed, on the 18th October.
- **Calls Answered:** Reduction in calls answered over 5 minutes from September (3) to October (5).



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	16	88%
Password Reset -> Primary	10	80%
Account -> Permissions and Access	5	20%
Account -> Information	4	50%
Account -> New Account	3	67%
Site/Module -> Unavailable	3	33%
Website -> Portal	3	
Administration -> Leavers information	2	100%
Administration -> Finance and Fees	1	
Computer -> Desktop	1	
Computer -> Laptop	1	
Locked -> Primary	1	
Multi-factor authentication (MFA) -> Setup	1	
Network -> Halls/Accommodation	1	100%
Network -> Wireless	1	100%
Site/Module -> Content	1	
Software -> Office	1	100%
Software -> Specialist	1	100%
VLE/Courseware -> Assignment	1	
Total	57	60%



# Walk-Up Support



## Peirson Deep Dive:

- 84% Student tickets which could be proportionally higher due to high number of visits not requiring a ticket.
- Ticket data being logged for October.

# Service Desk Category Trends

## WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT



## WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: DATA AND SECURITY

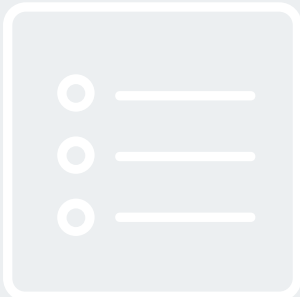


### ICAMPUS ROOM SUPPORT DEEP DIVE:

- **Display:** repeated tickets from EE 1106, BY 1145, EE 1107.

### Second Highest Category: Data & Security (99)

- **Account Query:** iTrent account queries, name change request



### DATA & SECURITY REQUEST DEEP DIVE:

- **Multi-Factor Authentication:** 80% Student requests

### Second Highest Category: Training/Advice Request (205)

- Peirson walk-up support tickets



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

**Top Incident Category: IT Equipment Support - Laptop (42):** Windows update failures and unable to boot.  
**Top Request Category: IT Equipment - Support: Laptop (35):** New Starter requests.



## AV Support Trends

