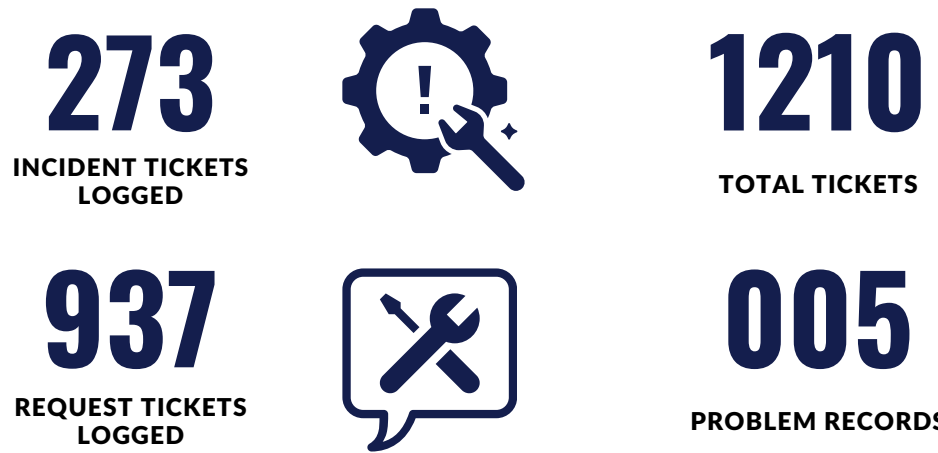


# IT Service Desk Monthly Review

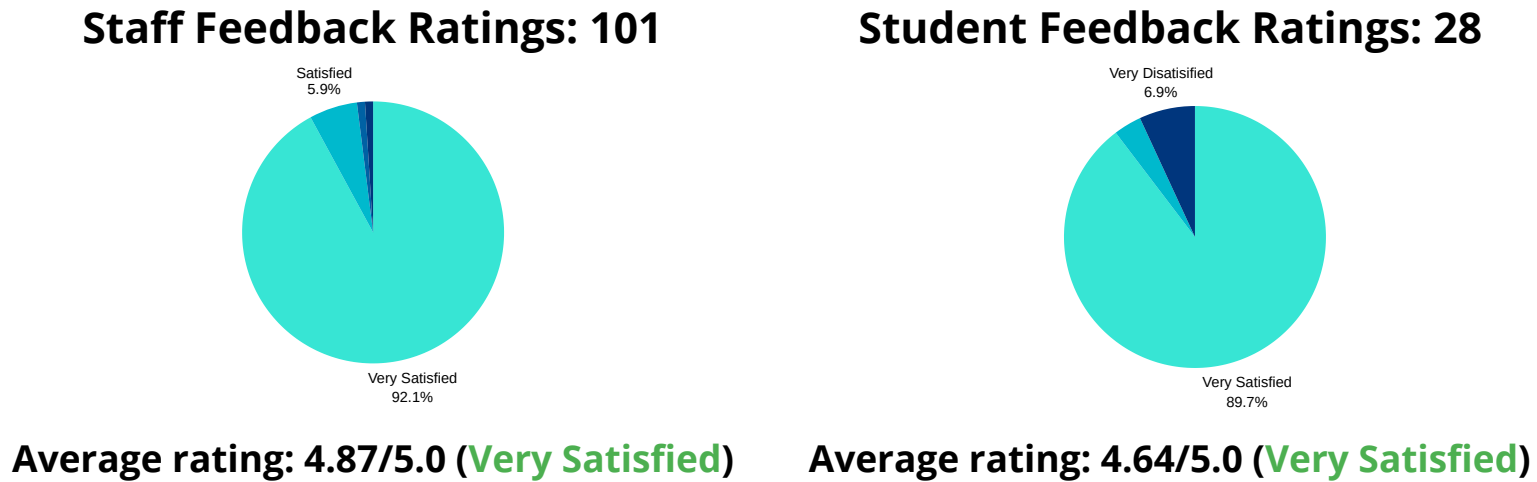
March 2025

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

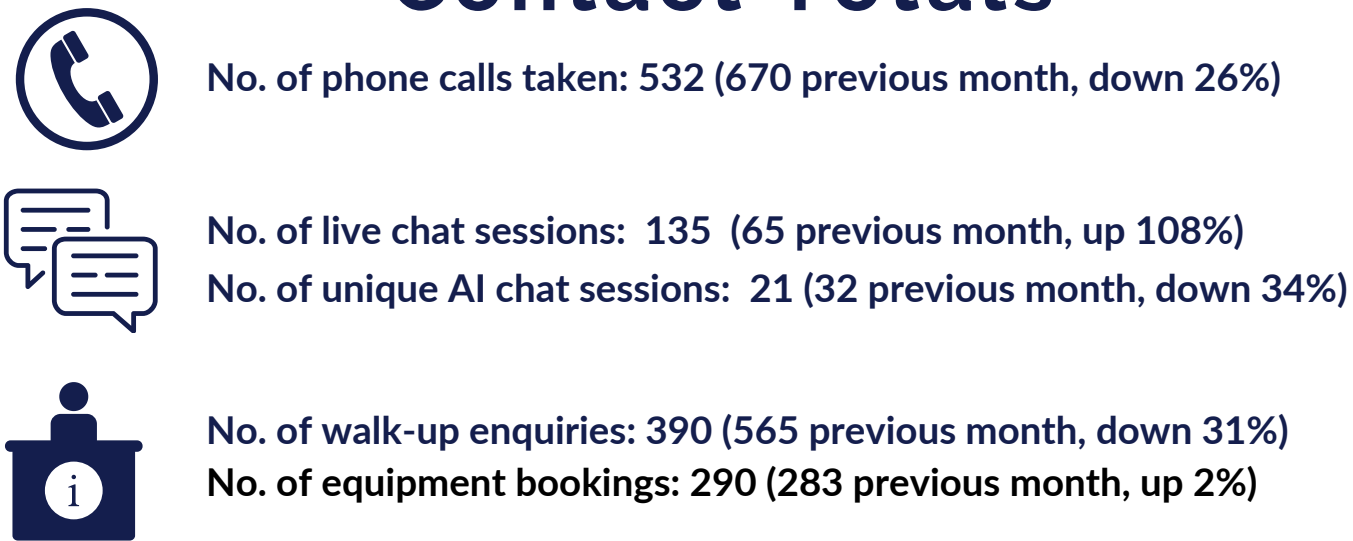
## Ticket Totals



## Feedback



## Contact Totals



## First Time Fix Rate

	Current month	Previous month	Academic Year average
Incident	70%	64%	70%
Request	83%	69%	77%
Total	80%	68%	74%



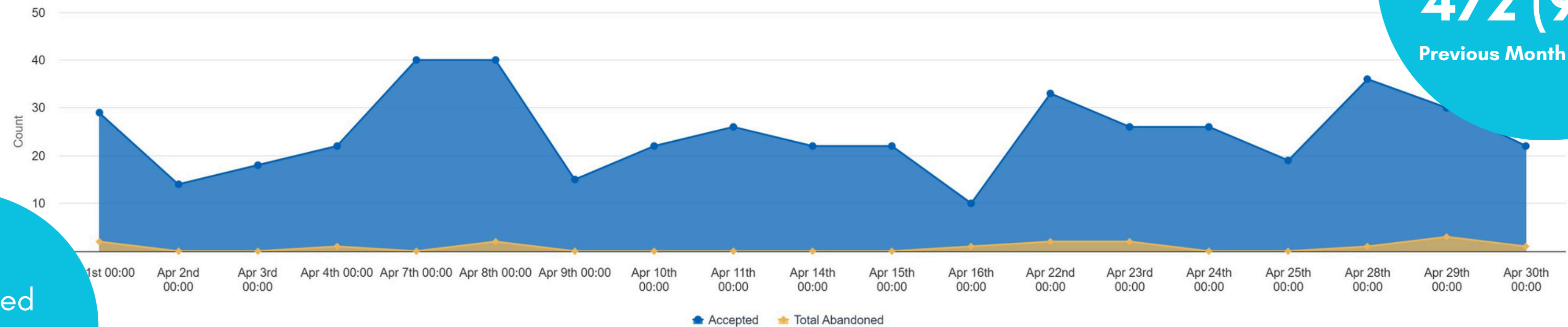
# Communications - Service Desk

Total Accepted

**472 (97%)**

Previous Month - 575 (92%)

Service Desk Chart - Accepted vs Abandoned



Total  
Abandoned  
**15 (2%)**

Previous Month - 51 (8%)

	Current Month	Previous Month
Average Handling Time	06:20	06:00
Average Wait Time	00:26 [Max 12:26]	01:18 [Max 37:05]
% Calls Answered Under 30 secs	91%	76%



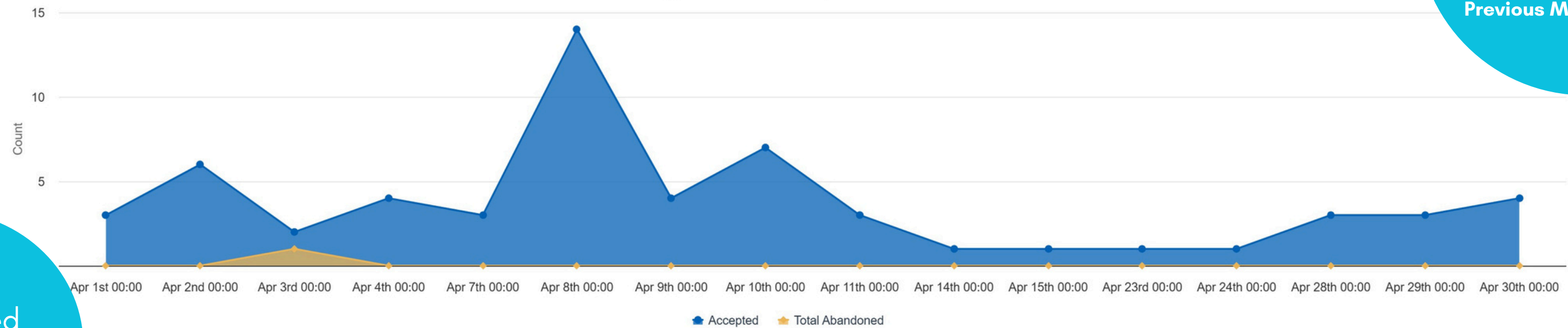
# Communications - Room Support

Total Accepted

**60 (98%)**

Previous Month - 95 (94%)

Room Support Chart - Accepted vs Abandoned



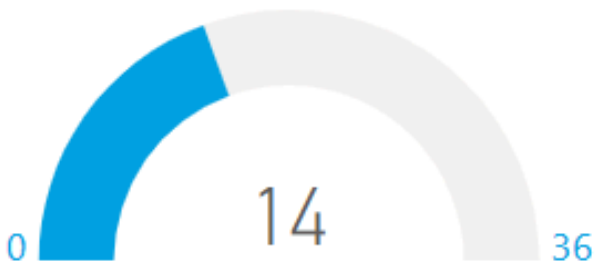
Total  
Abandoned

**1 (2%)**

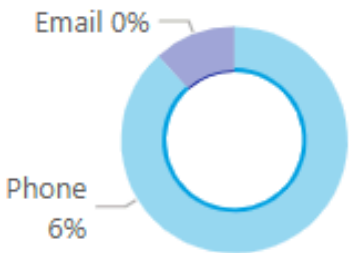
Previous Month - 6 (6%)

	Current Month	Previous Month
Average Handling Time	02:26	02:41
Average Wait Time	00:10 [00:46]	00:25 [07:18]
% Calls Answered Under 30 secs	95%	93%

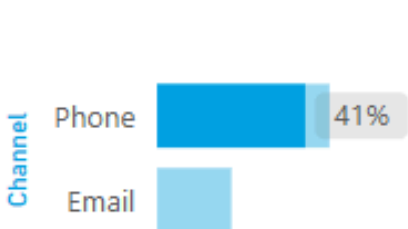
Resolved vs Logged



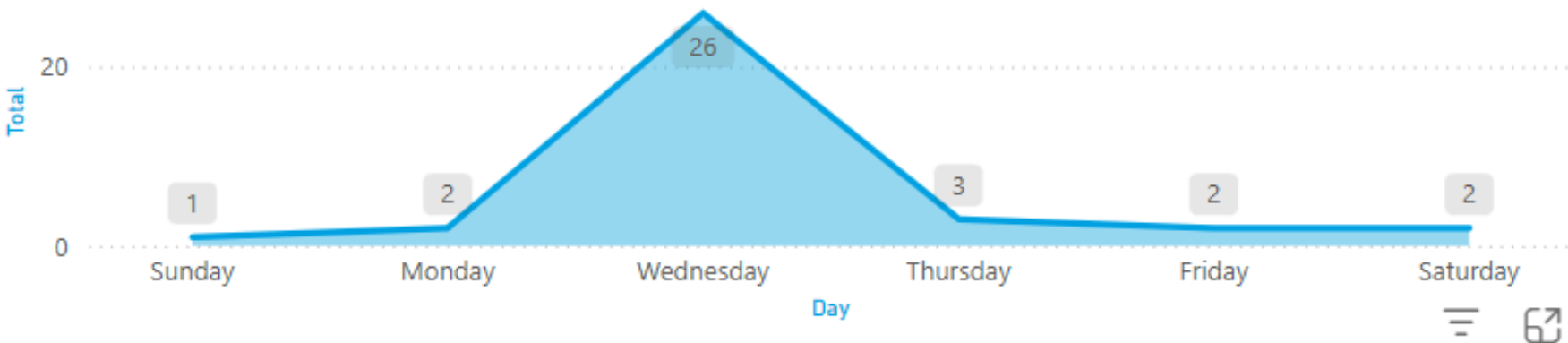
Volume by Channel



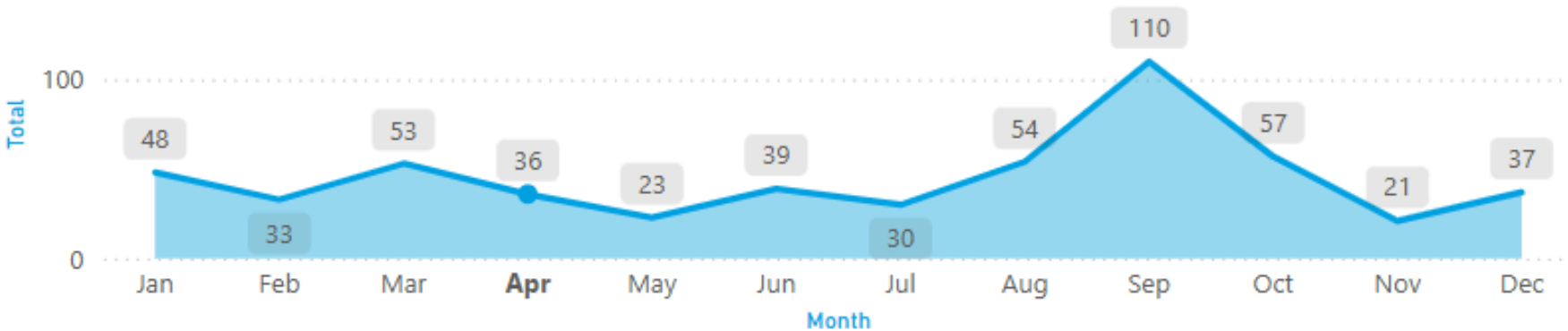
Fix Rate by Channel



Demand by day



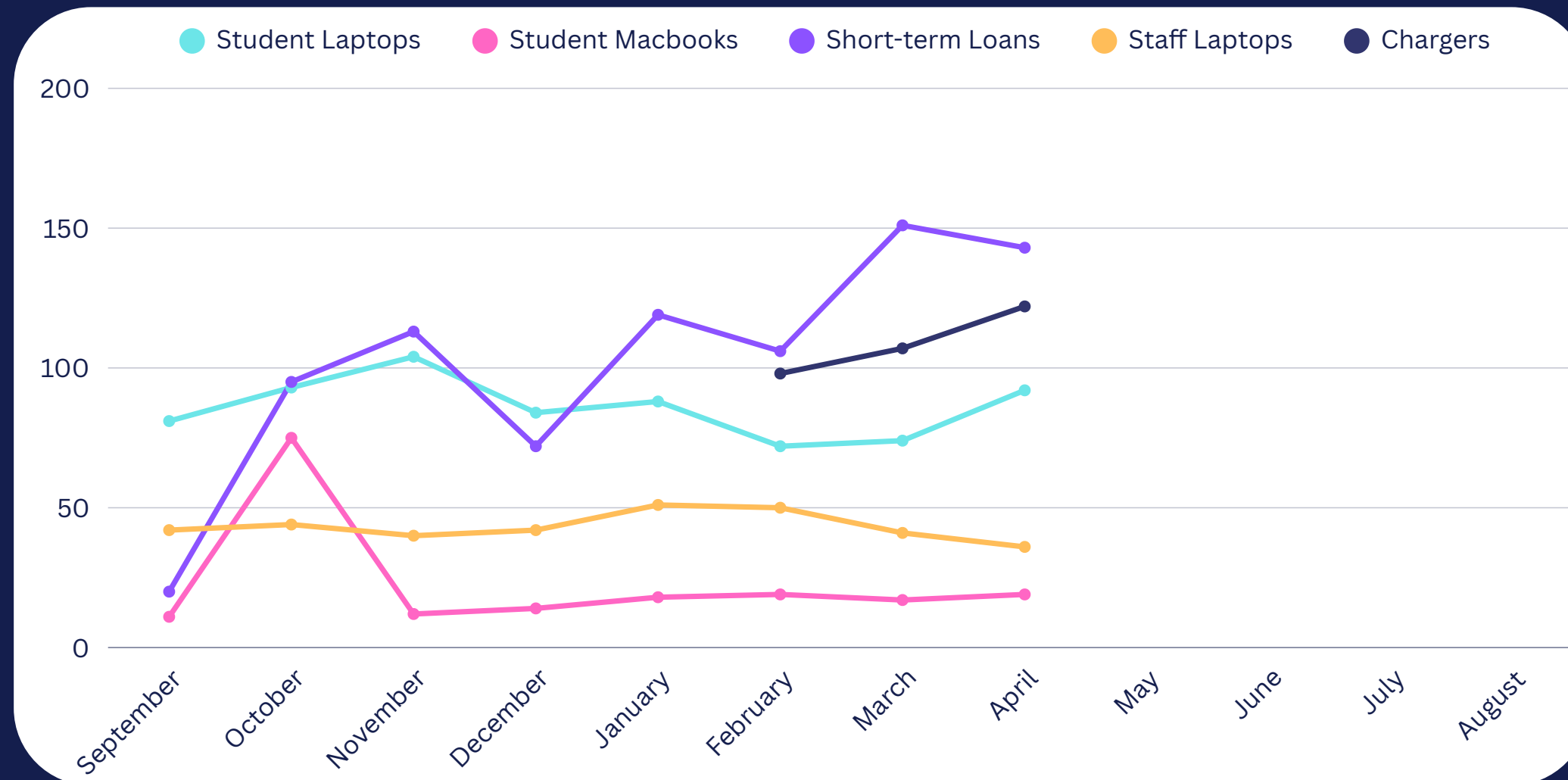
Demand by month



Subject	Total	Fix Rate
Password Reset -> Primary	7	43%
Multi-factor authentication (MFA) -> Post Setup	6	67%
Account -> Permissions and Access	5	40%
Locked -> Primary	3	
Account -> New Account	2	
Administration -> HR	2	50%
Multi-factor authentication (MFA) -> Setup	2	50%
Account -> Information	1	
Classroom -> Equipment booking	1	
Computer -> Laptop	1	
Email -> Desktop Configuration	1	100%
Equipment Loan -> Laptop	1	
Site/Module -> Unavailable	1	
Software -> Specialist	1	100%
Student Support -> Assignment Extension	1	100%
VLE/Courseware -> Assignment	1	
Total	36	39%



# Walk-Up Support



# Service Desk Category Trends

## WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: ACCOUNT (37)



Name Change



External Examiner



Password Change/Reset



MFA

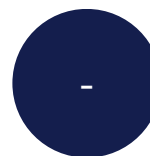
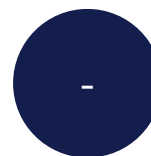
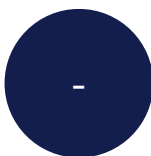
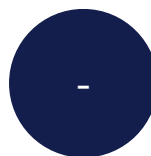


Account Activation



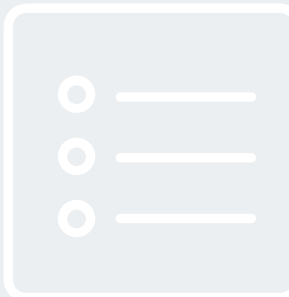
## WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: N/A (210)



## ACCOUNT INCIDENT DEEP DIVE:

- **Account Activation:** New starters



## N/A DEEP DIVE:

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



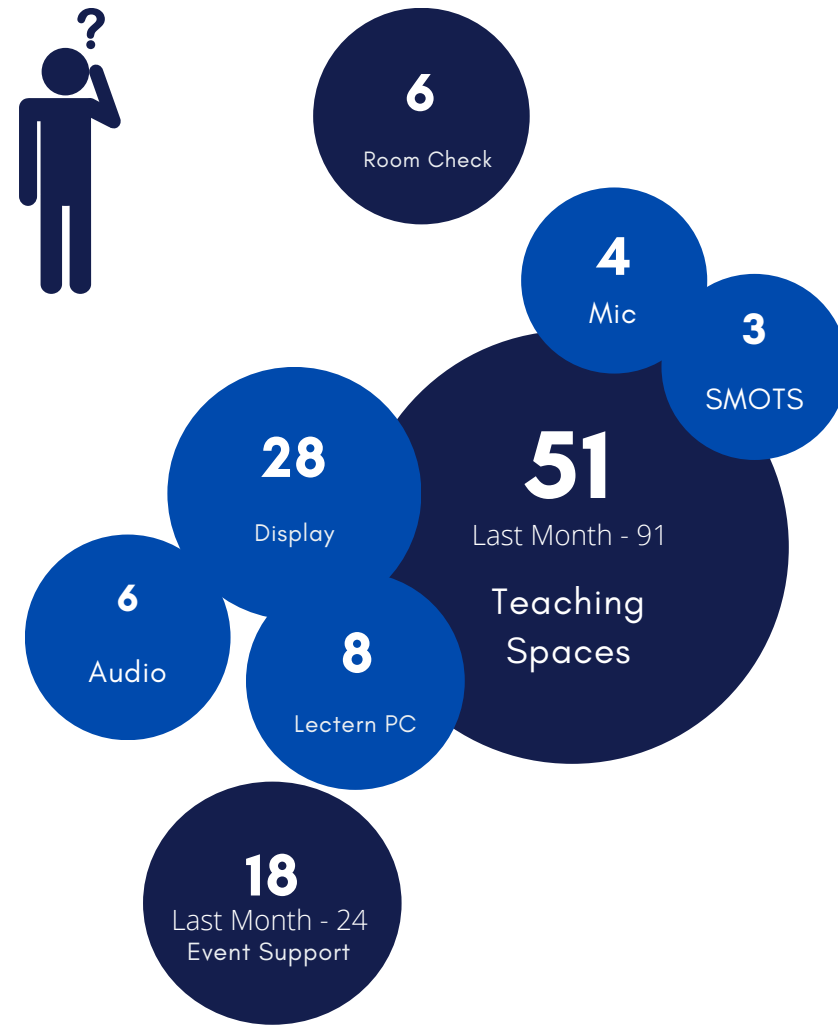
## WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident Category: Hardware - Laptop, MFD, Desktop PC (11)

Top Request Category: Hardware - Laptop (38)



## AV Support Trends



### ESCALATIONS:

