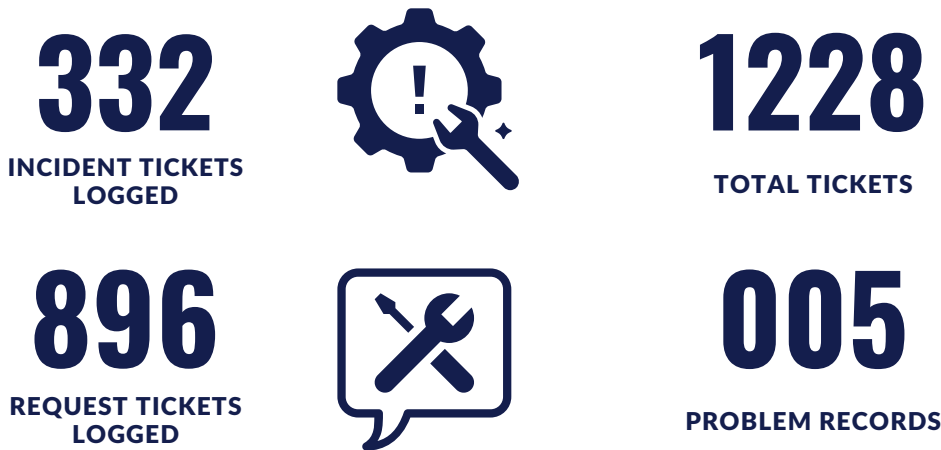


# IT Service Desk Monthly Review

June 2025

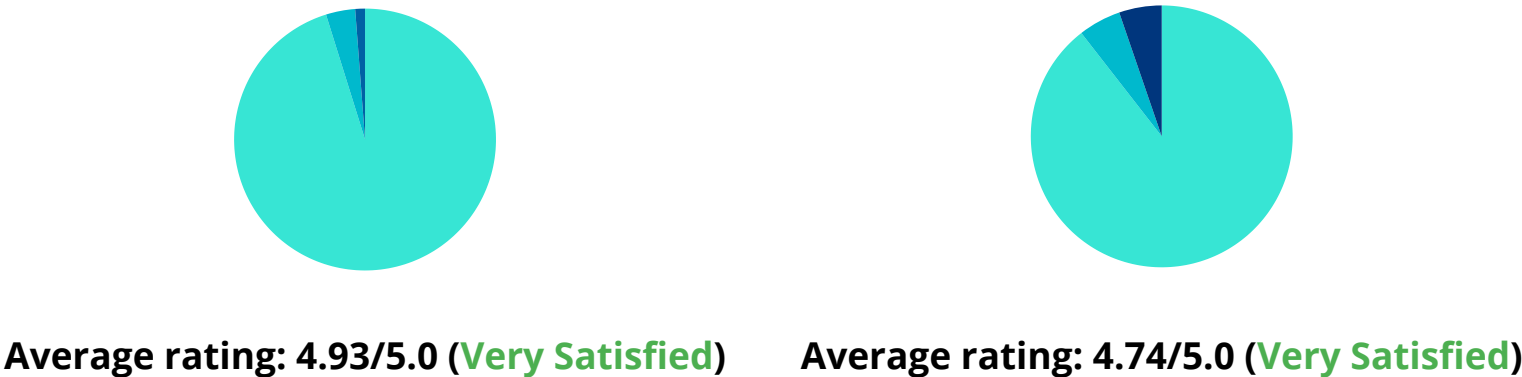
LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

## Ticket Totals

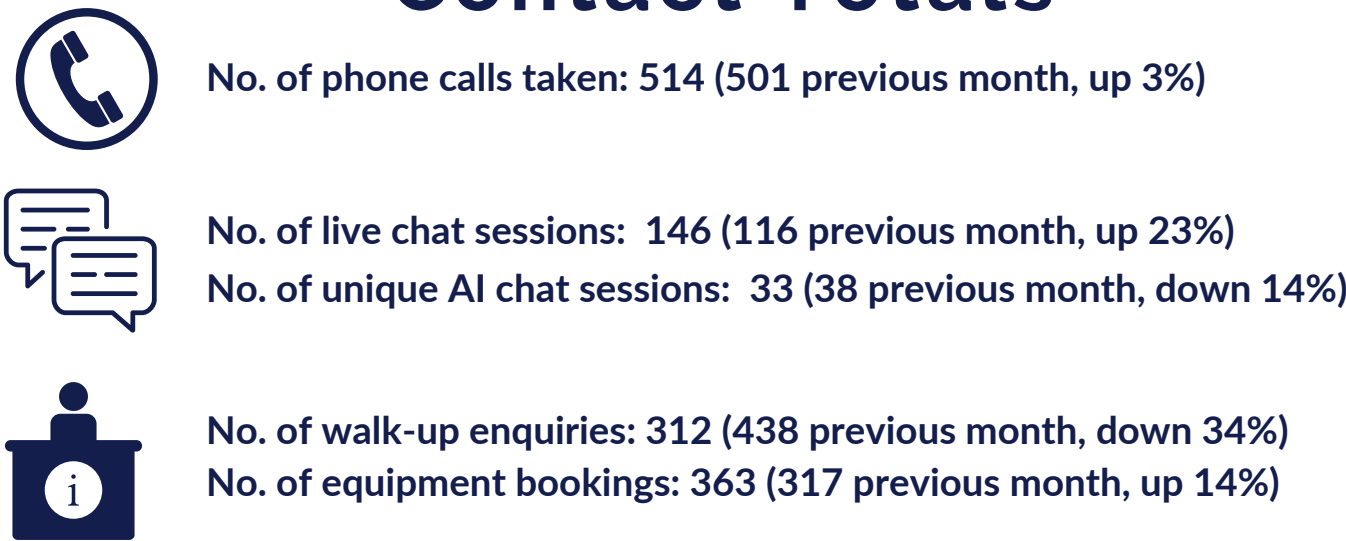


## Feedback


Staff Feedback Ratings: 83      Student Feedback Ratings: 19



## Contact Totals

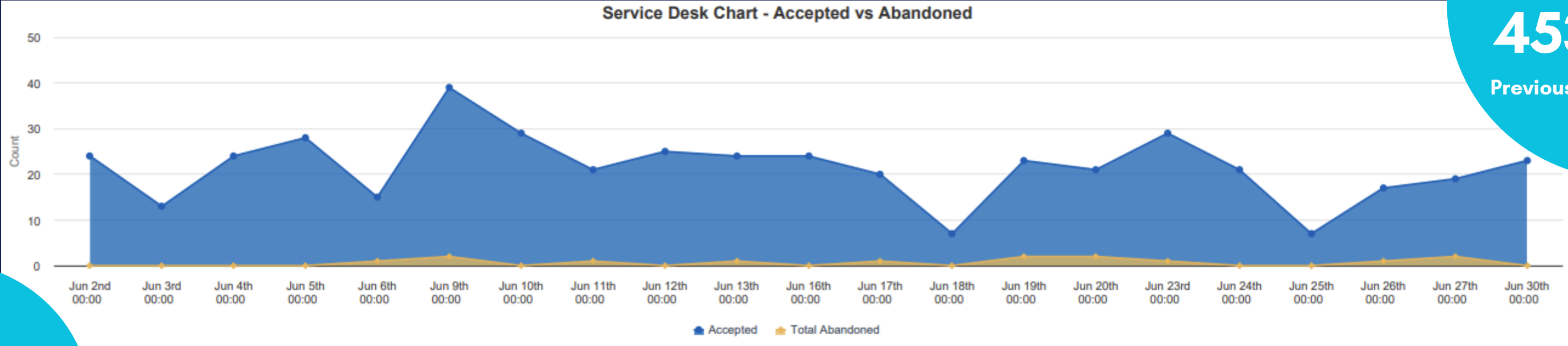


## First Time Fix Rate

	Current month	Previous month	Academic Year average
	Incident	67%	69%
	Request	83%	78%
	<b>Total</b>	79%	75%



# Communications - Service Desk



Total Accepted

**453 (97%)**

Previous Month - 452 (94%)

Total  
Abandoned  
**14 (3%)**

Previous Month - 15 (2%)

	Current Month	Previous Month
Average Handling Time	06:06	05:56
Average Wait Time	00:32 [Max 25.56]	00:19 [Max 15:46]
% Calls Answered Under 30 secs	87%	89%

Date of Longest  
Wait Time

**June 9th**

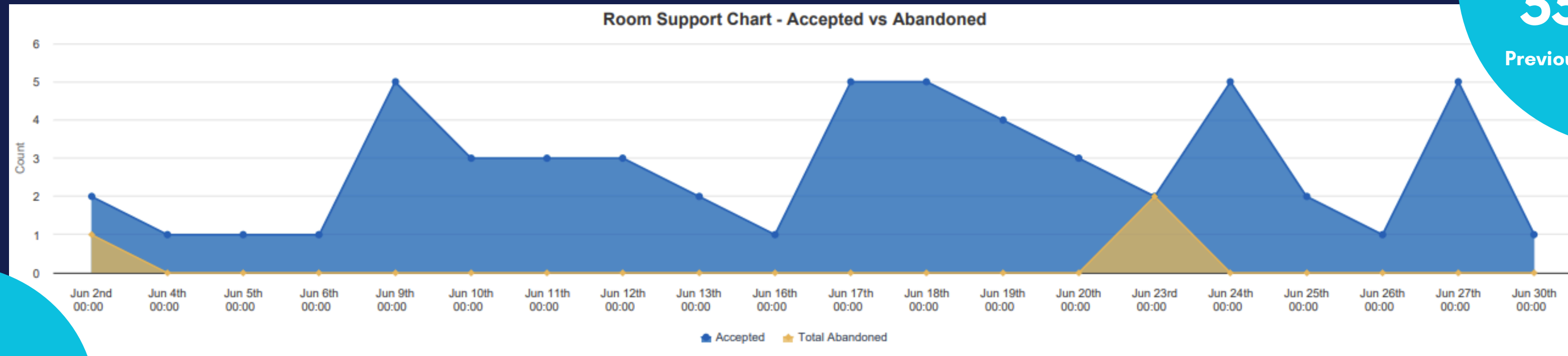


# Communications - Room Support

Total Accepted

**55 (95%)**

Previous Month - 49 (98%)



Total  
Abandoned

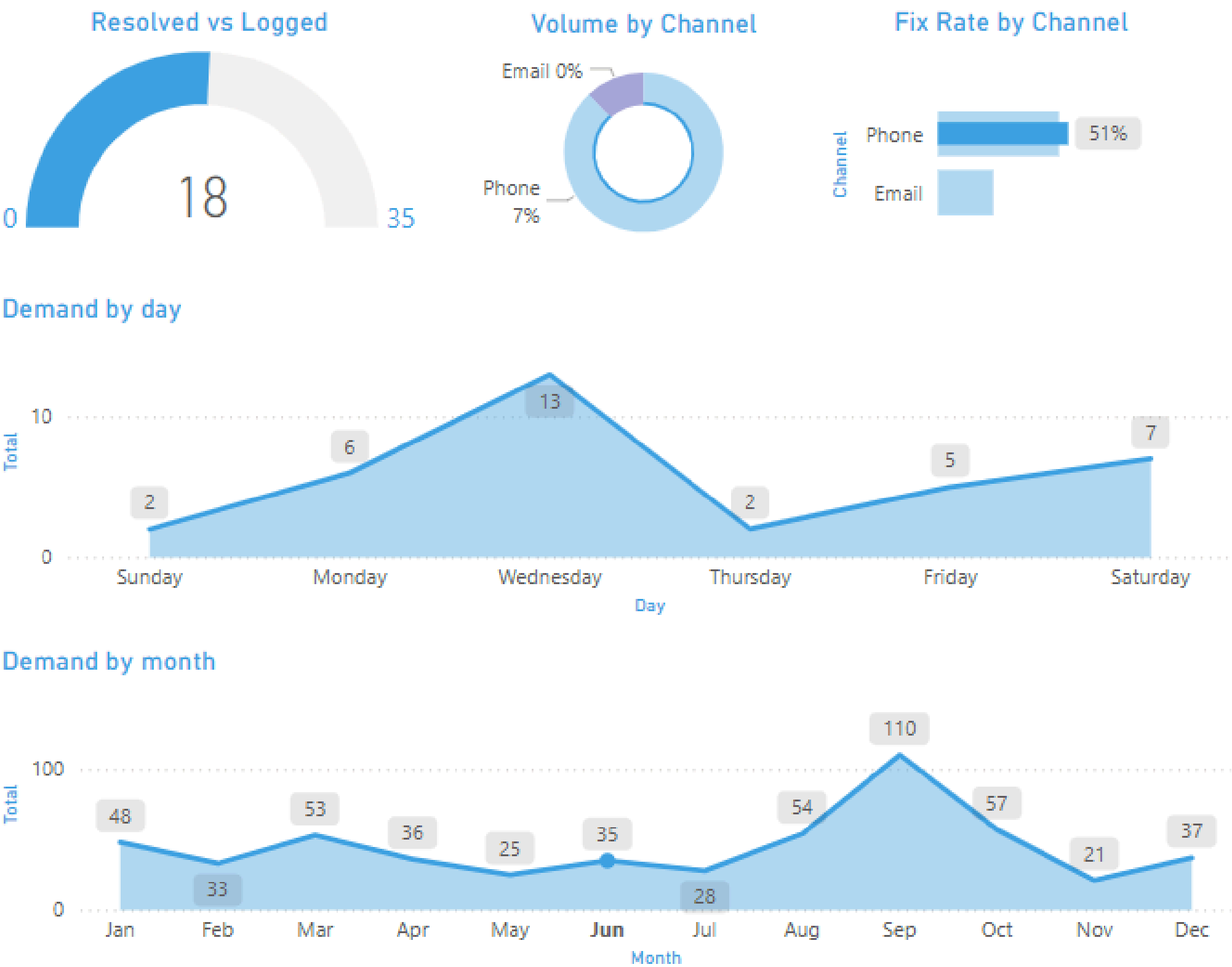
**3 (5%)**

Previous Month - 1 (2%)

	Current Month	Previous Month
Average Handling Time	03:13	03:10
Average Wait Time	00:25 [Max: 5:07]	00:10 [Max: 00:50]
% Calls Answered Under 30 secs	93%	98%

Date of Longest  
Wait Time

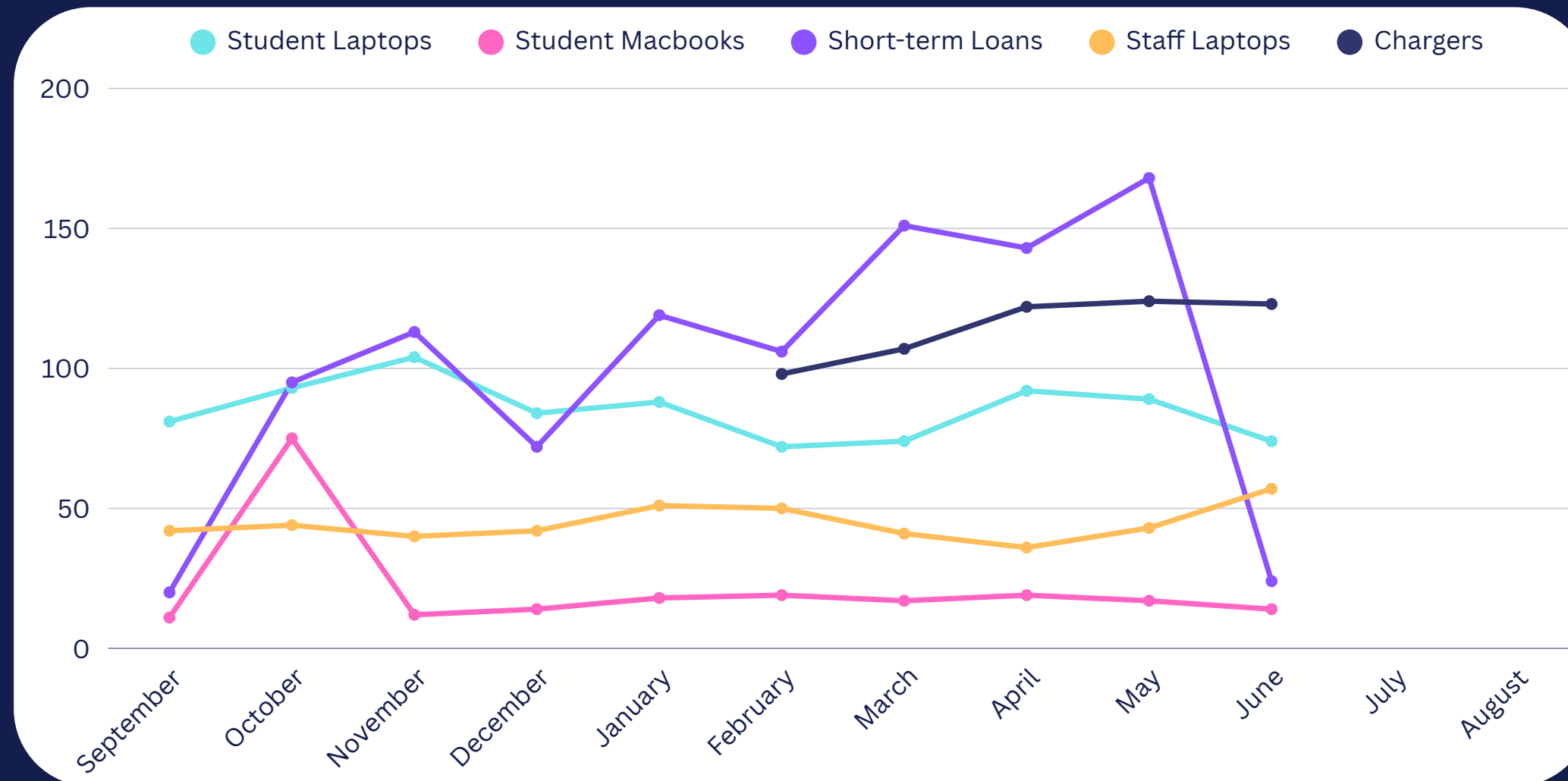
**June 23rd**



Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	9	89%
Password Reset -> Primary	7	71%
Account -> Permissions and Access	4	25%
Account -> Extend	2	
Account -> New Account	2	
Operating System -> Windows	2	50%
Account -> Information	1	100%
Disabled -> Primary	1	100%
Locked -> Primary	1	
Multi-factor authentication (MFA) -> Setup	1	
Network -> Wireless	1	
Site/Module -> Content	1	
Software -> Office	1	
Software -> Specialist	1	100%
VLE/Courseware -> Assignment	1	
Total	35	51%



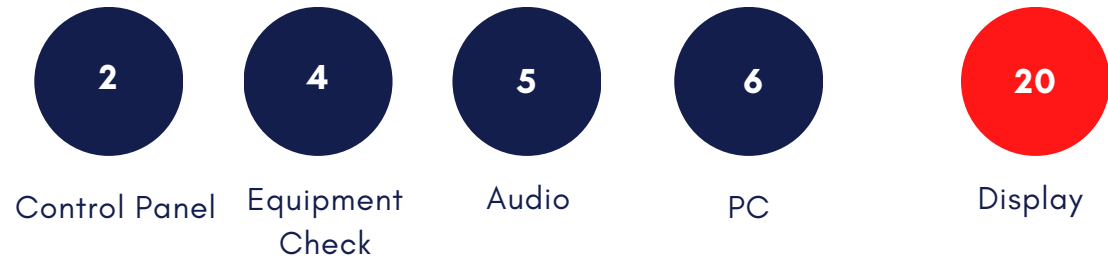
# Walk-Up Support



# Service Desk Category Trends

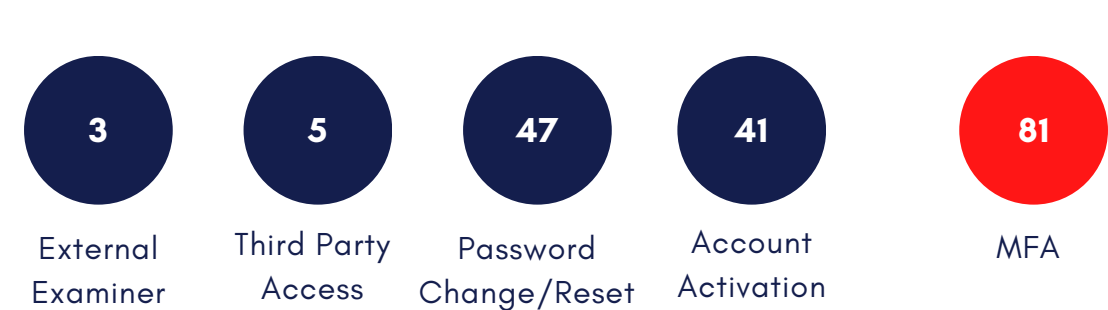
## WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (40)



## WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: ACCOUNT (193)



## CAMPUS ROOM SUPPORT INCIDENT DEEP DIVE:

This will be looked into to assess whether the number of display incidents is disproportionately due to issues with equipment in the new Dukes Building.



## ACCOUNT DEEP DIVE:



It is normal for this category to be our most popular for requests as these are core services with healthy quantities submitted for this month/



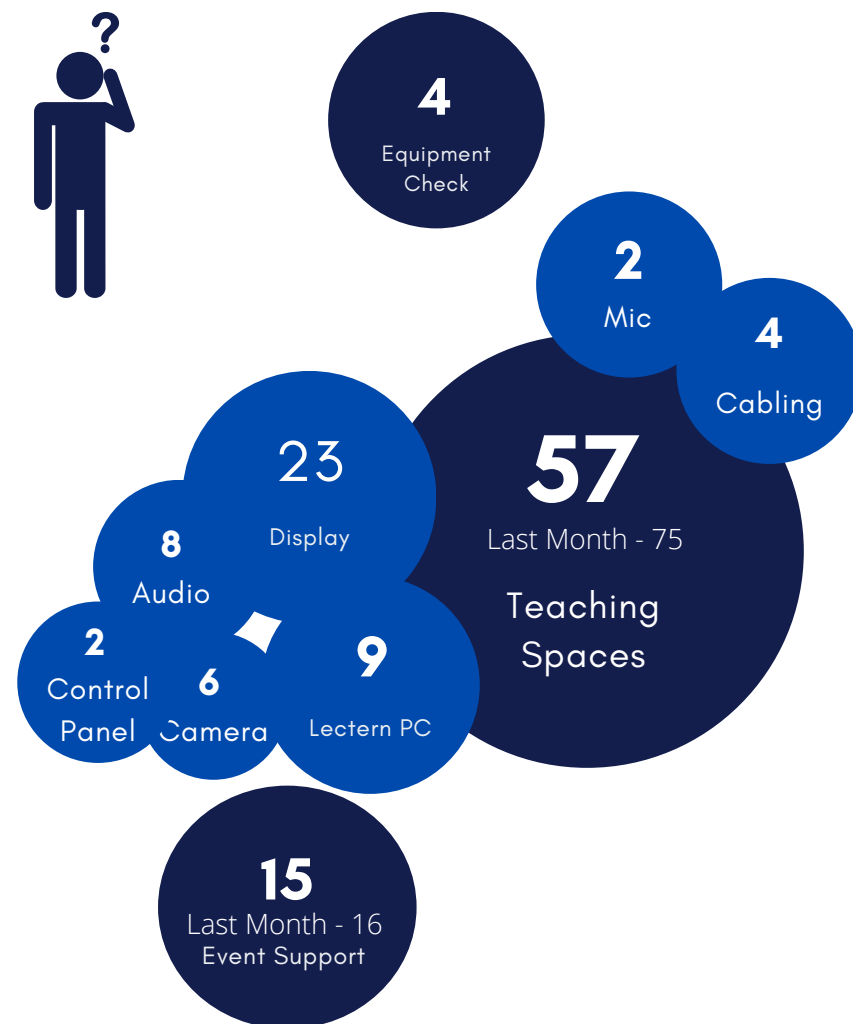
## WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident 1<sup>st</sup> Level Category: Hardware (77)  
Top Incident Sub-Level Category: Hardware - Laptop (34)

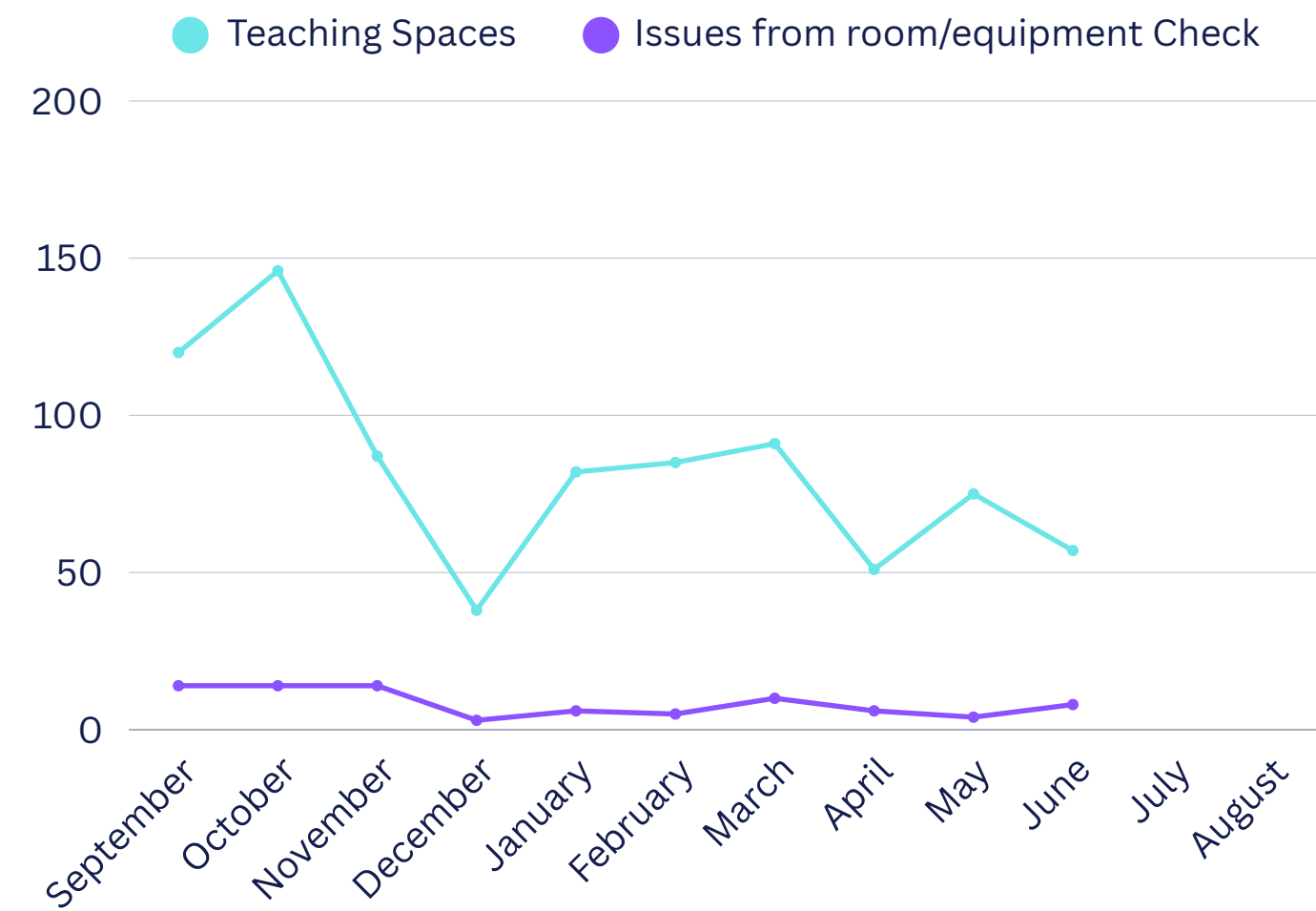
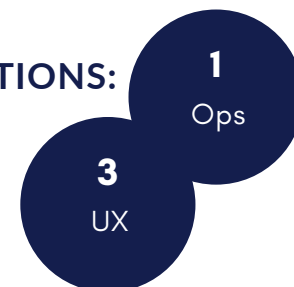
Top Request 1st Level Category: Hardware (57)  
Top Request Sub-Level Category: Hardware - Laptop (21)



## AV Support Trends



### ESCALATIONS:



## CONTINUAL SERVICE IMPROVEMENT ACTIONS:

- **Display Incidents Deep Dive - Dukes Building**
  - CP to establish whether a higher number of incident tickets from June categorised as display links to issues with hardware in the Dukes Building.
- **Norman AI**
  - Continue to establish and gain confirmation whether the Ember AI service is launching in September as they have indicated.