IT Service Desk Monthly Review
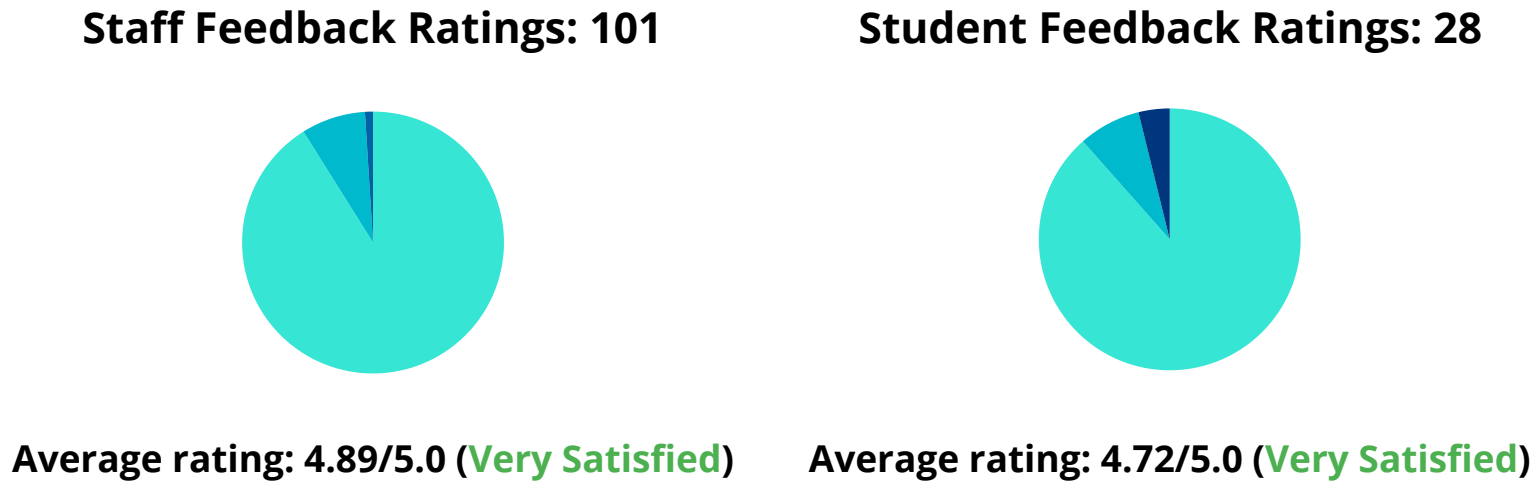## May 2025

Ticket Totals

264 INCIDENT TICKETS LOGGED

1228 TOTAL TICKETS

964 REQUEST TICKETS LOGGED

005 PROBLEM RECORDS

Feedback

Staff Feedback Ratings: 101

Average rating: 4.89/5.0 (Very Satisfied)

Student Feedback Ratings: 28

Average rating: 4.72/5.0 (Very Satisfied)

Contact Totals

- No. of phone calls taken: 532 (670 previous month, down 26%)
- No. of live chat sessions: 135 (65 previous month, up 108%)
- No. of unique AI chat sessions: 21 (32 previous month, down 34%)
- No. of walk-up enquiries: 390 (565 previous month, down 31%)
- No. of equipment bookings: 317 (290 previous month, up 9%)
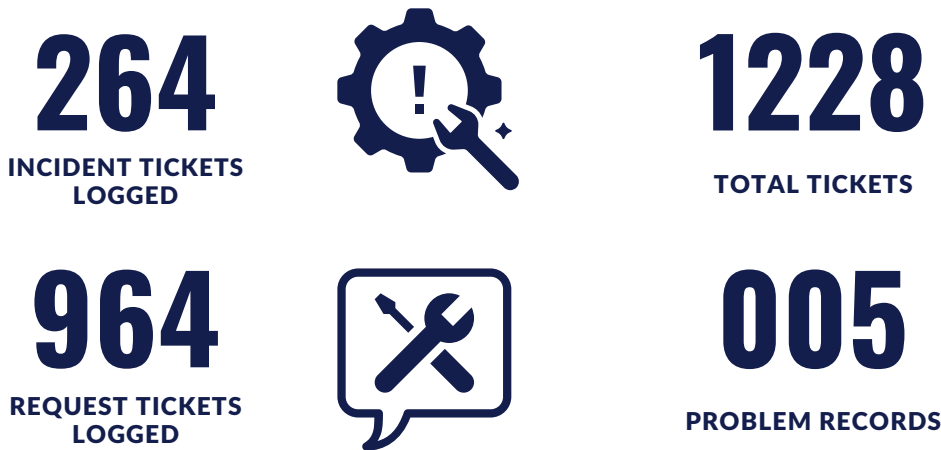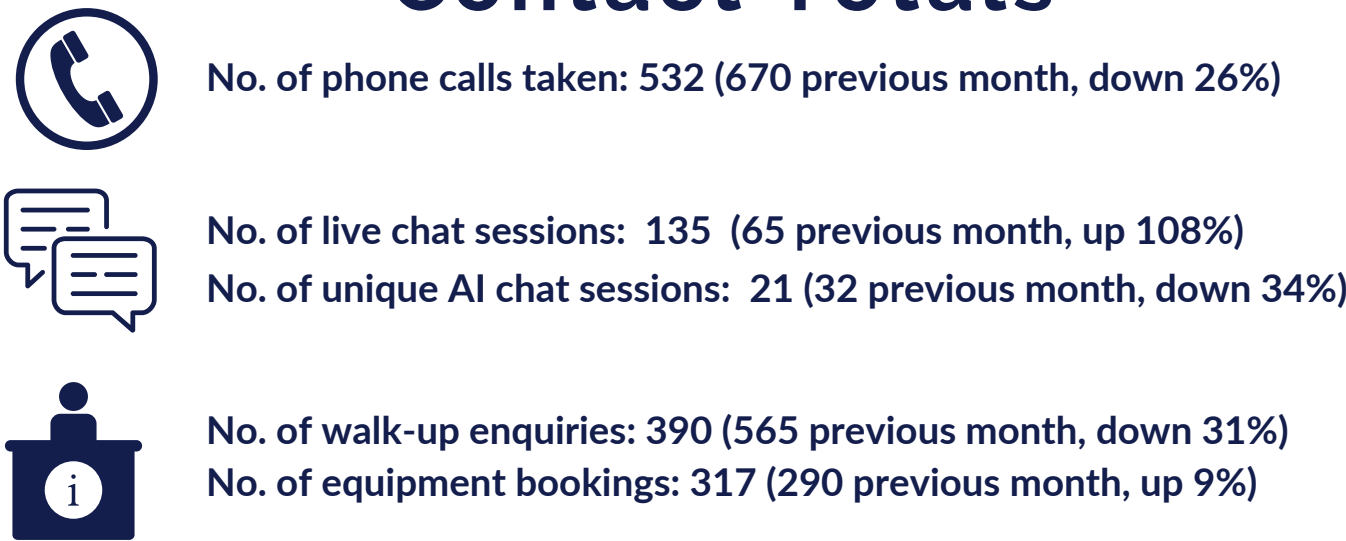
First Time Fix Rate

	Current month	Previous month	Academic Year average
Incident	**67%**	70%	70%
Request	**83%**	83%	77%
Total	**79%**	80%	75%

Communications - Service Desk

Total Accepted

452 (94%)

Previous Month - 472 (97%)

Total Abandoned

15 (3%)

Previous Month - 15 (2%)

Service Desk Chart - Accepted vs Abandoned

● Accepted ★ Total Abandoned

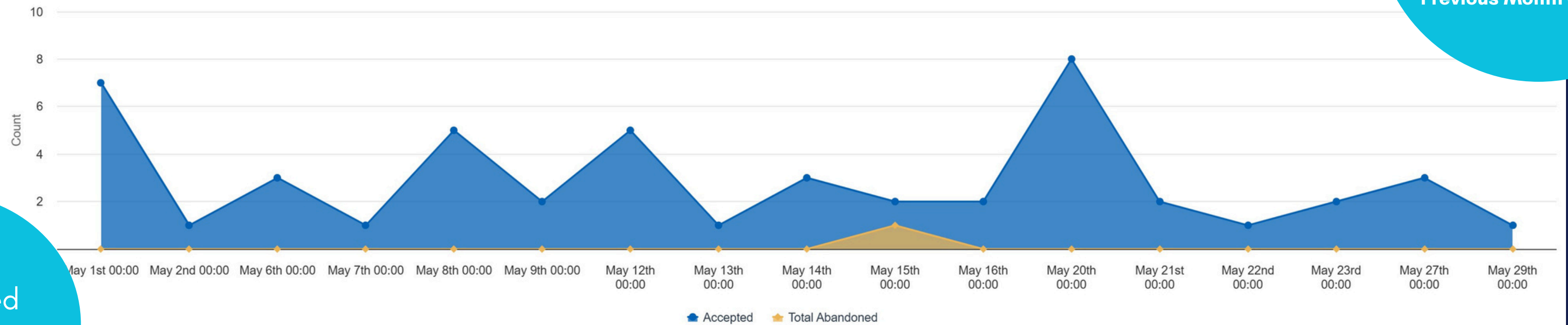|	Current Month	Previous Month
Average Handling Time	05:56	06:00
Average Wait Time	00:19 [Max 15:46]	00:26 [Max 12:26]
% Calls Answered Under 30 secs	89%	91%

Communications - Room Support

Total Accepted

49 (98%)

Previous Month - 60 (98%)
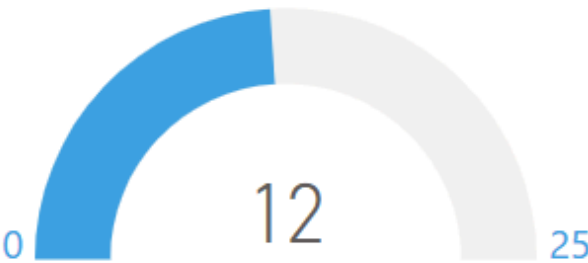
Room Support Chart - Accepted vs Abandoned

- ● Accepted ● Total Abandoned

Total Abandoned

1 (2%)

Previous Month - 1 (2%)

	Current Month	Previous Month
Average Handling Time	03:10	02:26
Average Wait Time	00:10 [00:50]	00:10 [00:46]
% Calls Answered Under 30 secs	98%	95%

Year to Date Overview

Resolved vs Logged

0 — 12 — 25

Volume by Channel

Email 0%
Phone 4%

Fix Rate by Channel

Channel

Phone — 46%
Email — 100%
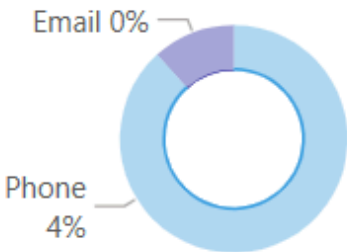
Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	5	80%
Password Reset -> Primary	5	60%
Computer -> Laptop	2	50%
Email -> Sending and Receiving	2	50%
Equipment Loan -> Laptop	2	50%
Website -> Portal	2	
Account -> Information	1	100%
Account -> Permissions and Access	1	
Disabled -> Primary	1	
Locked -> Primary	1	
Multi-factor authentication (MFA) -> Setup	1	
Personal -> Recovery	1	100%
Software -> Office	1	
Total	**25**	**48%**

Demand by day

Total

Sunday	Monday	Wednesday	Thursday	Friday	Saturday
3	7	7	2	1	5

Day

Demand by month

Total

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
48	33	53	36	25	42	30	54	110	57	21	37

Month

Walk-Up Support

Legend (top chart): Student Laptops, Student Macbooks, Short-term Loans, Staff Laptops, Chargers

Legend (bottom chart): Visits, Tickets
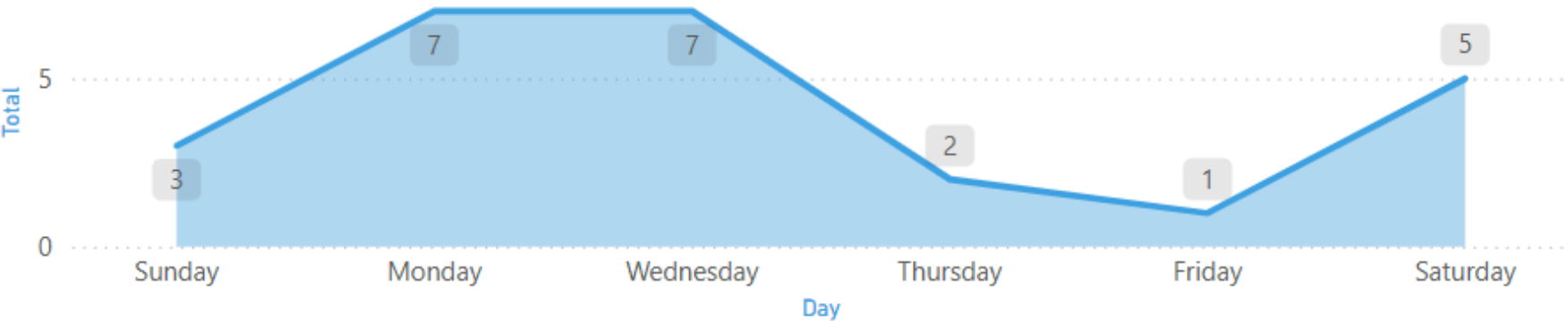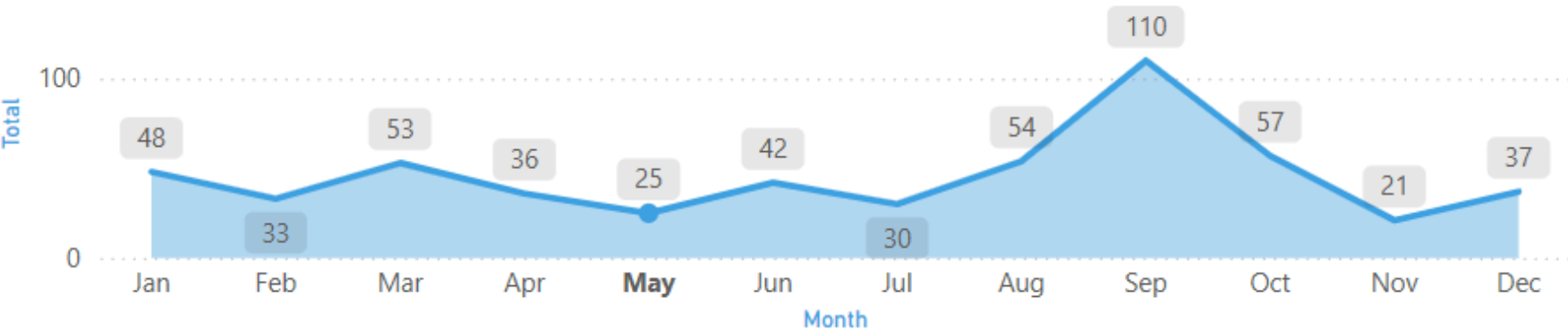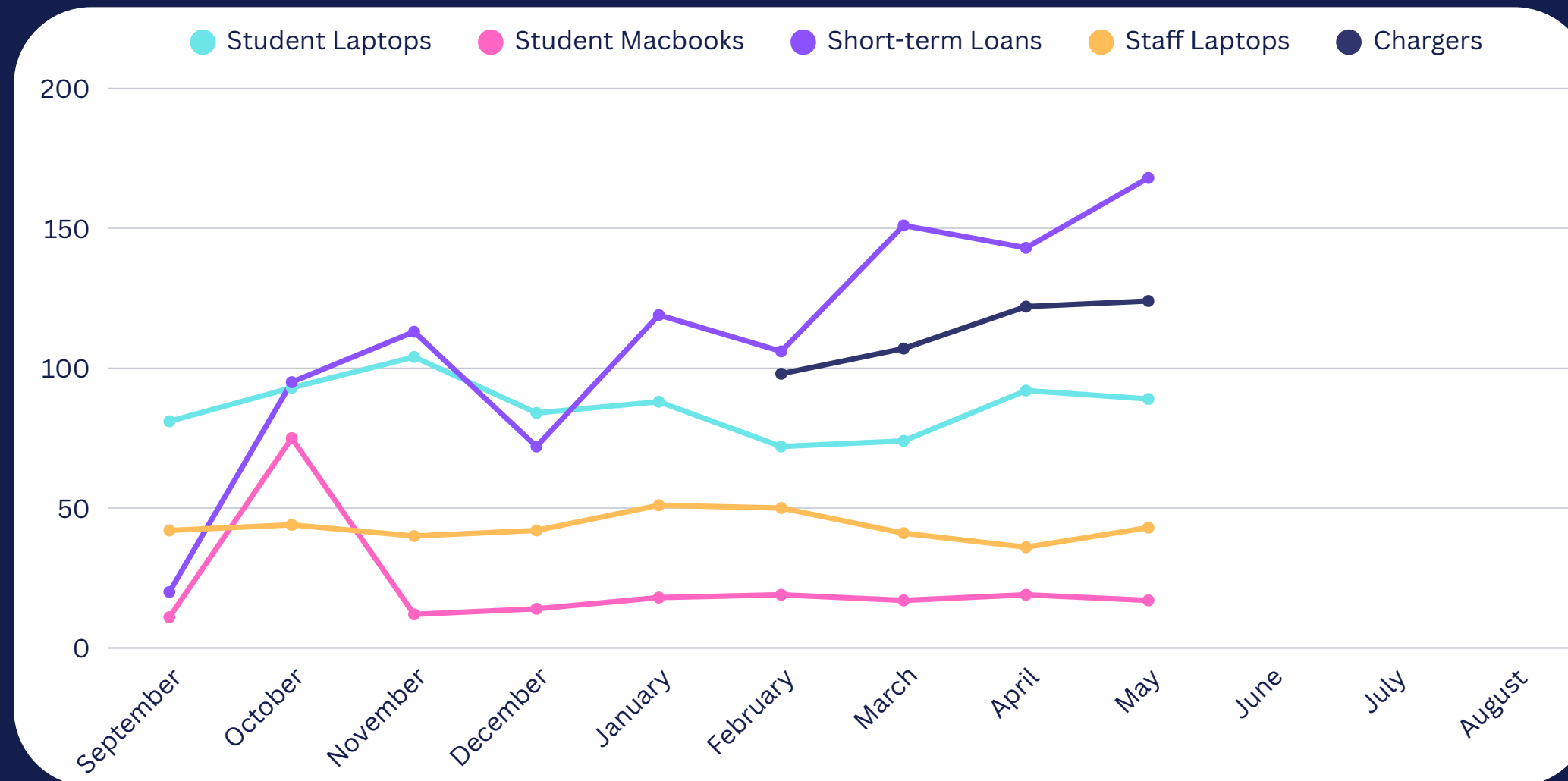
Service Desk Category Trends

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

TOP LEVEL CATEGORY: **CAMPUS ROOM SUPPORT (50)**

3	4	4	6	28
Camera	Cabling	Microphone	PC	Display

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

TOP LEVEL CATEGORY: **ACCOUNT (195)**

3	4	44	61	76
External Examiner	Third Party Access	Password Change/Reset	Account Activation	MFA

CAMPUS ROOM SUPPORT INCIDENT DEEP DIVE:
- **Display:** No repeat calls for rooms and most tickets resolved the same day
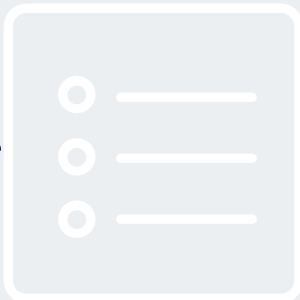
N/A DEEP DIVE:
- **Account Activation:** Potentially need more categories as it's being used as a catch all category for account locks and queries.

Second Category Deep Dive:
- **N/A** - Quick calls being closed without a category being selected due to a known Sysaid bug.
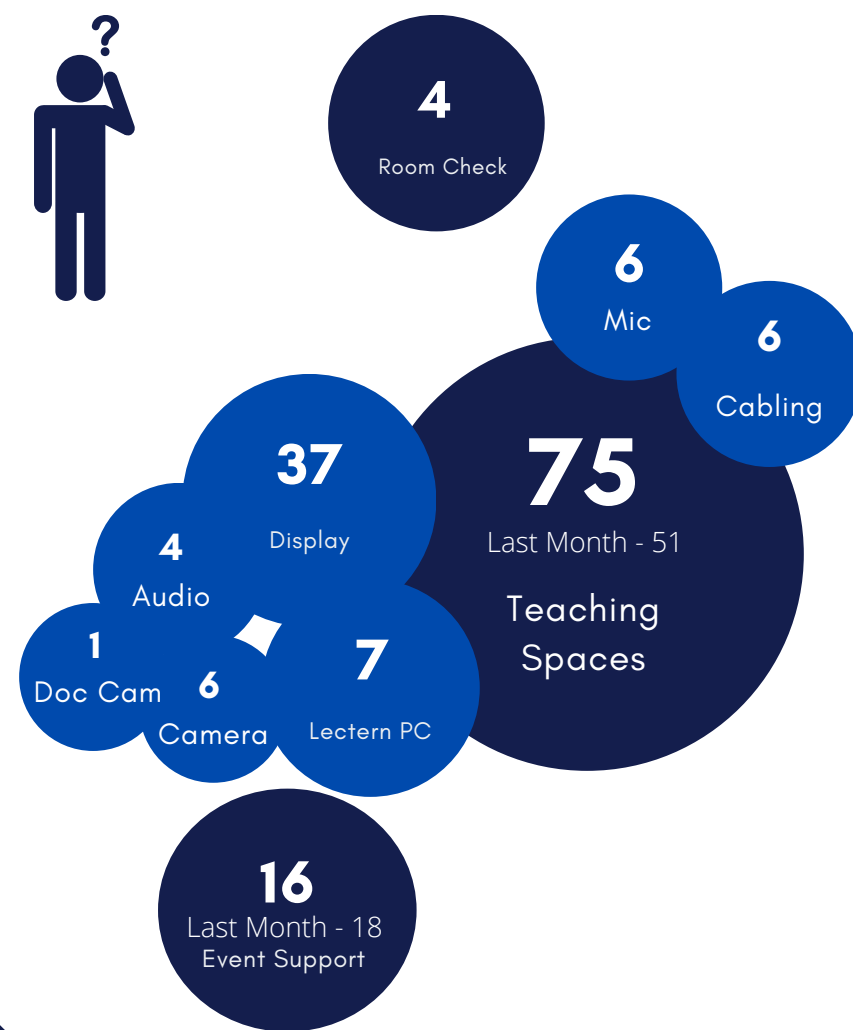
WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

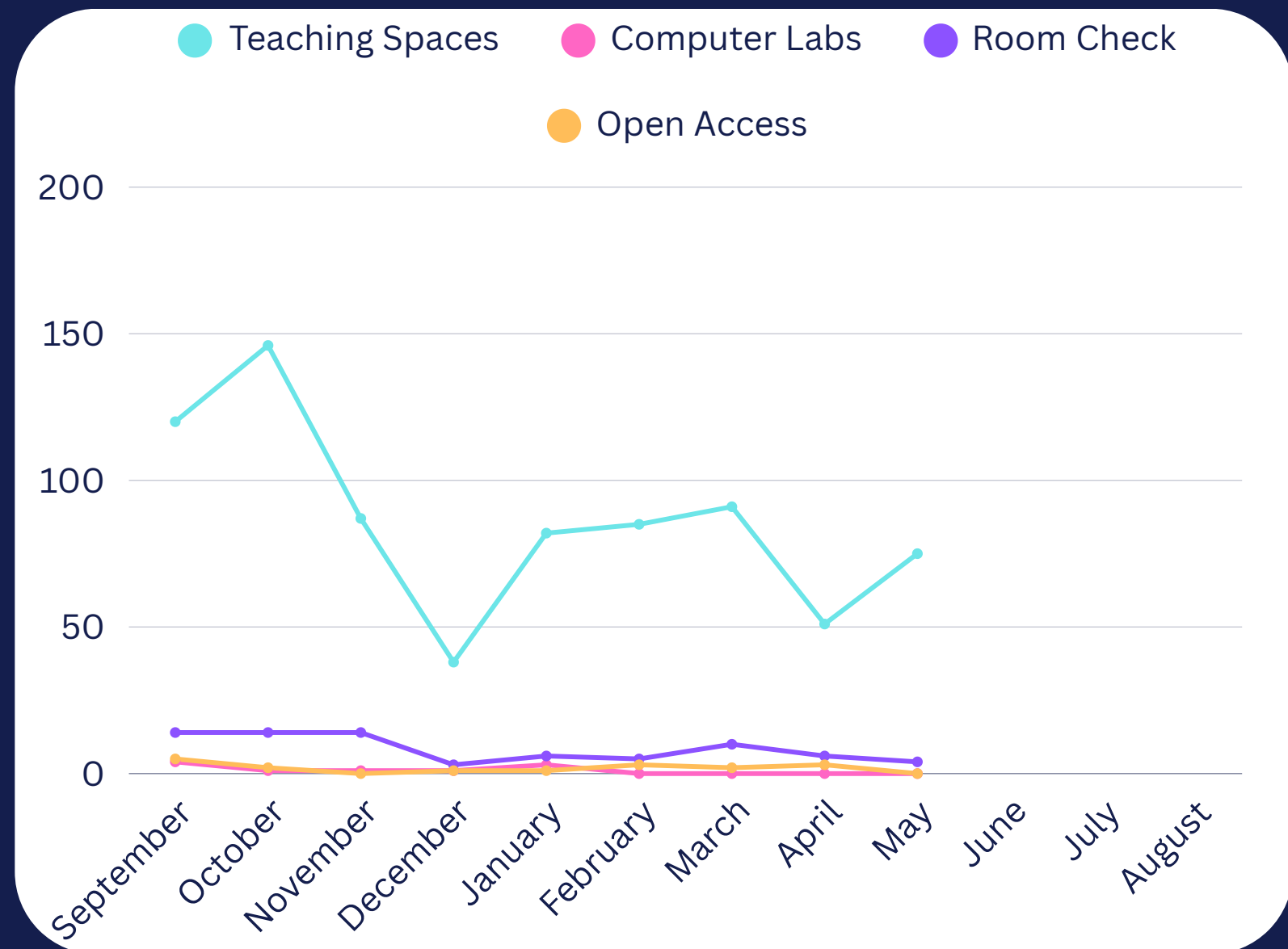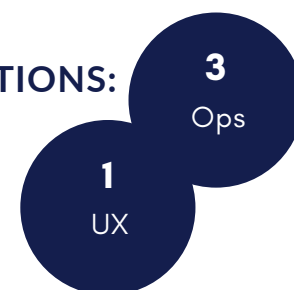**Top Incident Category: Hardware - Desktop PC (11)**

Top Request Category: Hardware - Laptop (23)

AV Support Trends

4 Room Check

6 Mic

6 Cabling

37 Display

4 Audio

1 Doc Cam

6 Camera

7 Lectern PC

75
Last Month - 51
Teaching Spaces

16
Last Month - 18
Event Support

ESCALATIONS:

3 Ops

1 UX

Chart Legend

● Teaching Spaces ● Computer Labs ● Room Check

● Open Access

200

150

100

50

0

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

CONTINUAL SERVICE IMPROVEMENT ACTIONS:

- **AI Response Review** –
  - Review 'Ask Toby' responses on a monthly basis and provide verified responses
  - Add AI Response Review onto maternity handover list
  - Arrange release of 'Ask Toby' including a link to the chatbot from the IT website, app release and comms which will go through CAB.
- **Norman AI** –
  - Find out about Norman's new AI – Ember.
  - Meeting arranged for 18th June.
- **Monitor ATR for students**