IT Service Desk Monthly Review

July 2025

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

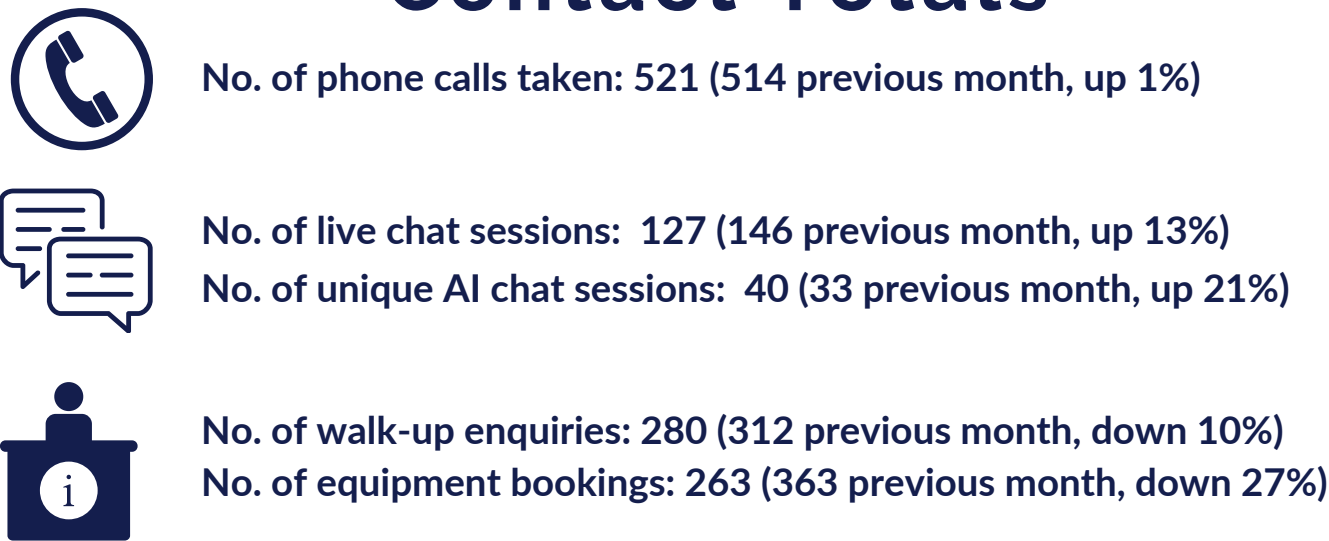## Ticket Totals

411
INCIDENT TICKETS LOGGED

1277
TOTAL TICKETS

866
REQUEST TICKETS LOGGED

007
PROBLEM RECORDS
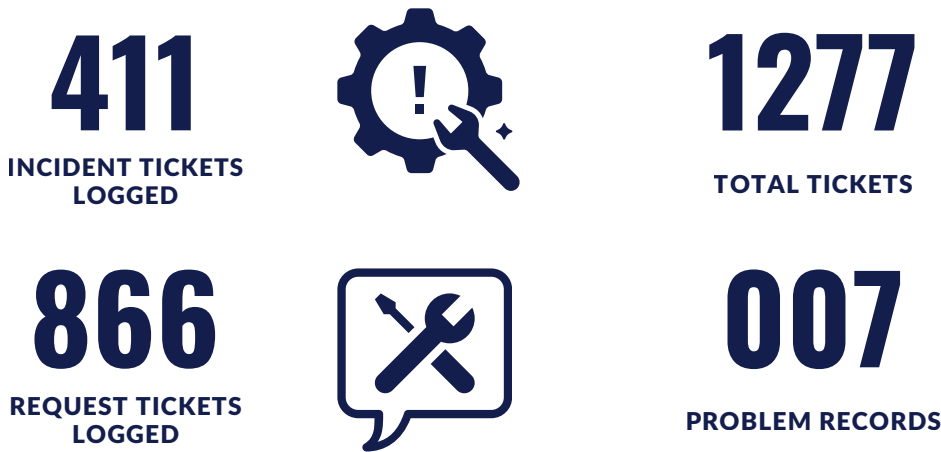
Feedback

Staff Feedback Ratings: 74

Student Feedback Ratings: 11

Average rating: 4.93/5.0 (Very Satisfied)

Average rating: 5.00/5.0 (Very Satisfied)

Contact Totals

No. of phone calls taken: 521 (514 previous month, up 1%)

No. of live chat sessions: 127 (146 previous month, up 13%)

No. of unique AI chat sessions: 40 (33 previous month, up 21%)

No. of walk-up enquiries: 280 (312 previous month, down 10%)

No. of equipment bookings: 263 (363 previous month, down 27%)

First Time Fix Rate

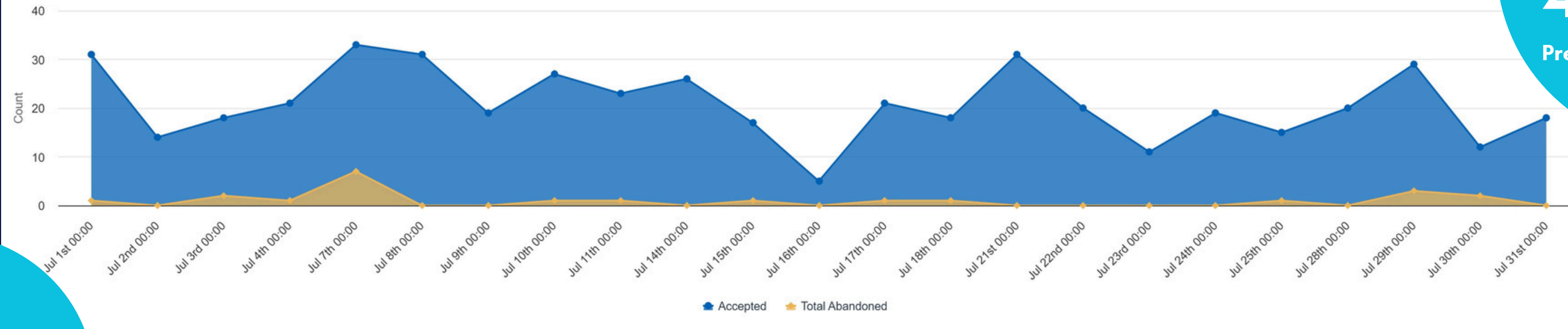|	Current month	Previous month	Academic Year average
Incident	**73%**	58%	69%
Request	**73%**	81%	77%
Total	**73%**	75%	75%

Communications - Service Desk

Total Accepted

479 (96%)

Previous Month – 453 (97%)

Service Desk Chart - Accepted vs Abandoned

Count — 40, 30, 20, 10, 0

Jul 1st 00:00, Jul 2nd 00:00, Jul 3rd 00:00, Jul 4th 00:00, Jul 7th 00:00, Jul 8th 00:00, Jul 9th 00:00, Jul 10th 00:00, Jul 11th 00:00, Jul 14th 00:00, Jul 15th 00:00, Jul 16th 00:00, Jul 17th 00:00, Jul 18th 00:00, Jul 21st 00:00, Jul 22nd 00:00, Jul 23rd 00:00, Jul 24th 00:00, Jul 25th 00:00, Jul 28th 00:00, Jul 29th 00:00, Jul 30th 00:00, Jul 31st 00:00

● Accepted   ▲ Total Abandoned

Total Abandoned

22 (4%)

Previous Month - 14 (3%)

	Current Month	Previous Month
Average Handling Time	06:27	06:06
Average Wait Time	00:22 [Max 30:04]	00:32 [Max 25.56
% Calls Answered Under 30 secs	83%	87%

Date of Longest Wait Time

July 7th

Communications - Room Support

Total Accepted

42 (97%)

Previous Month - 55 (95%)

Total Abandoned

1 (3%)

Previous Month - 3 (5%)

Room Support Chart - Accepted vs Abandoned

● Accepted ▲ Total Abandoned

	Current Month	Previous Month
Average Handling Time	03:15	03:13
Average Wait Time	00:16 [Max: 2:56]	00:25 [Max: 05:07]
% Calls Answered Under 30 secs	93%	93%

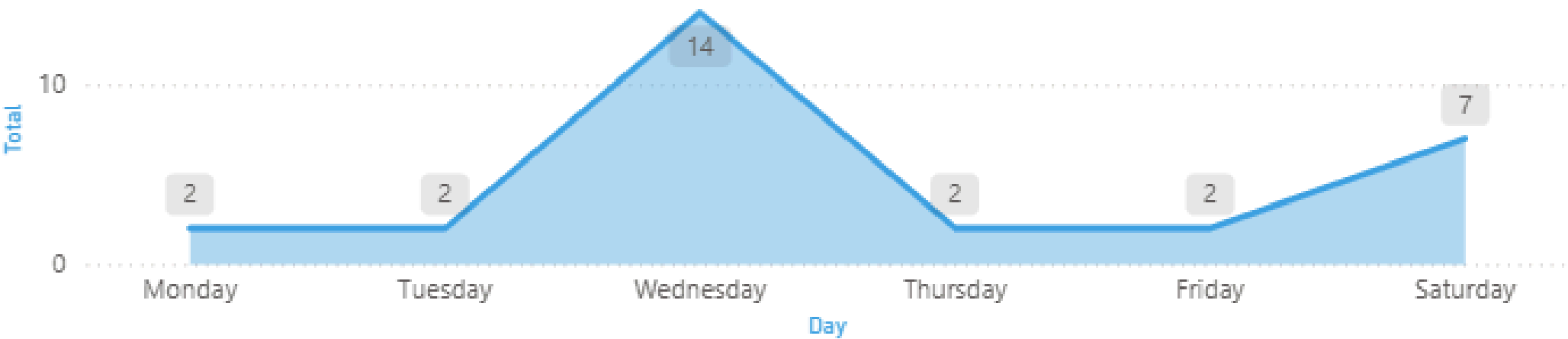Date of Longest Wait Time
July 28th

Resolved vs Logged

0 — 11 — 29

Volume by Channel

Email 0%

Phone 5%

Fix Rate by Channel

Phone — 39%

Email

Channel

Demand by day

Day	Total
Monday	2
Tuesday	2
Wednesday	14
Thursday	2
Friday	2
Saturday	7

Demand by month

Month	Total
Jan	48
Feb	33
Mar	53
Apr	36
May	25
Jun	35
Jul	29
Aug	53
Sep	110
Oct	57
Nov	21
Dec	37
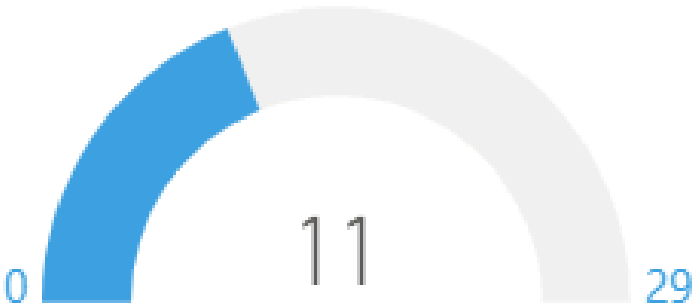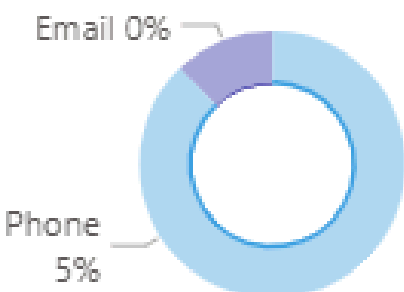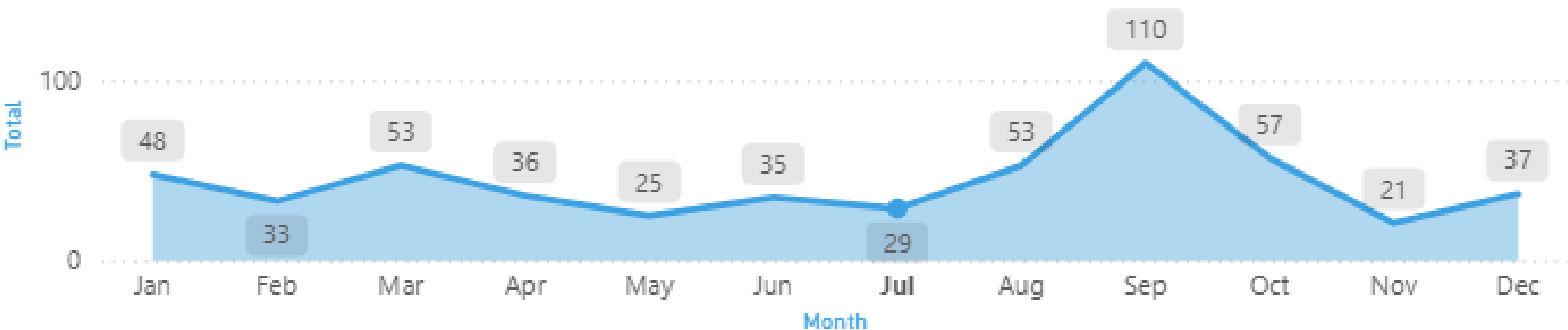
Subject	Total	Fix Rate
Multi-factor authentication (MFA) -> Post Setup	7	43%
Password Reset -> Primary	4	25%
Account -> Permissions and Access	3	
Account -> New Account	2	50%
Software -> Office	2	
-> Multi-Factor Authentication	1	100%
Account -> Information	1	
Administration -> Enrolment	1	
Administration -> HR	1	100%
Credit -> Adding	1	
Disabled -> Primary	1	
Equipment Loan -> Laptop	1	
IT Security -> Anti-Virus	1	100%
Locked -> Primary	1	100%
Shared -> Access	1	100%
Website -> Portal	1	100%
Total	**29**	**38%**

Walk-Up Support
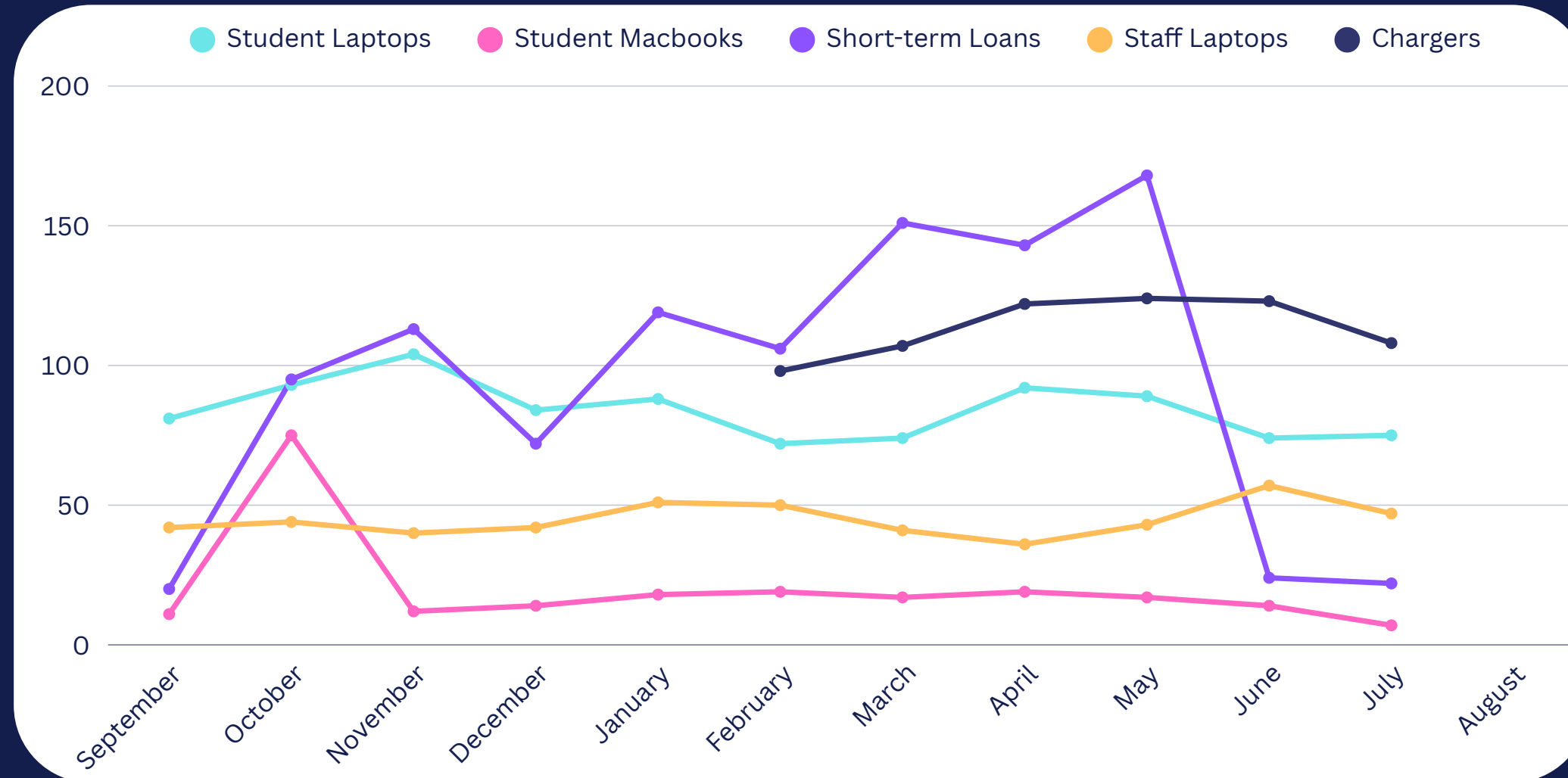
Service Desk Category Trends

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

TOP LEVEL CATEGORY: **CAMPUS ROOM SUPPORT (40)**

8	**10**	**12**	**16**	**23**
Microphone	Audio	PC	Equipment Check	Display

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

TOP LEVEL CATEGORY: **ACCOUNT (176)**

9	**10**	**15**	**41**	**95**
Leaver	Third Party Access	Account Activation	Password Change/Reset	MFA

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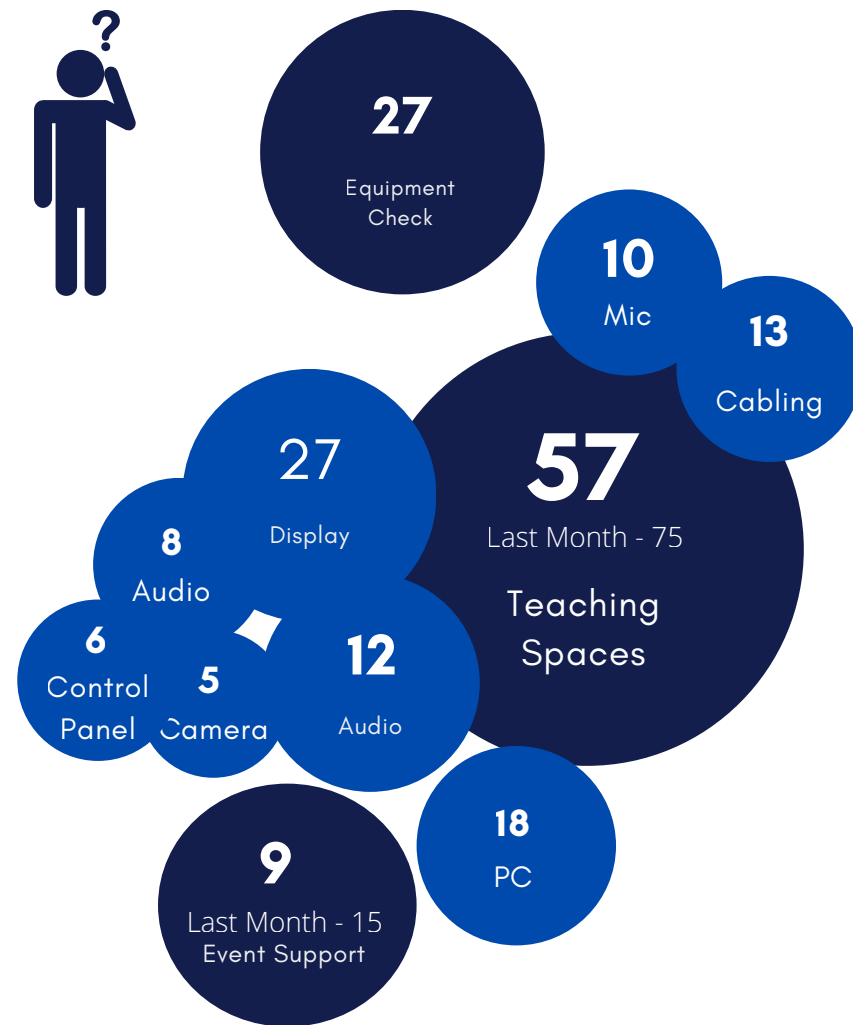
WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident 1st Level Category: Hardware (36)
Top Incident Sub-Level Category: Hardware - Laptop (16)

Top Request 1st Level Category: Hardware (54)
Top Request Sub-Level Category: Hardware - Laptop (26)