IT Service Desk Monthly Review
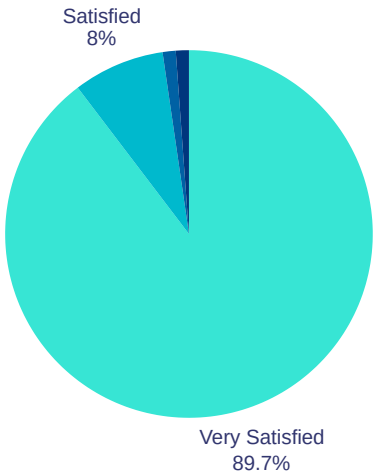
August 2025

Ticket Totals

353
INCIDENT TICKETS LOGGED

1307
TOTAL TICKETS

954
REQUEST TICKETS LOGGED

007
PROBLEM RECORDS

Feedback

Satisfied
8%
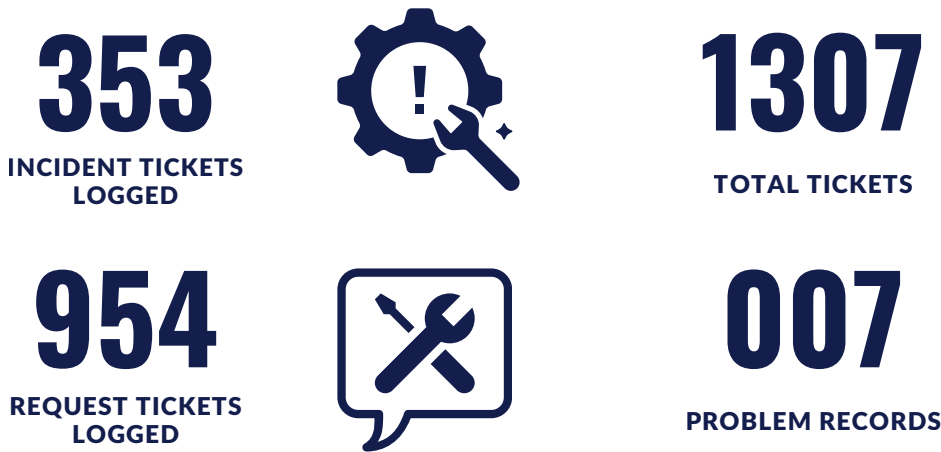
Very Satisfied
89.7%

**Feedback Ratings: 87
(7.52% Response Rate)**

**Average score: 4.84/5.00
Very Satisfied**

Contact Totals

No. of phone calls taken: 519 (521 previous month, down 1%)

No. of live chat sessions: 153 (127 previous month, up 20%)
No. of AI Chatbot Conversations: 195 (40 previous month, up 388%)

No. of walk-up enquiries: 241 (281 previous month, down 17%)
No. of equipment bookings: 263 (363 previous month, down 27%)

First Time Fix Rate

	Current month	Previous month	Academic Year average
Incident	**74%**	73%	70%
Request	**78%**	73%	78%
Total	**78%**	73%	75%

Communications - Service Desk

Total Accepted

493 (90%)

Previous Month – 479 (96%)

Service Desk Chart - Accepted vs Abandoned

Count

60
50
40
30
20
10
0

Aug 1st 00:00 | Aug 4th 00:00 | Aug 5th 00:00 | Aug 6th 00:00 | Aug 7th 00:00 | Aug 8th 00:00 | Aug 11th 00:00 | Aug 12th 00:00 | Aug 13th 00:00 | Aug 14th 00:00 | Aug 15th 00:00 | Aug 18th 00:00 | Aug 19th 00:00 | Aug 20th 00:00 | Aug 21st 00:00 | Aug 22nd 00:00 | Aug 26th 00:00 | Aug 27th 00:00 | Aug 28th 00:00 | Aug 29th 00:00

● Accepted ▲ Total Abandoned
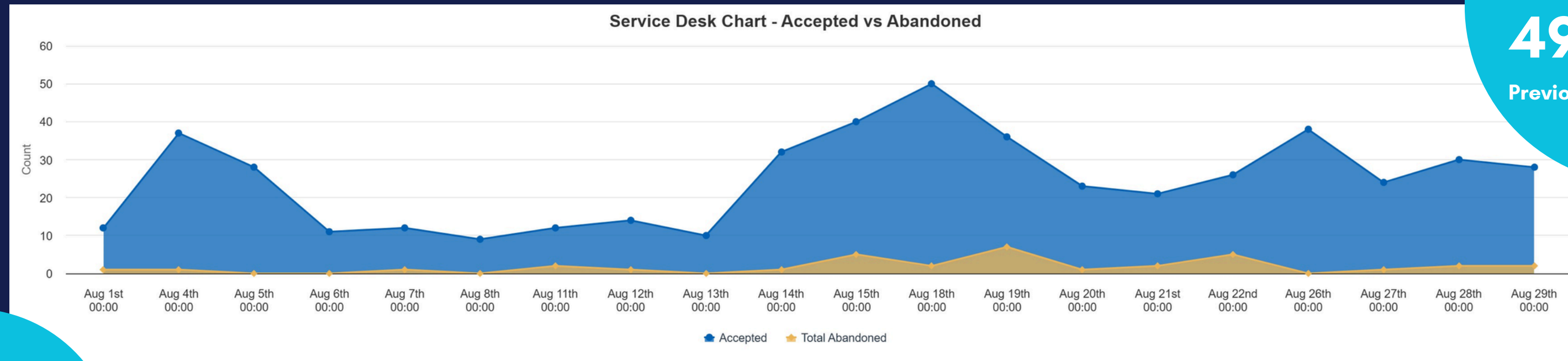
Total Abandoned

34 (6%)

Previous Month - 22 (4%)

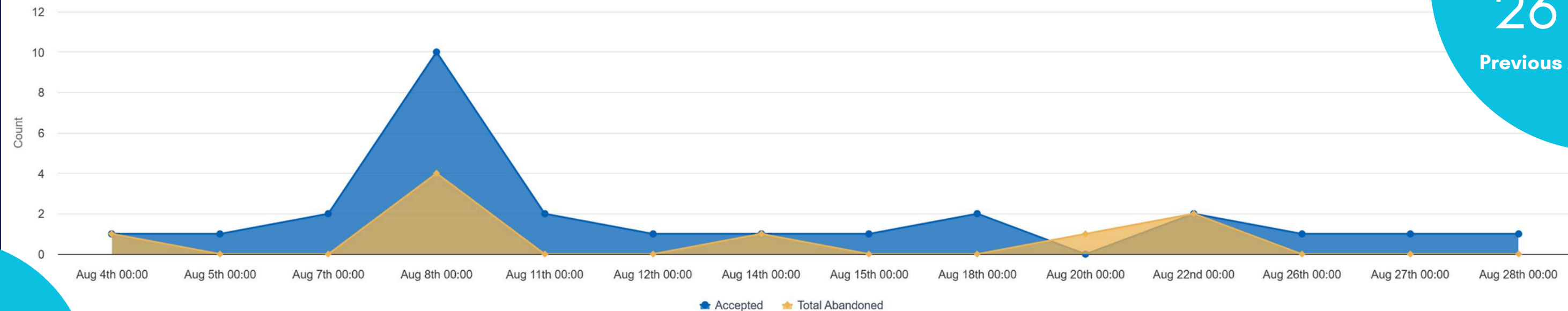|	Current Month	Previous Month
Average Handling Time	07:48	06:27
Average Wait Time	00:43 [Max 17:40]	00:22 [Max 30.04
% Calls Answered Under 30 secs	74%	83%

Date of Longest Wait Time

Aug 15th

Communications - Room Support

Total Accepted

26 **(74%)**

Previous Month – 26 (97%)
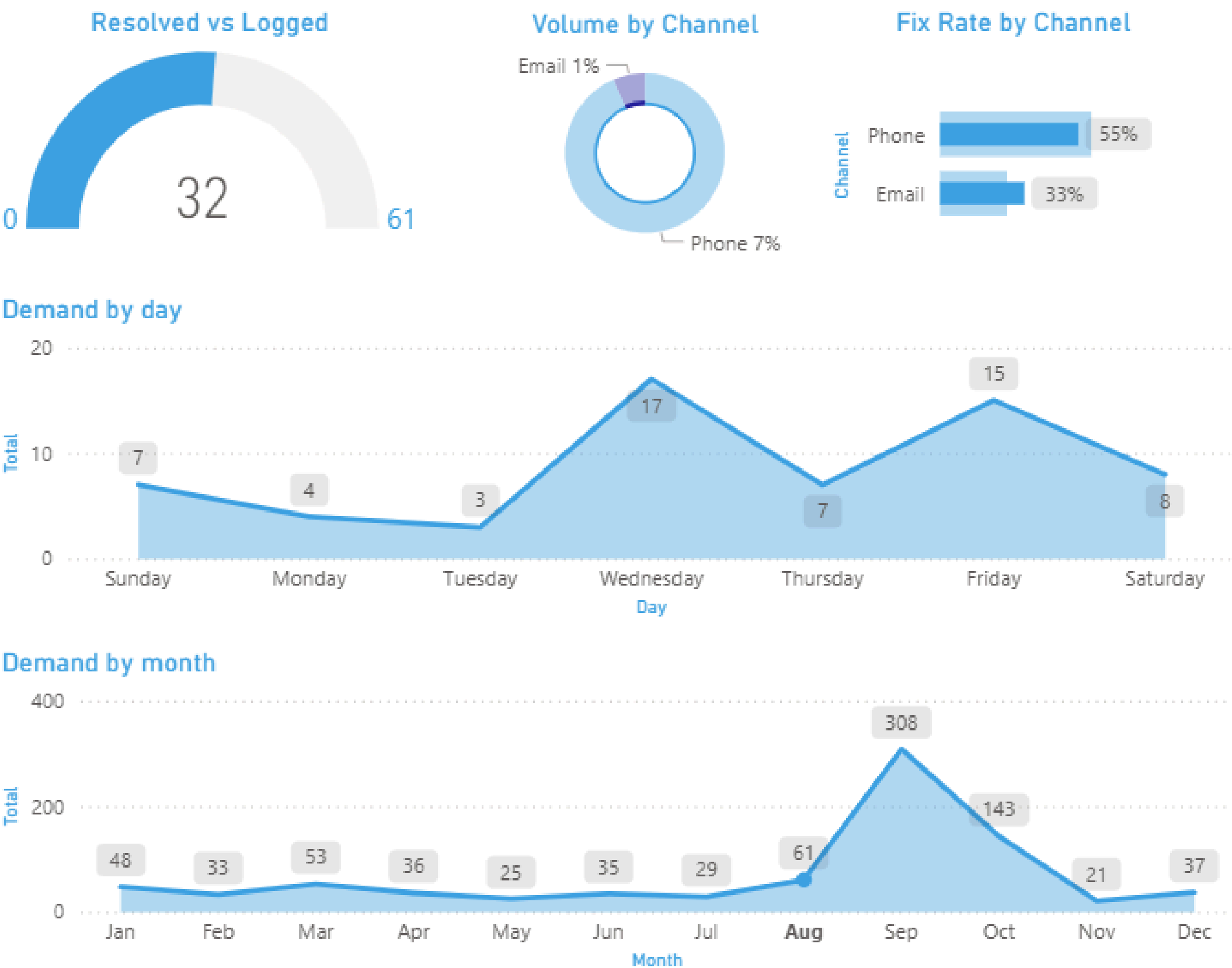
Room Support Chart - Accepted vs Abandoned

Count axis: 0, 2, 4, 6, 8, 10, 12

X-axis: Aug 4th 00:00, Aug 5th 00:00, Aug 7th 00:00, Aug 8th 00:00, Aug 11th 00:00, Aug 12th 00:00, Aug 14th 00:00, Aug 15th 00:00, Aug 18th 00:00, Aug 20th 00:00, Aug 22nd 00:00, Aug 26th 00:00, Aug 27th 00:00, Aug 28th 00:00

Legend: Accepted, Total Abandoned

Total Abandoned

9 **(25%)**

Previous Month – 1 (3%)

	Current Month	Previous Month
Average Handling Time	07:48	03:15
Average Wait Time	00:43 [Max: 30:22]	00:16 [Max: 02:56]
% Calls Answered Under 30 secs	93%	93%

Date of Longest Wait Time

Aug 22nd

Resolved vs Logged

32

0   61

Volume by Channel

Email 1%

Phone 7%

Fix Rate by Channel

Phone — 55%

Email — 33%

Demand by day

Day	Total
Sunday	7
Monday	4
Tuesday	3
Wednesday	17
Thursday	7
Friday	15
Saturday	8

Demand by month

Month	Total
Jan	48
Feb	33
Mar	53
Apr	36
May	25
Jun	35
Jul	29
Aug	61
Sep	308
Oct	143
Nov	21
Dec	37

Subject	Total	Fix Rate
Accounts and Access -> Reset / Unlock Password	19	47%
Accounts and Access -> Multi-Factor Authentication (MFA)	16	69%
Organisational Information -> Enrolment & Registration	5	60%
Accounts and Access -> Create / Change Account	2	
Accounts and Access -> Disable / Re-enable Account	2	
Accounts and Access -> Permissions & Roles	2	
Digital Presence & Web -> Staff / Student Portal	2	
Accounts and Access	1	100%
Accounts and Access -> Assign / Change Licence	1	
Accounts and Access -> Single Sign-On / Federation	1	
Digital Presence & Web -> Public Website	1	100%
General Enquiry -> Feedback / Suggestion	1	100%
General Enquiry -> Test / Dropped Call	1	100%
General Enquiry -> Unclassified Request	1	100%
Network & Connectivity -> VPN & Remote Access	1	100%
Software & Applications -> Finance System	1	100%
Software & Applications -> HR / Payroll System	1	
Software & Applications -> Office Productivity Suite	1	
Storage & Data Management -> Personal Storage	1	100%
Total	**60**	**52%**

Walk-Up Support

Student Laptops • **Student Macbooks** • **Short-term Loans** • **Staff Laptops** • **Chargers**

Visits • **Tickets**
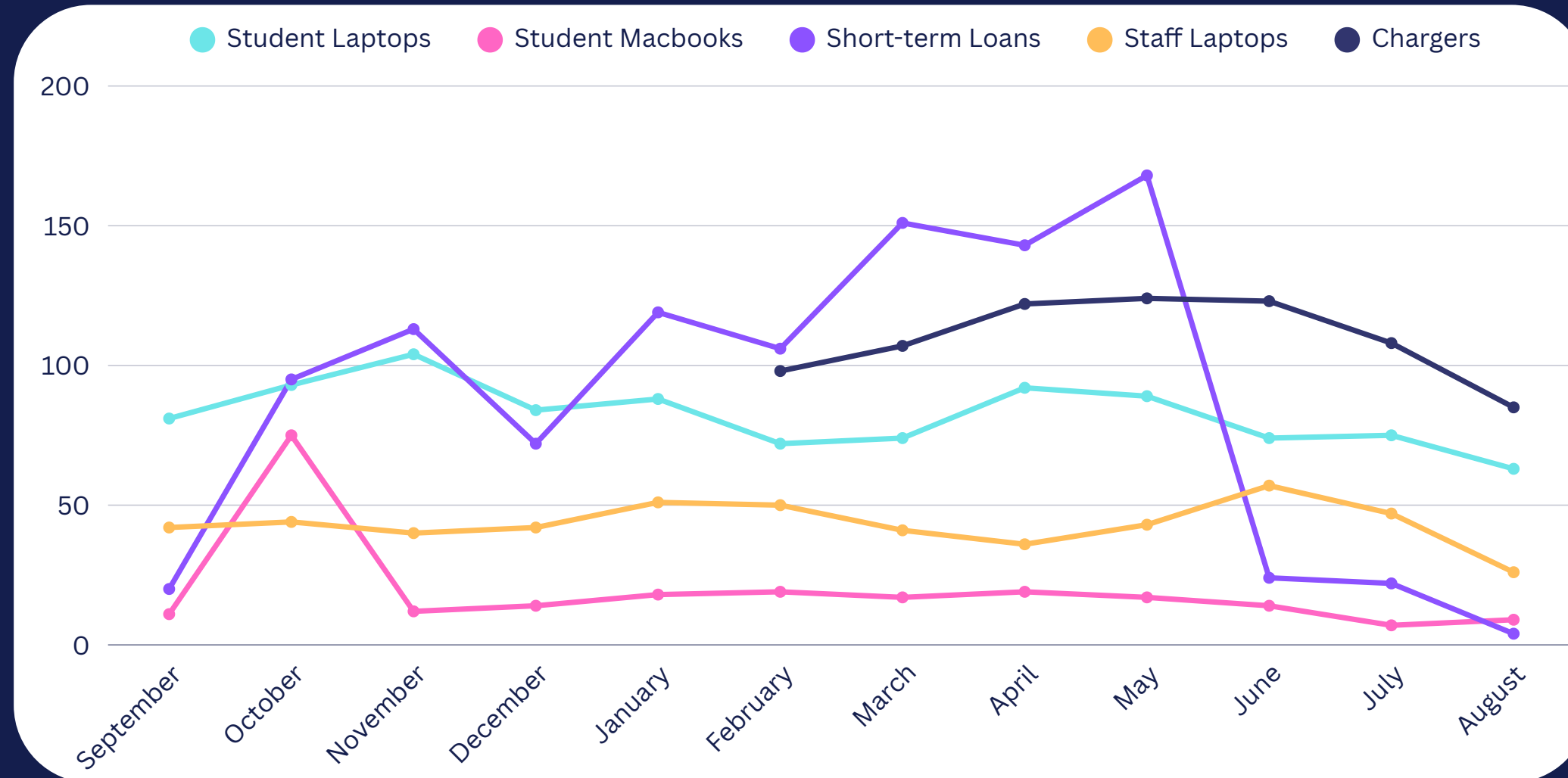
Service Desk Category Trends

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

TOP LEVEL CATEGORY: **ACCOUNT (110)**

- **08** — Leaver
- **1** — Third Party Access
- **11** — Account Activation
- **33** — Password Change/Reset
- **65** — MFA

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

TOP LEVEL CATEGORY: **ACCOUNT (245)**

- **5** — Leaver
- **5** — Third Party Access
- **18** — Account Activation
- **78** — Password Change/Reset
- **133** — 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.
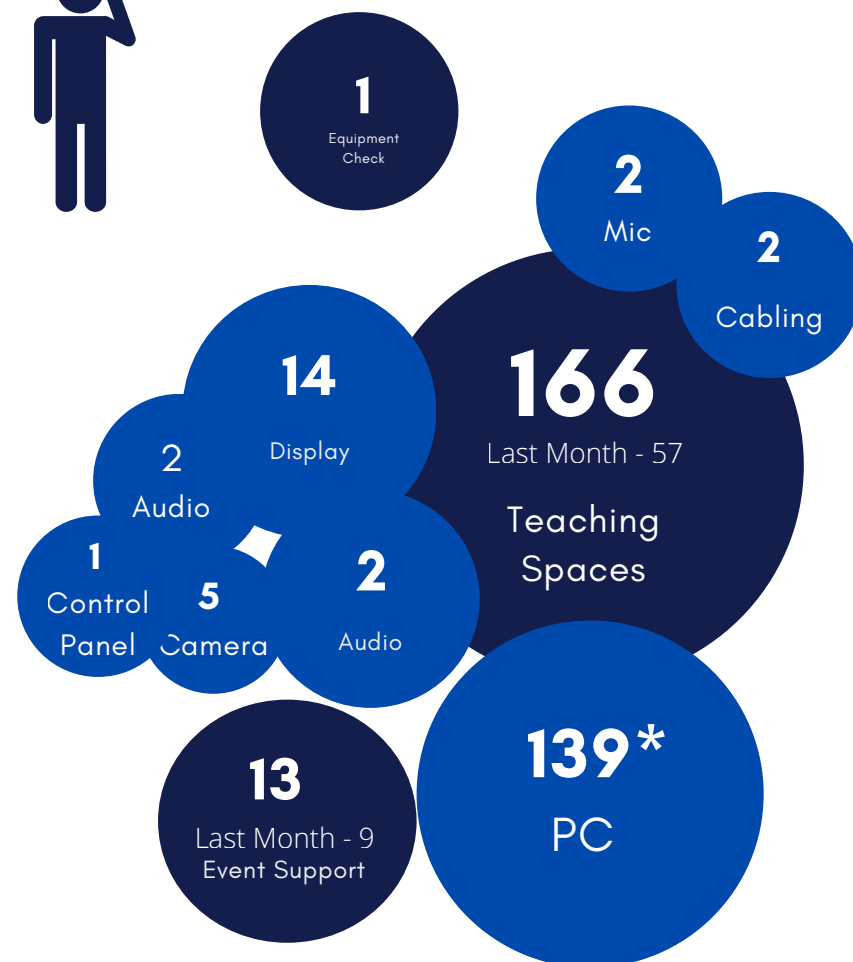
WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident 1st Level Category: Hardware (37)
Top Incident Sub-Level Category: Hardware - Laptop (11)

Top Request 1st Level Category: Hardware (67)
Top Request Sub-Level Category: Hardware - Laptop (40)

AV Support Trends

1 Equipment Check

2 Mic

2 Cabling

14 Display

2 Audio

166 Last Month - 57 Teaching Spaces

1 Control Panel

5 Camera

2 Audio

13 Last Month - 9 Event Support

139* PC

*higher due to imaging tickets

ESCALATIONS:

3 UX

4 CCS

Line chart legend: ● Teaching Spaces ● Issues from room/equipment Check

Y-axis: 0, 50, 100, 150, 200

X-axis: September, October, November, December, January, February, March, April, May, June, July, August