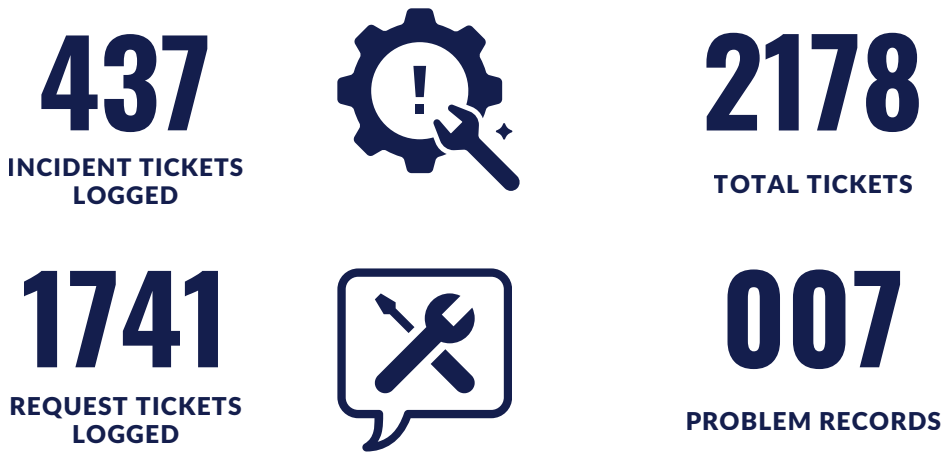


IT Service Desk Monthly Review

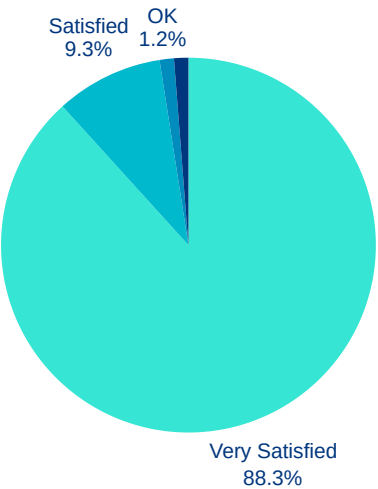
September 2025

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

Ticket Totals



Feedback



Feedback Ratings: 162
(8.42% Response Rate)

Average score: 4.83/5.00
Very Satisfied

Contact Totals



No. of phone calls taken: 718 (519 previous month, up 38%)



No. of live chat sessions: 242 (153 previous month, up 58%)
No. of AI Chatbot Conversations: 352 (195 previous month, up 80%)



No. of walk-up enquiries: 739 (281 previous month, up 206%)
No. of equipment bookings: 355 (263 previous month, up 35%)

First Time Fix Rate



	Current month	Previous month	Academic Year average
Incident	77%	74%	77%
Request	87%	78%	87%
Total	85%	78%	85%



Communications - Service Desk

Total Accepted

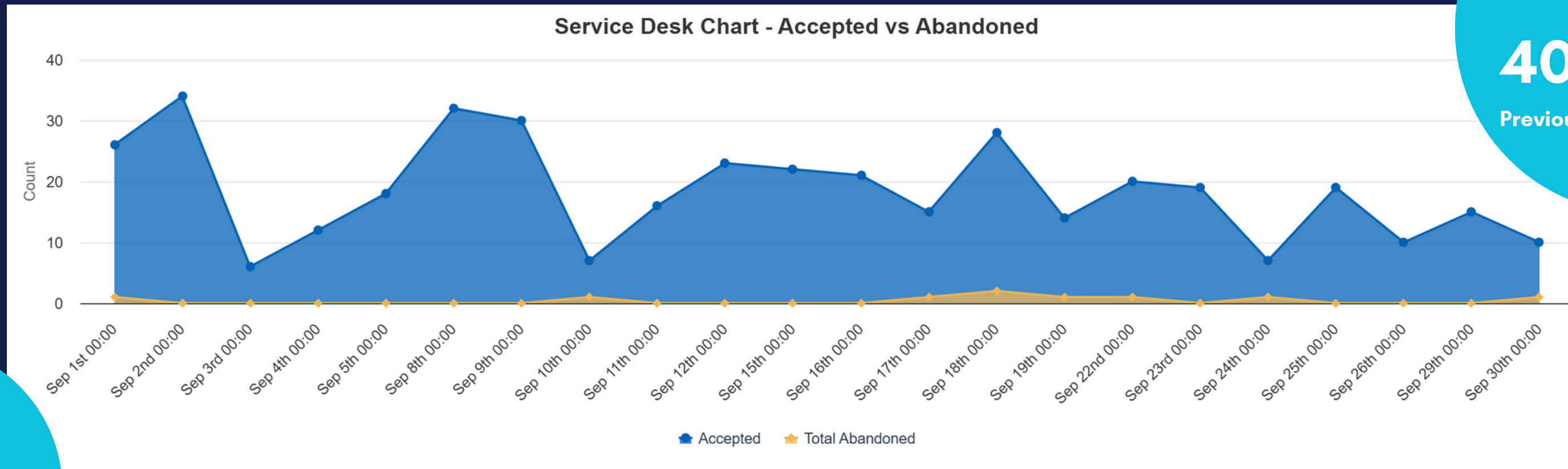
404 (97%)

Previous Month - 493 (90%)

Total
Abandoned

09 (3%)

Previous Month - 34
(6%)



Current Month

Previous
Month

Average Handling Time

06:35

07:48

Average Wait Time

00:25

00:43

[Max 05:56]

[Max 17:40]

% Calls Answered Under 30 secs

85%

74%

Date of Longest
Wait Time

Sept 5th



Communications - Room Support

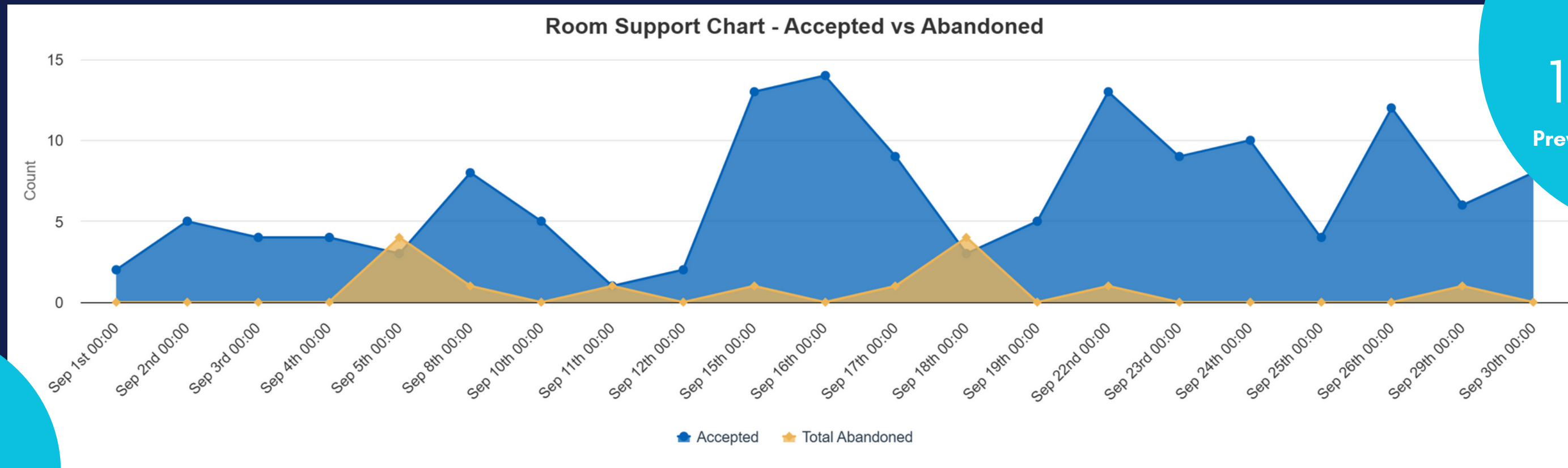
Total Accepted

139 (91%)

Previous Month - 14 (74%)

Total
Abandoned
13 (9%)

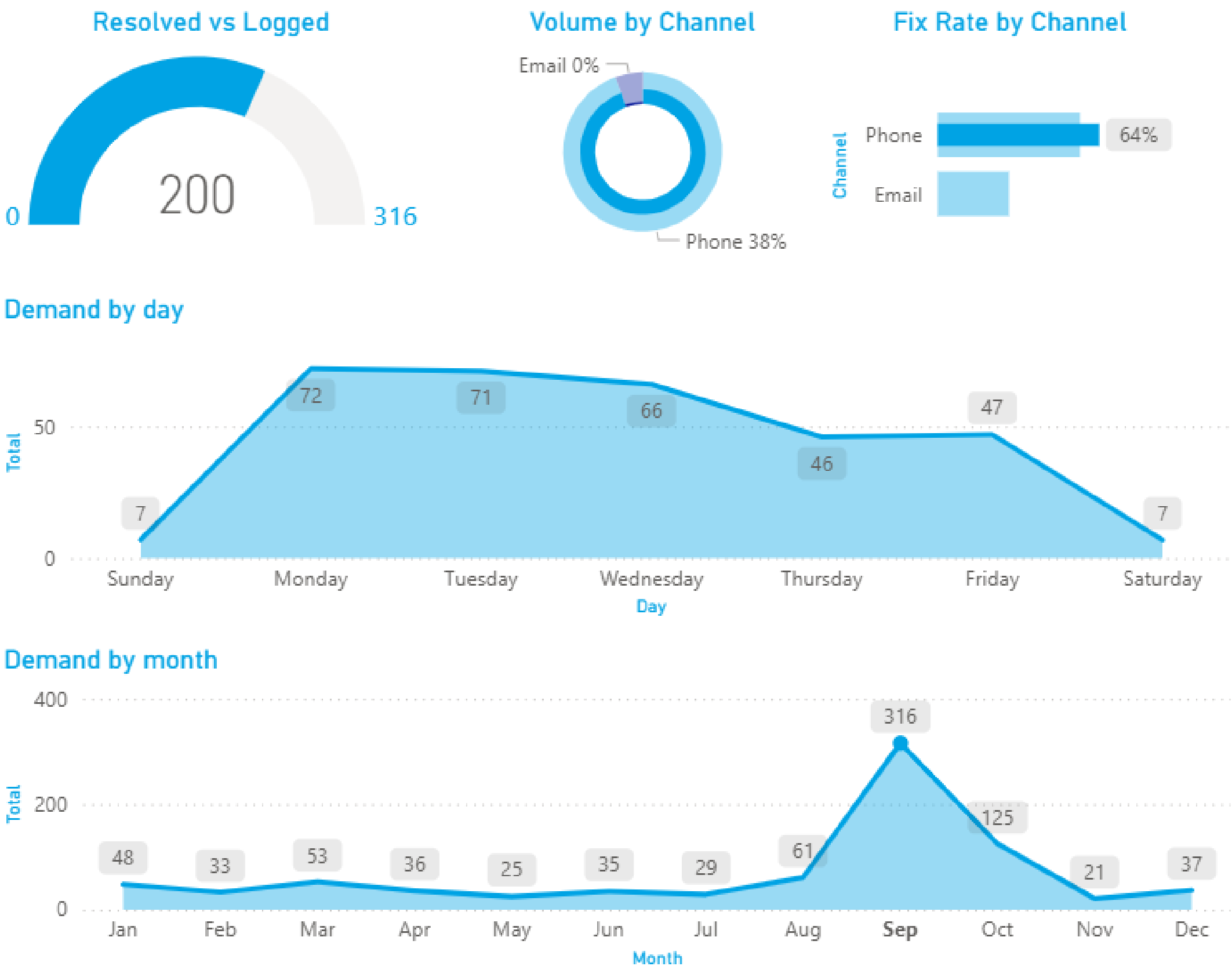
Previous Month - 9 (25%)



	Current Month	Previous Month
Average Handling Time	03:00	07:48
Average Wait Time	00:40 [Max: 06:23]	00:43 [Max: 30:22]
% Calls Answered Under 30 secs	88%	93%

Date of Longest
Wait Time

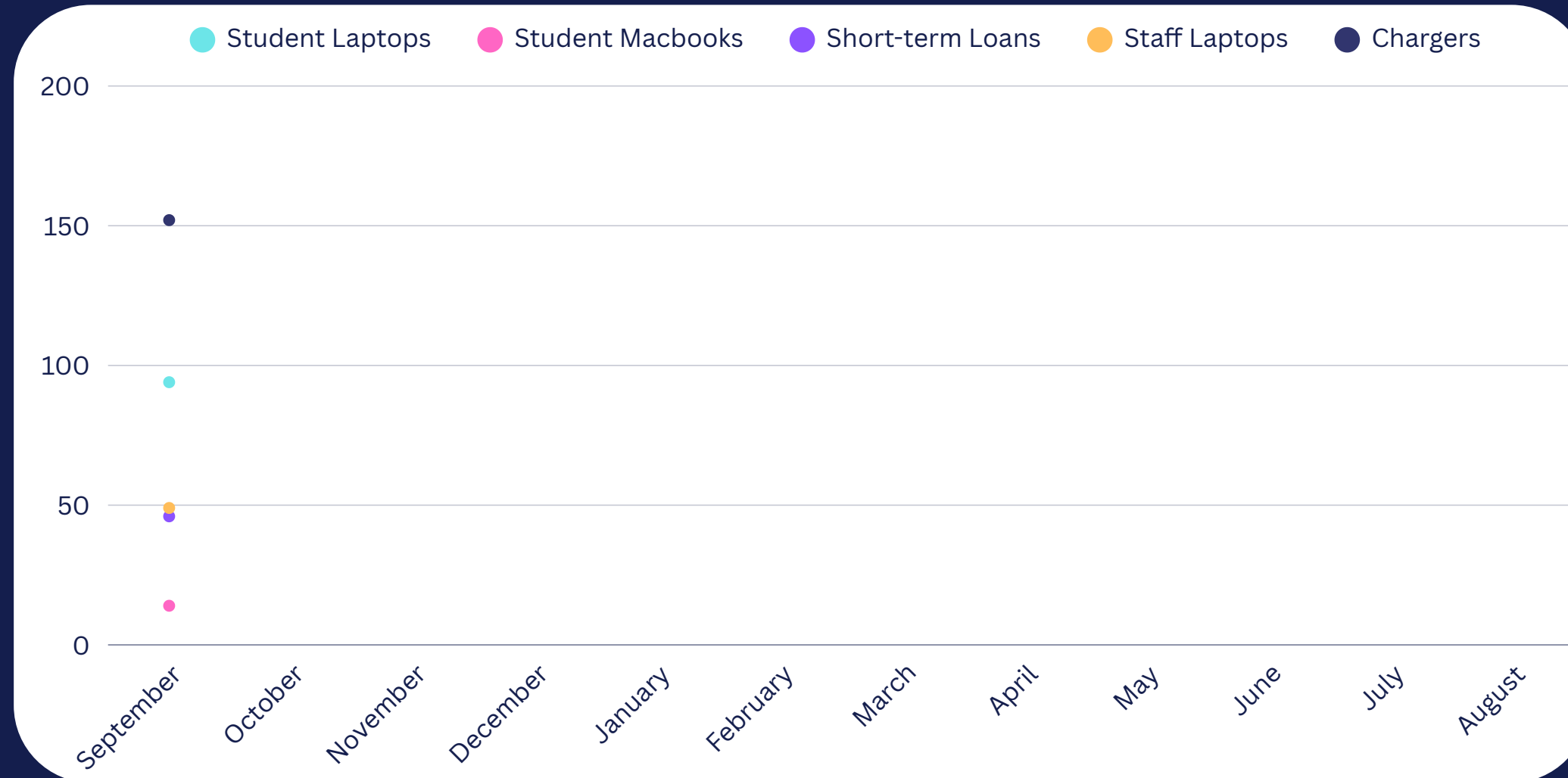
Sept 5th



Subject	Total	Fix Rate
Accounts and Access -> Reset / Unlock Password	116	69%
Accounts and Access -> Multi-Factor Authentication (MFA)	114	74%
Accounts and Access -> Permissions & Roles	16	19%
Accounts and Access -> Disable / Re-enable Account	15	27%
General Enquiry -> Unclassified Request	11	91%
Accounts and Access -> Create / Change Account	5	40%
Devices & Peripherals -> Desktop / Laptop	5	40%
Digital Presence & Web -> Staff / Student Portal	5	40%
Accounts and Access -> Single Sign-On / Federation	4	50%
Collaboration -> Email	4	50%
Virtual Learning Environment (VLE) -> Content Access	4	50%
General Enquiry -> Test / Dropped Call	2	100%
Organisational Information -> Timetable	2	
Software & Applications -> Office Productivity Suite	2	50%
Storage & Data Management -> File Restore / Recovery	2	
Devices & Peripherals -> Printing & Scanning	1	100%
Digital Presence & Web -> Public Website	1	
Organisational Information -> Course / Programme Enquiry	1	100%
Organisational Information -> Enrolment &	1	
Total	316	63%



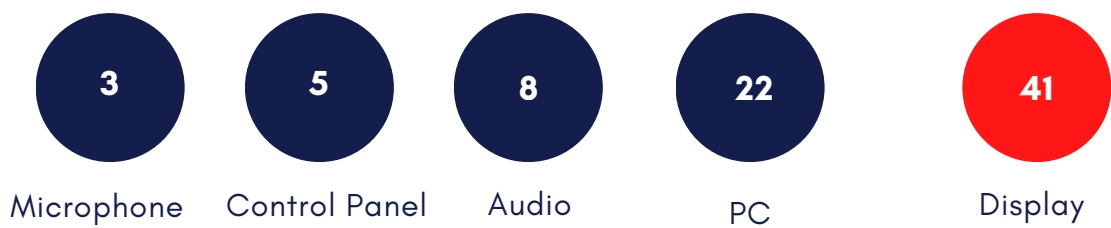
Walk-Up Support



Service Desk Category Trends

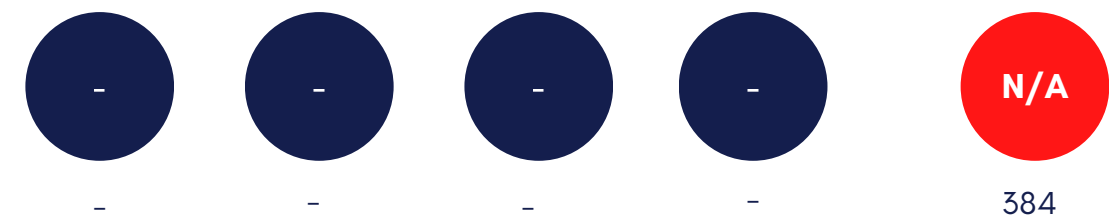
WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (82)



WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: N/A (384)



CAMPUS ROOM SUPPORT DEEP DIVE:



This is likely to be linked to increased use of teaching spaces during the start of semester. The VC4 incident on September 15th may also have had an impact.



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

Top Incident 1st Level Category: Hardware (53)
Top Incident Sub-Level Category: Hardware - Laptop (11), Desktop PC (11)

Top Request 1st Level Category: Hardware (95)
Top Request Sub-Level Category: Hardware - Laptop (44)

*The “N/A” category for requests refers to quick calls, for example those made at the Peirson desk. This is a positive statistic as it shows more tickets are being logged against visits that the student team receive, and tickets logged correlates higher to visits made in September compared to previous months.



AV Support Trends

