Digital Services | IT Service Desk Monthly Review

November 2025

LEARN - TRANSFORM - COMMUNICATE- ADD VALUE - IMPROVE

Ticket Totals

272
INCIDENT TICKETS LOGGED

1401
TOTAL TICKETS

1129
REQUEST TICKETS LOGGED

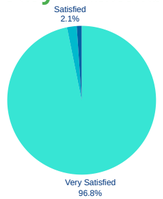
007
PROBLEM RECORDS

Feedback

Average Student score: 5.00/5.00
Very Satisfied

Ratings: 25 (5.91% Response Rate)

Average Staff score: 4.95/5.00
Very Satisfied



Ratings: 95 (8.50% Response Rate)

Contact Totals

No. of phone calls taken: 557 (442 previous month, up 26%)

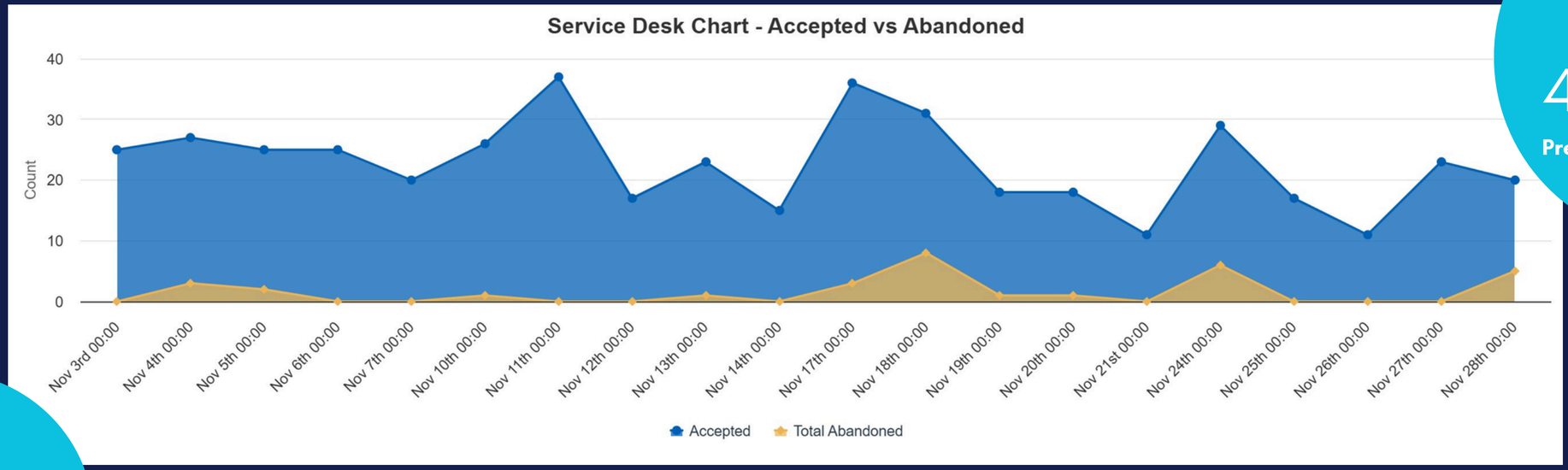
No. of live chat sessions: 84 (135 previous month, down 37%)
No. of AI Chatbot Conversations: 254 (183 previous month, up 39%)

No. of walk-up tickets: 401 (584 previous month, down 31%)
No. of equipment bookings: 423 (466 previous month, down 10%)

First Time Fix Rate

	Current month	Previous month	Academic Year average so far
Incident	**70%**	65%	70%
Request	**77%**	76%	80%
Total	**76%**	73%	78%

Communications - Service Desk



Total Accepted

454 (93%)

Previous Month - 471 (94%)

Total Abandoned

31 (8%)

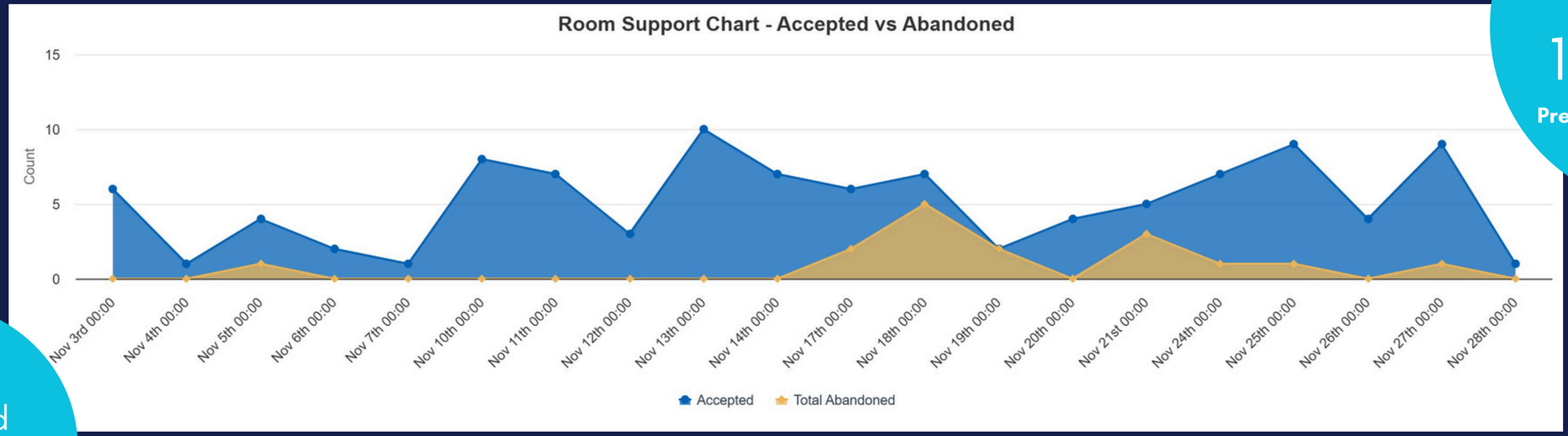
Previous Month - 23 (6%)

	Current Month	Previous Month
Average Handling Time	07:01	06:47
Average Wait Time	00:58 [Max 36:49]	00:41 [Max 15:03]
% Calls Answered Under 30 secs	79%	83%

Date of Longest Wait Time

Nov 28th

Communications - Room Support



Total Accepted

103 **(87%)**

Previous Month - 140 (97%)

Total Abandoned

16 **(13%)**

Previous Month - 4 (3%)

	Current Month	Previous Month
Average Handling Time	02:47	02:14
Average Wait Time	00:33 [Max: 05:45]	00:18 [Max: 04:12]
% Calls Answered Under 30 secs	91%	96%

Date of Longest Wait Time

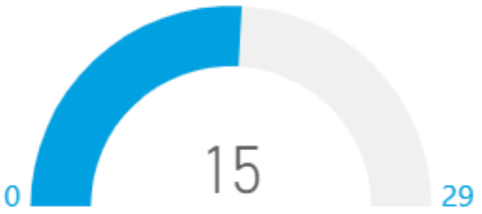
Nov 19th

norman ManagedServices

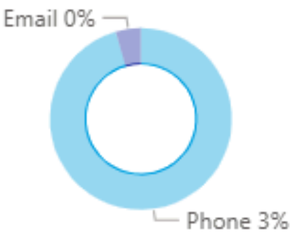
Year to Date Overview

Back to home

Resolved vs Logged

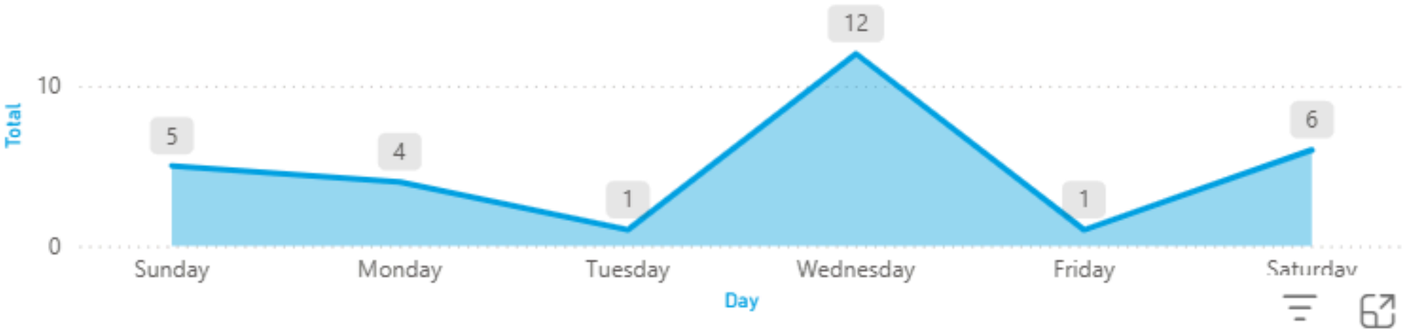


Volume by Channel

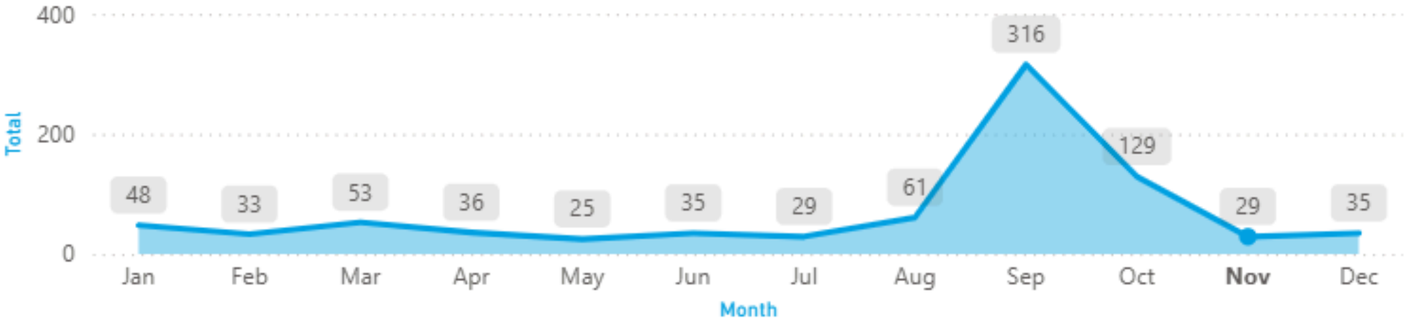


Fix Rate by Channel

Demand by day

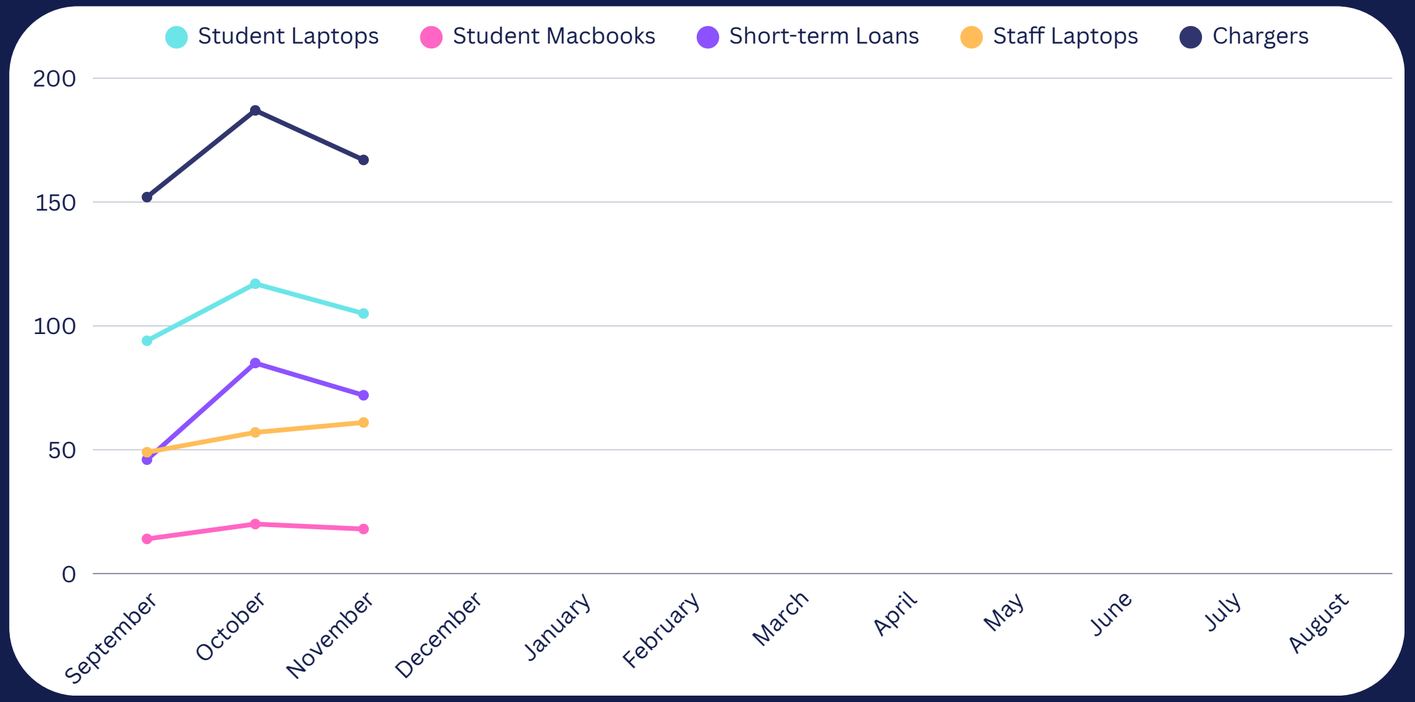


Demand by month



Subject	Total	Fix Rate
Accounts and Access -> Reset / Unlock Password	15	40%
Accounts and Access -> Multi-Factor Authentication (MFA)	7	86%
Software & Applications -> Office Productivity Suite	2	50%
Accounts and Access -> Assign / Change Licence	1	
Collaboration -> Collaboration Sites & Spaces	1	
Devices & Peripherals -> Desktop / Laptop	1	
General Enquiry -> Test / Dropped Call	1	100%
Organisational Information -> Leavers & Alumni	1	100%
Total	**29**	**52%**

Walk-Up Support



Manual Peirson Desk visit data recording ends November 25.

Ticket data now closes aligns with manual clicker data and provides a more realistic picture of meaningful interactions.

Service Desk Category Trends

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

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (59)

1	5	7	11	34
Camera	Microphone	Audio	PC	Display

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

TOP LEVEL CATEGORY: SOFTWARE & SYSTEMS (173)

10	12	23	25	44
iTrent	NVIVO	Papercut	Connect2 Laptop Loans	JISC Online Surveys

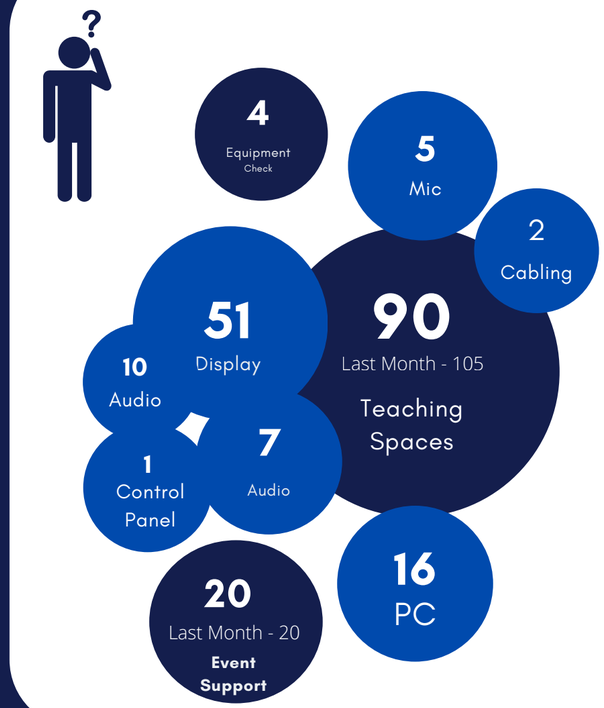
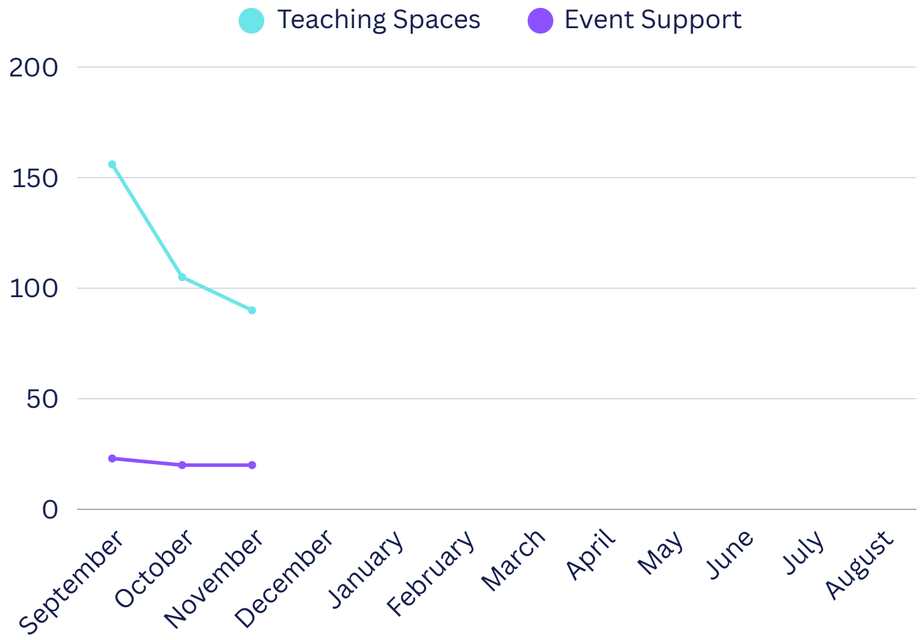
*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:

A high proportion of JISC Online Survey access requests were received in November - raising the Software & Systems category to the highest request sub-category. Possible course/pedagogical trigger for significantly higher numbers.

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

Top Incident 1st Level Category: Hardware (50)
Top Incident Sub-Level Category: Hardware - Laptop (19)

Top Request 1st Level Category: Hardware (69)
Top Request Sub-Level Category: Hardware - Laptop (39)

AV Support Trends