

Digital Services | IT Service Desk Monthly Review

January 2026

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

IT Service Desk Summary | January 26

Ticket Totals

339

INCIDENT TICKETS
LOGGED



1569

TOTAL TICKETS

1230

REQUEST TICKETS
LOGGED



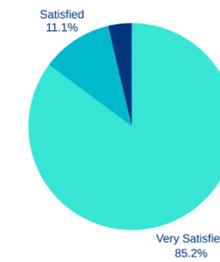
007

PROBLEM RECORDS

Feedback

Average Student score: 4.83/5.00

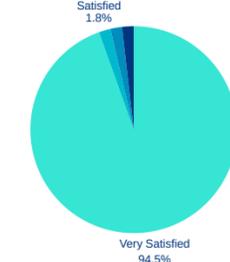
Very Satisfied



Ratings: 40 (6.35% Response Rate)

Average Staff score: 4.86/5.00

Very Satisfied



Ratings: 73 (9.12% Response Rate)

Contact Totals



No. of phone calls taken: 649 (395 previous month, up 64%)



No. of live chat sessions: 39 (55 previous month, down 29%)

No. of AI Chatbot Conversations: 95 (197 previous month, down 51%)



No. of walk-up tickets: 442 (283 previous month, up 56%)

No. of equipment bookings: 432 (376 previous month, up 15%)

First Time Fix Rate



Current month

Previous month

Academic Year
average so far

Incident

69%

62%

69%

Request

75%

78%

79%

Total

74%

74%

76%



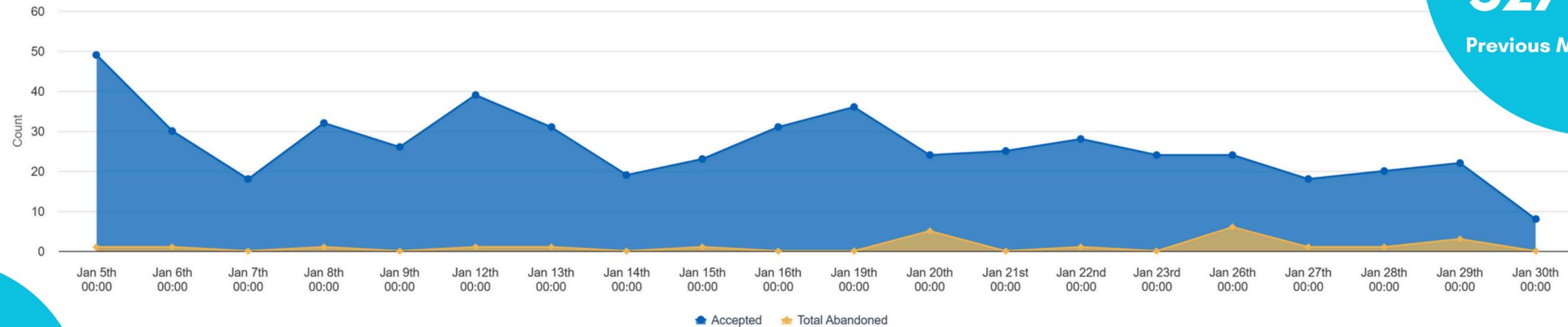
Communications - Service Desk

Total Accepted

527 (94%)

Previous Month - 333 (90%)

Service Desk Chart - Accepted vs Abandoned



Total Abandoned
23 (6%)
 Previous Month - 37 (10%)

	Current Month	Previous Month
Average Handling Time	06:02	06:36
Average Wait Time	00:43 [Max: 21:42]	00:58 [Max 14:45]
% Calls Answered Under 30 secs	77%	67%

Date of Longest Wait Time
Jan 8th

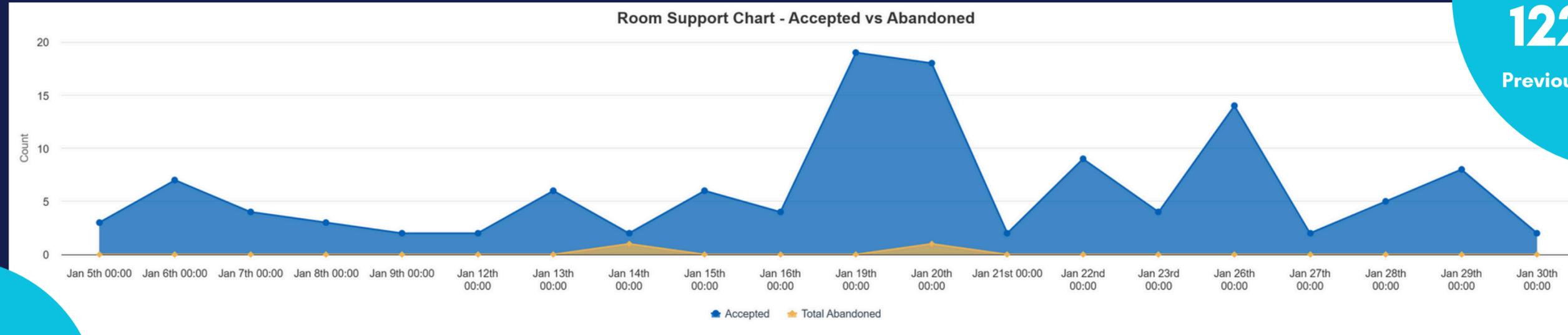


Communications - Room Support

Total Accepted

122 (98%)

Previous Month - 62 (89%)



Total Abandoned

2 (2%)

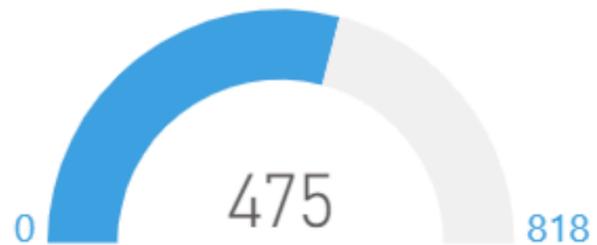
Previous Month - 8 (11%)

	Current Month	Previous Month
Average Handling Time	03:01	02:58
Average Wait Time	00:14 [Max: 01:12]	00:43 [Max: 06:24]
% Calls Answered Under 30 secs	92%	92%

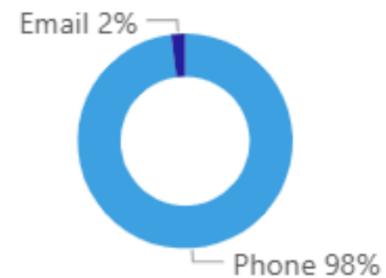
Date of Longest Wait Time

Jan 26th

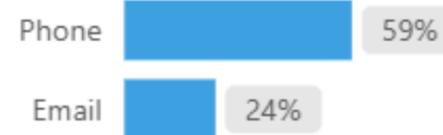
Resolved vs Logged



Volume by Channel



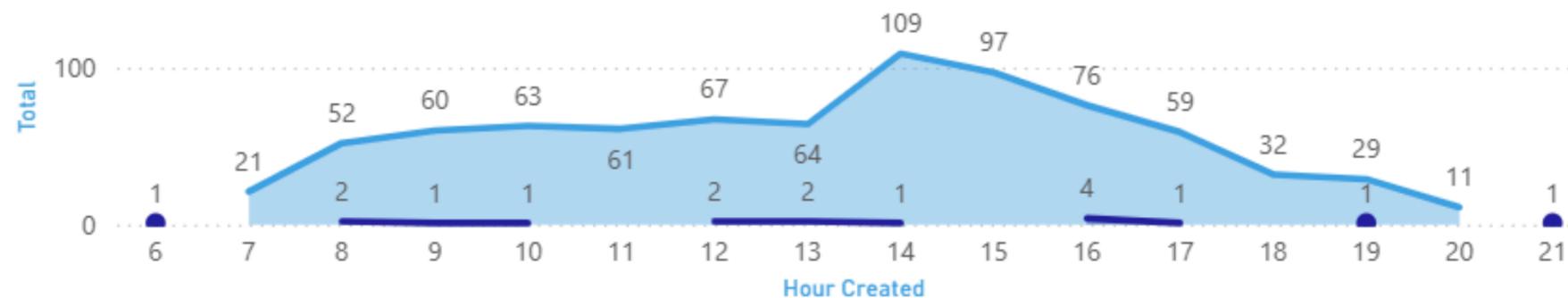
Fix Rate by Channel



Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	222	76%
Accounts and Access -> Reset / Unlock Password	209	67%
Multi-factor authentication (MFA) -> Post Setup	43	72%
Password Reset -> Primary	42	48%
Total	817	58%

Demand by hour

Channel ● Email ● Phone



Virtual Assistant Performance

Ave Answer Time: 4 Seconds

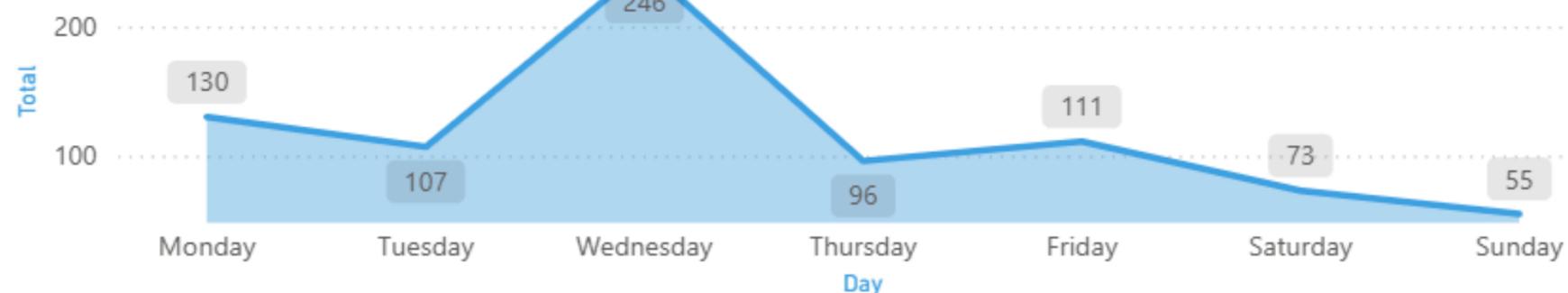
818

Started Sessions

2

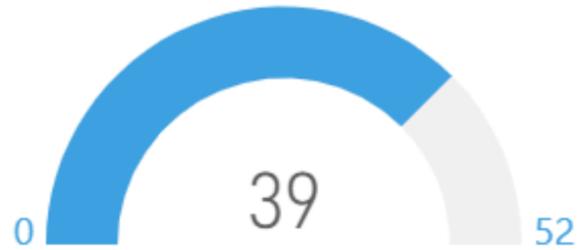
Resolved by Ember

Demand by day



Subject	Fix Rate
General Enquiry -> Unclassified Request	11%

Resolved vs Logged



Volume by Channel

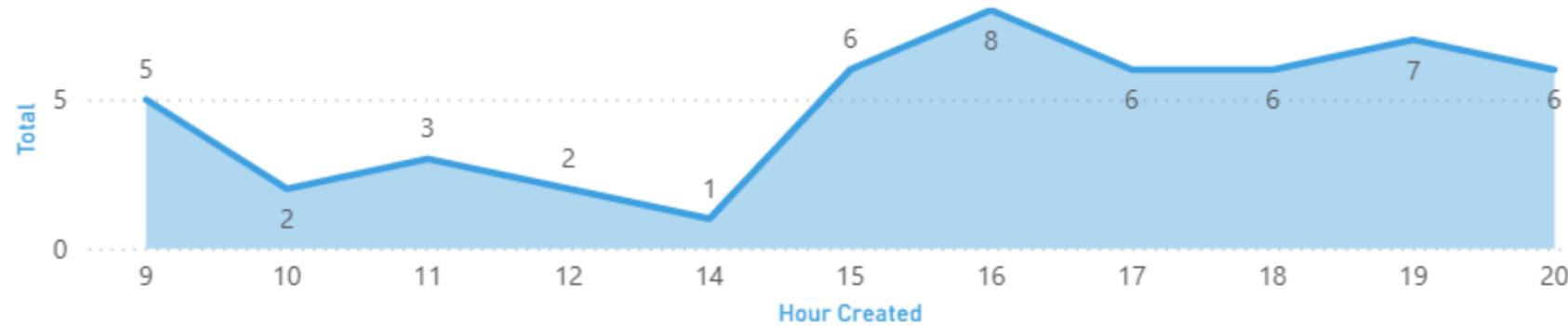


Fix Rate by Channel

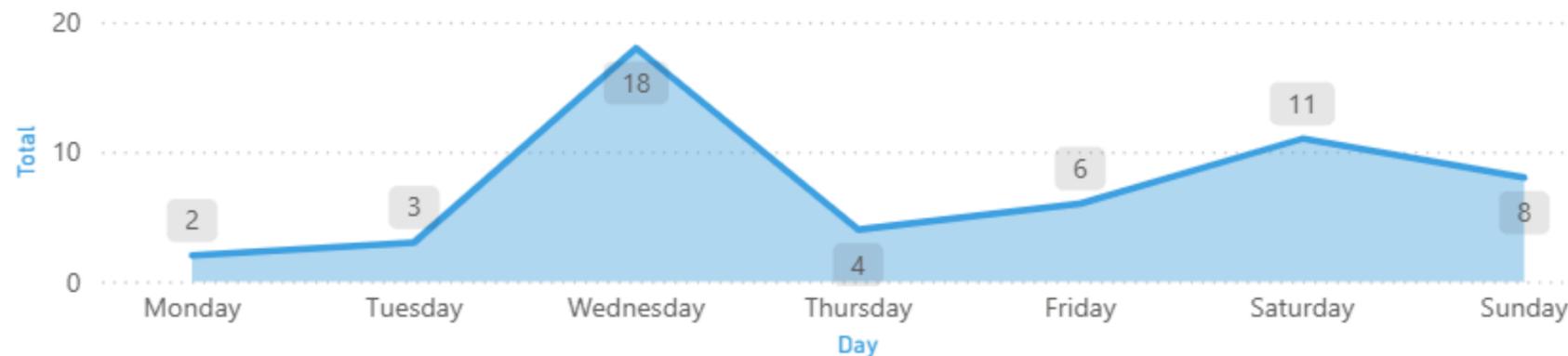


Demand by hour

Channel ● Phone



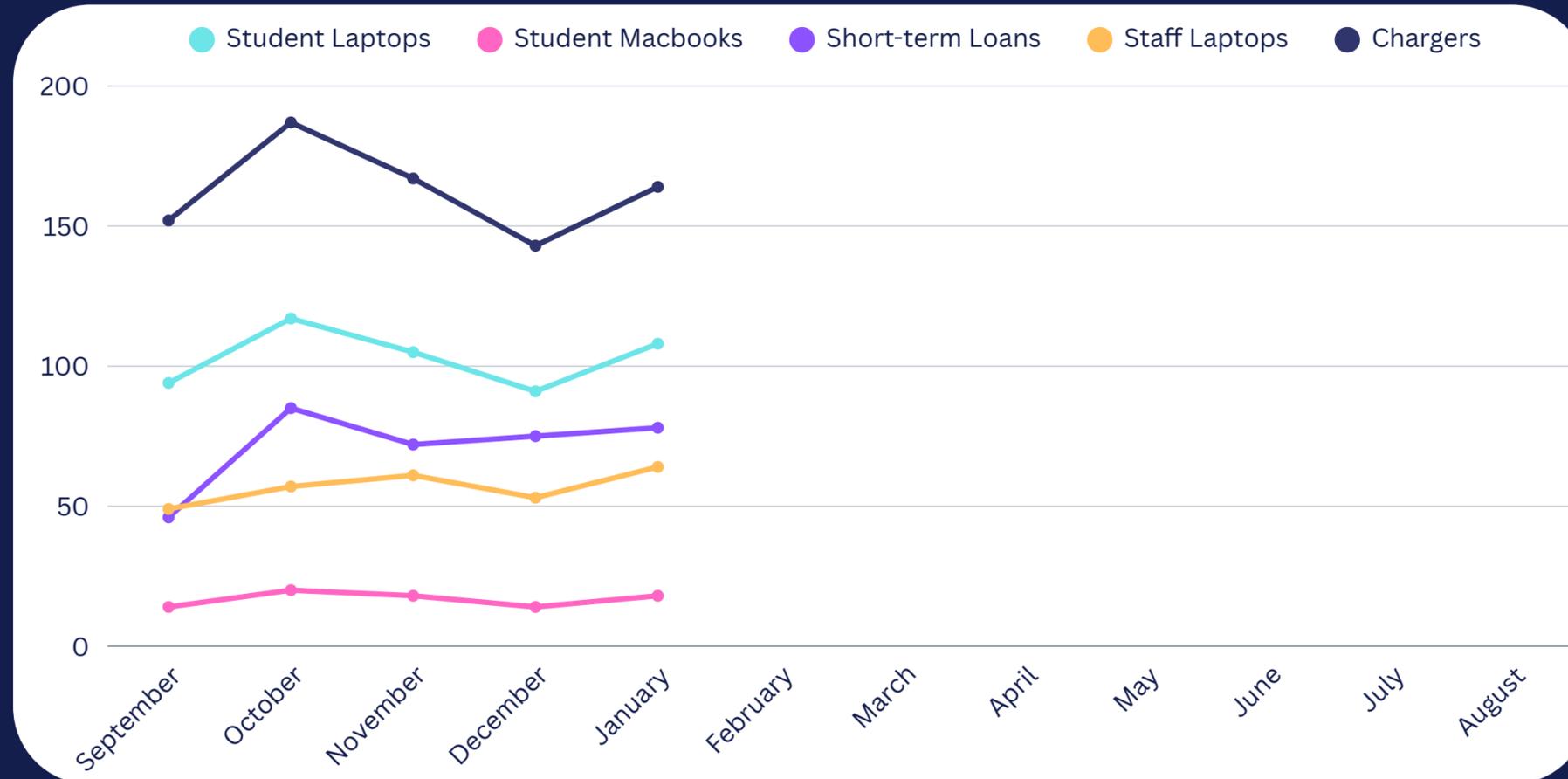
Demand by day



Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	27	81%
Accounts and Access -> Reset / Unlock Password	9	89%
Virtual Learning Environment (VLE) -> Submission	6	67%
Accounts and Access -> Single Sign-On / Federation	3	33%
Accounts and Access -> Disable / Re-enable Account	1	
Accounts and Access -> Permissions & Roles	1	
Devices & Peripherals -> Desktop / Laptop	1	100%
Digital Presence & Web -> Staff / Student Portal	1	100%
Software & Applications -> Office Productivity Suite	1	100%
Storage & Data Management -> File Restore / Recovery	1	
Virtual Learning Environment (VLE) -> Content Access	1	100%
Total	52	75%



Walk-Up Support



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (69)



WHICH ARE OUR TOP REQUESTS THIS MONTH?*

TOP LEVEL CATEGORY: ACCOUNT (106)



*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:



- MFA up from 55 to 108 Jan - Feb
- Outlier but explainable change of primary category for Request (None-Service Centre). CCS received 63+ Leaver tickets on top of their routine work due to mass purge of Registered Lecturers. HR initially unaware but then confirmed. Each had to be individually checked by CCS to confirm no kit issued (not standard but is in some exceptional cases).

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

Top Incident 1st Level Category: Hardware (67)
Top Incident Sub-Level Category: Hardware - Laptop (21)

Top Request 1st Level Category: Account (101)
Top Request Sub-Level Category: Account - Leaver (96)





AV Support Trends

