

Digital Services | IT Service Desk Monthly Review

February 2026

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

IT Service Desk Summary | February 26

Ticket Totals

282
INCIDENT TICKETS
LOGGED



1168
TOTAL TICKETS

886
REQUEST TICKETS
LOGGED

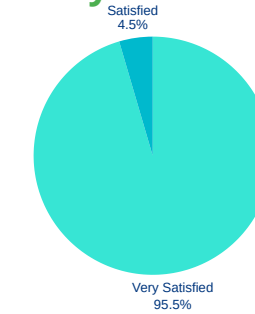


007
PROBLEM RECORDS

Feedback

Average Student score: 4.95/5.00

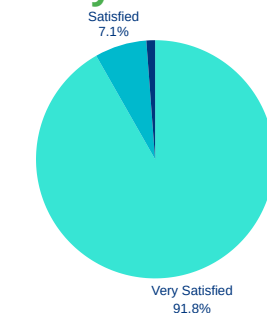
Very Satisfied



Ratings: 22 (5.60% Response Rate)

Average Staff score: 4.88/5.00

Very Satisfied



Ratings: 85 (15.21% Response Rate)

Contact Totals



No. of phone calls taken: 506 (649 previous month, down 22%)



No. of live chat sessions: 48 (39 previous month, up 23%)

No. of AI Chatbot Conversations: 266 (95 previous month, up 189%)



No. of walk-up tickets: 292 (442 previous month, down 34%)

No. of equipment bookings: 385 (432 previous month, down 11%)

First Time Fix Rate



	Current month	Previous month	Academic Year average so far
Incident	66%	69%	69%
Request	76%	75%	79%
Total	74%	74%	76%

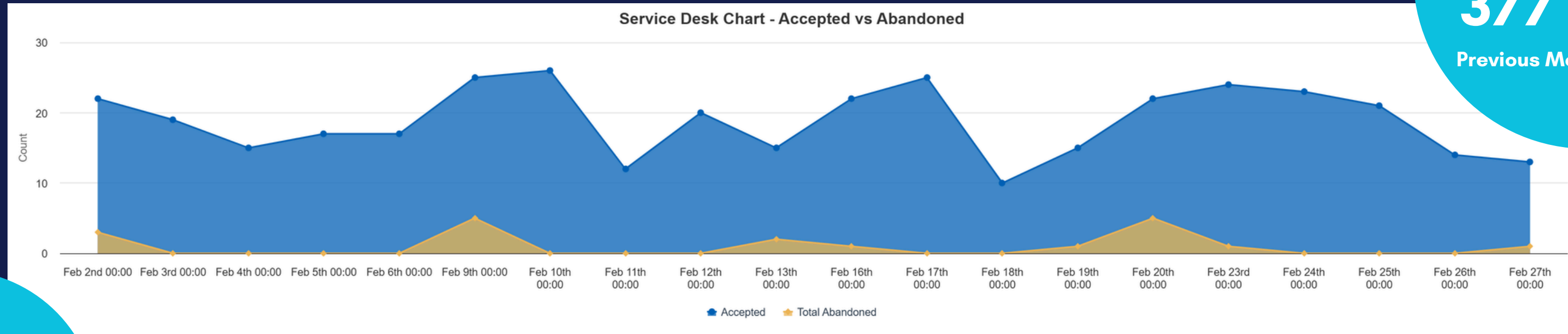


Communications - Service Desk

Total Accepted

377 (94%)

Previous Month - 537 (94%)



Total Abandoned

19 (6%)

Previous Month - 23 (6%)

	Current Month	Previous Month
Average Handling Time	06:01	06:02
Average Wait Time	00:41 [Max: 32:06]	00:43 [Max 21:42]
% Calls Answered Under 30 secs	77%	77%

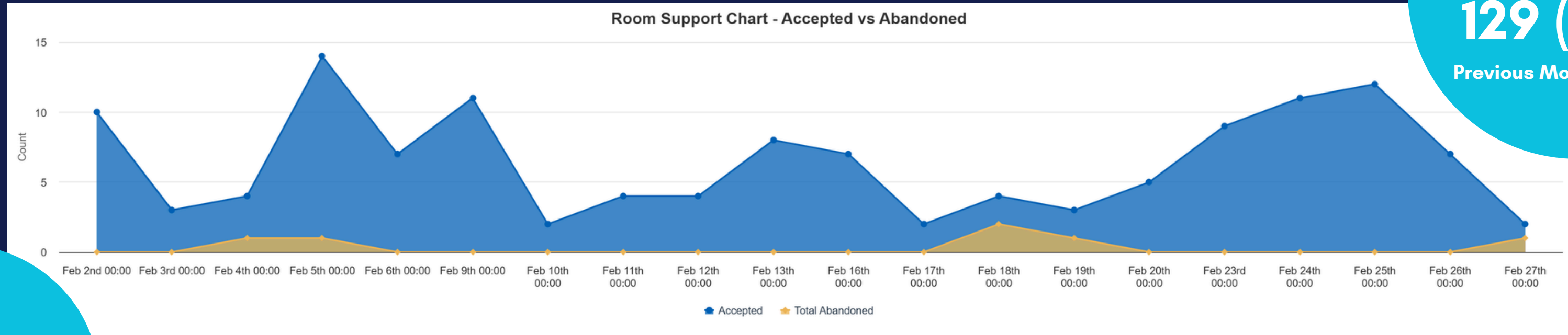
Date of Longest Wait Time

Feb 2nd



Communications - Room Support

Total Accepted
129 (96%)
 Previous Month - 122 (98%)

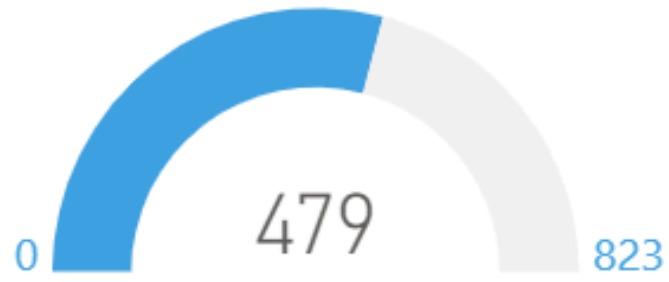


Total Abandoned
6 (4%)
 Previous Month - 2 (2%)

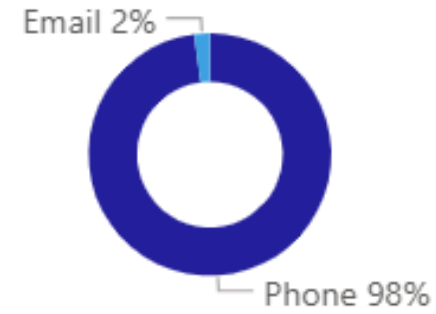
	Current Month	Previous Month
Average Handling Time	02:06	03:01
Average Wait Time	00:27 [Max: 06:49]	00:14 [Max: 01:12]
% Calls Answered Under 30 secs	92%*x3	92%

Date of Longest Wait Time
Feb 18th

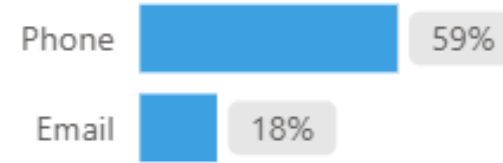
Resolved vs Logged



Volume by Channel



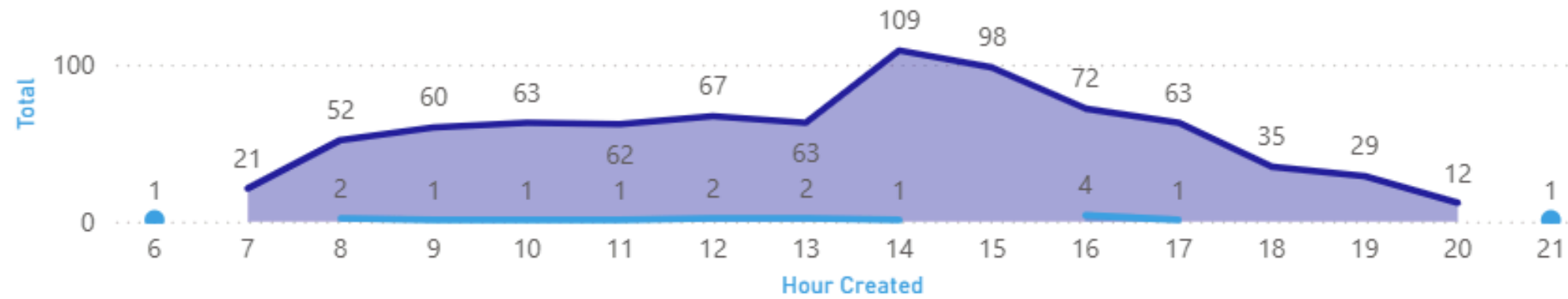
Fix Rate by Channel



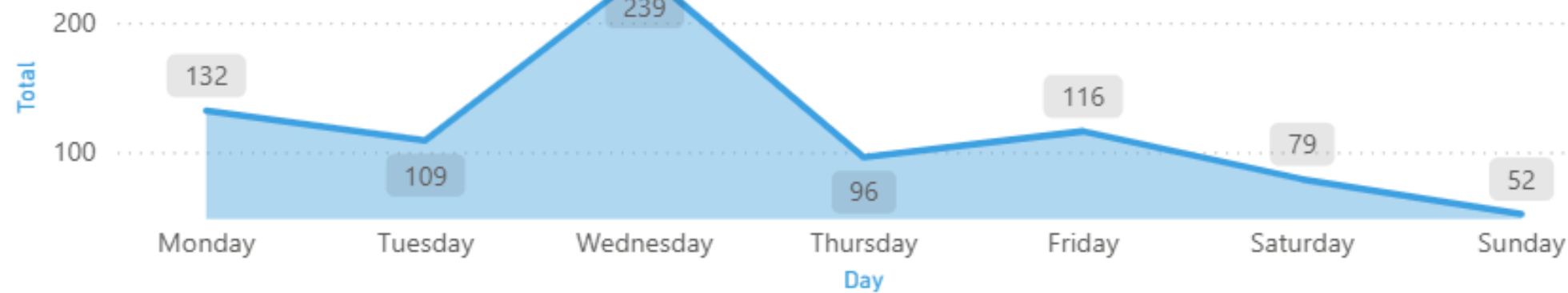
Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	234	76%
Accounts and Access -> Reset / Unlock Password	220	67%
Password Reset -> Primary	37	51%
Multi-factor authentication (MFA) -> Post Setup	36	72%
Total	822	58%

Demand by hour

Channel ● Email ● Phone



Demand by day



Virtual Assistant Performance

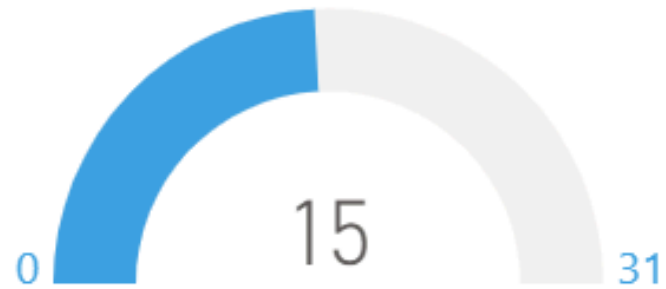
Ave Answer Time: 4 Seconds

823 Started Sessions

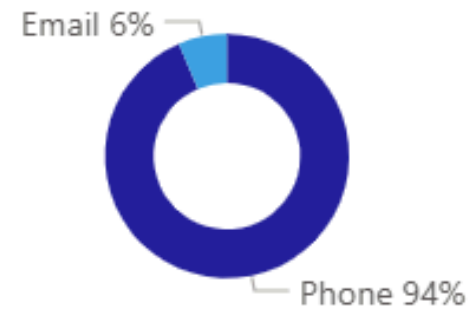
2 Resolved by Ember

Subject	Fix Rate
General Enquiry -> Unclassified Request	11%

Resolved vs Logged



Volume by Channel



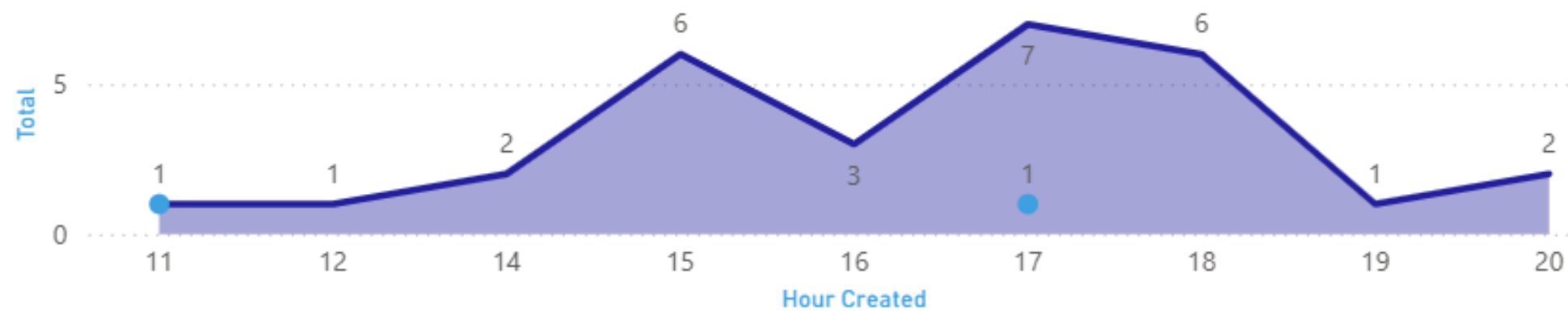
Fix Rate by Channel



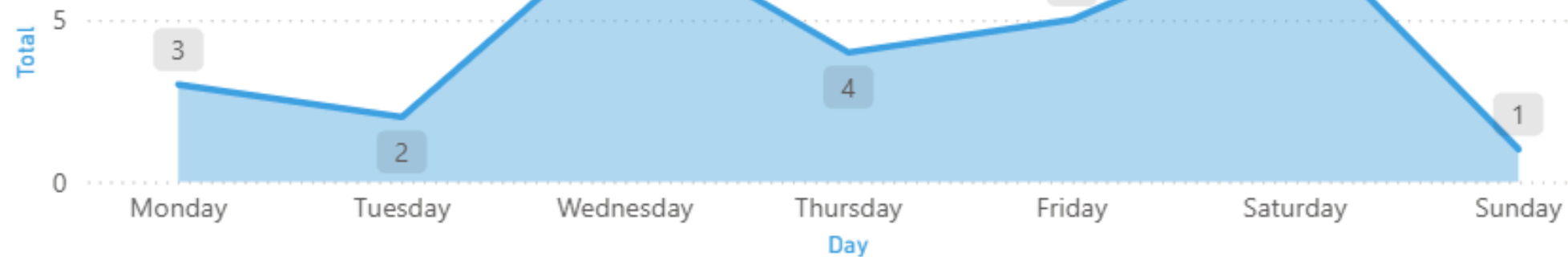
Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	12	67%
Accounts and Access -> Reset / Unlock Password	10	50%
Devices & Peripherals -> Desktop / Laptop	2	50%
Network & Connectivity -> Wireless Network	2	
Accounts and Access -> Permissions & Roles	1	
General Enquiry -> Unclassified Request	1	
Software & Applications -> Office Productivity Suite	1	
Software & Applications -> Specialist Application	1	
Virtual Learning Environment (VLE) -> Content Access	1	100%
Total	31	48%

Demand by hour

Channel ● Email ● Phone

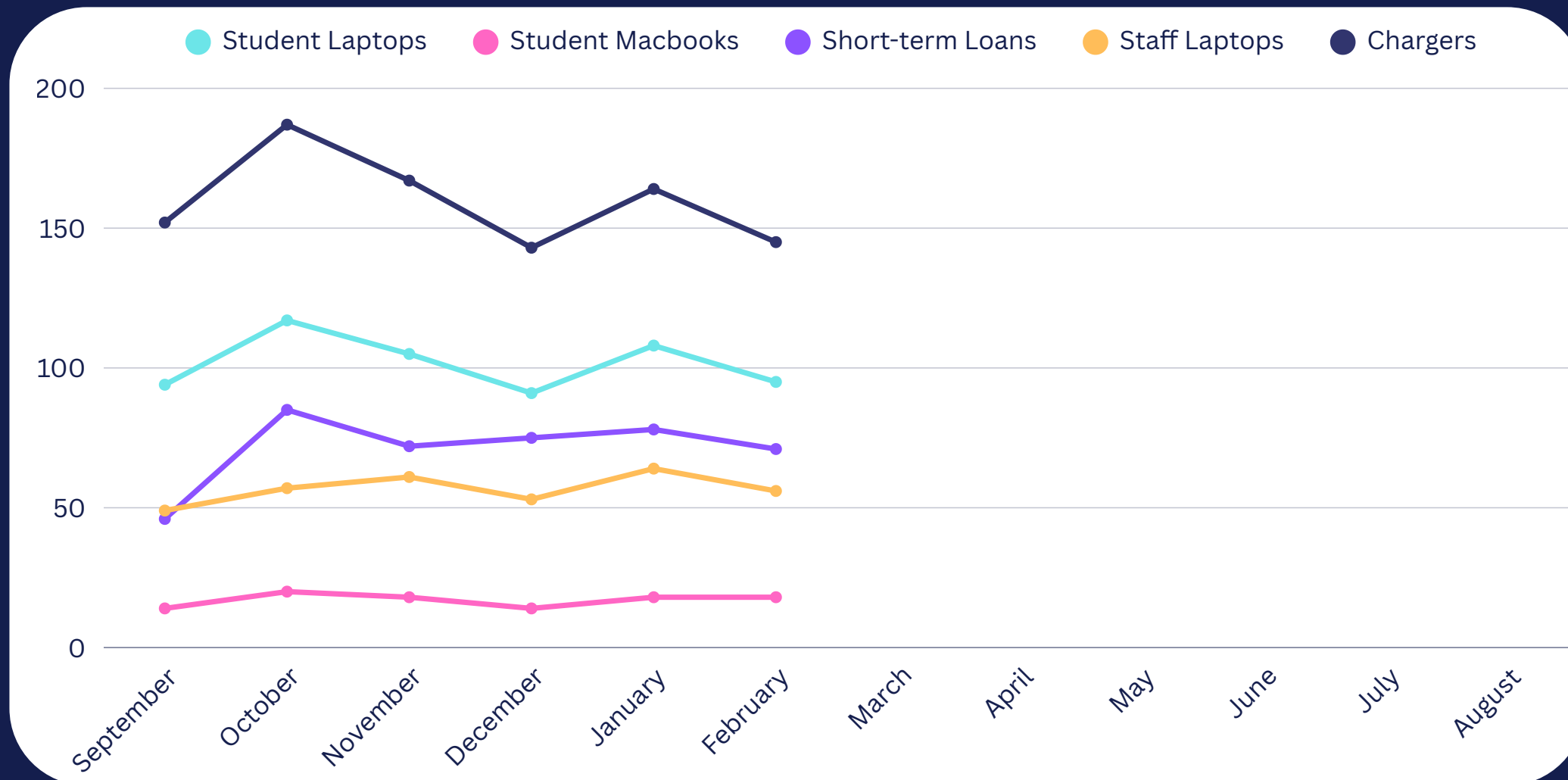


Demand by day





Walk-Up Support



Short Term Late Returns:
4
(Previous **7**)

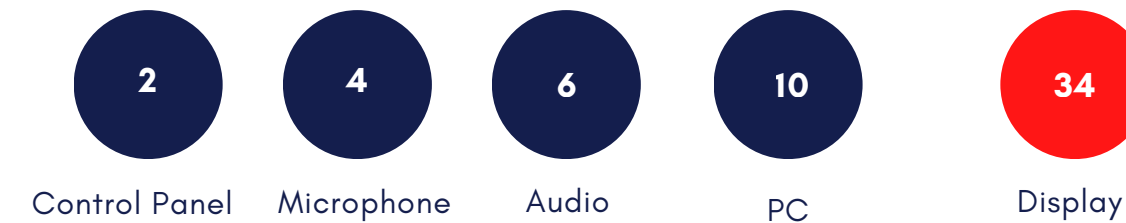
Long Term Late Returns:
??
(Previous **?**)

Total Loans
385
(Previous: 432)

Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (58)



WHICH ARE OUR TOP REQUESTS THIS MONTH?*

TOP LEVEL CATEGORY: SOFTWARE & SYSTEMS (141)



*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:



- It is abnormal for "Software & Services" to supersede "Account" as the highest request category. Given the number of tickets for JISC Online Surveys, it is possible a whole course requested access or there was a temporary problem using the solution during February that was reported. This will be investigated.
- A "Request - Request" sub-category was flagged as it is unclear what it is needed for. This will be checked.

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



Top Incident 1st Level Category: Hardware (52)
Top Incident Sub-Level Category: Hardware - Laptop (22)

Top Request 1st Level Category: Hardware (56)
Top Request Sub-Level Category: Hardware - Laptop (29)

Key Point: It is very common for both the most logged incident and request categories resolved by Digital Services teams outside of the IT Service Desk to be "Hardware" and then the most common hardware type worked on as the sub-category.

This is a sign that the majority of works coming through to our 2nd line teams are mostly routine. An incident for "Hardware - Laptop" could involve a damaged/non-working machine, whereas a request might involve a performance issue, configuration change or conversation regarding an upgrade for an older device.



AV Support Trends

