

Digital Services | IT Service Desk Monthly Review

March 2026

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

IT Service Desk Summary | March 26

Ticket Totals

272
INCIDENT TICKETS
LOGGED



1262
TOTAL TICKETS

990
REQUEST TICKETS
LOGGED

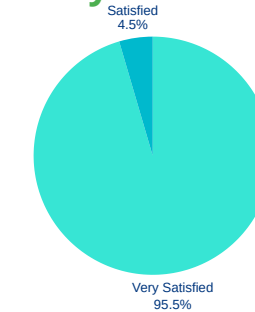


005
PROBLEM RECORDS

Feedback

Average Student score: 4.95/5.00

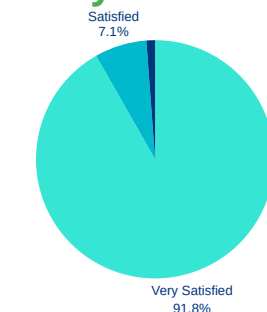
Very Satisfied



Ratings: 21 (4.82% Response Rate)

Average Staff score: 4.82/5.00

Very Satisfied



Ratings: 83 (8.27% Response Rate)

Contact Totals



No. of phone calls taken: 526 (506 previous month, up 4%)



No. of live chat sessions: 43 (48 previous month, up 10%)

No. of AI Chatbot Conversations: 247 (266 previous month, down 7%)



No. of walk-up tickets: 309 (292 previous month, up 6%)

No. of equipment bookings: 418 (385 previous month, up 8%)

First Time Fix Rate



	Current month	Previous month	Academic Year average so far
Incident	56%	66%	67%
Request	75%	76%	78%
Total	70%	74%	75%

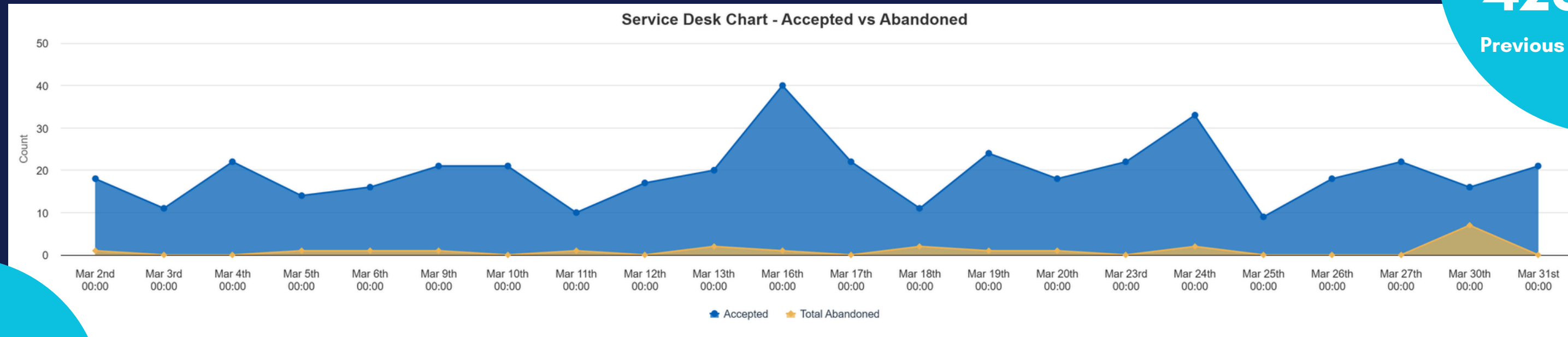


Communications - Service Desk

Total Accepted

426 (95%)

Previous Month - 377 (94%)



Total Abandoned
21 (5%)

Previous Month - 23 (6%)

	Current Month	Previous Month
Average Handling Time	06:01	06:01
Average Wait Time	01:03 [Max: 42:06]	00:41 [Max 32:06]
% Calls Answered Under 30 secs	81%	77%

Date of Longest Wait Time

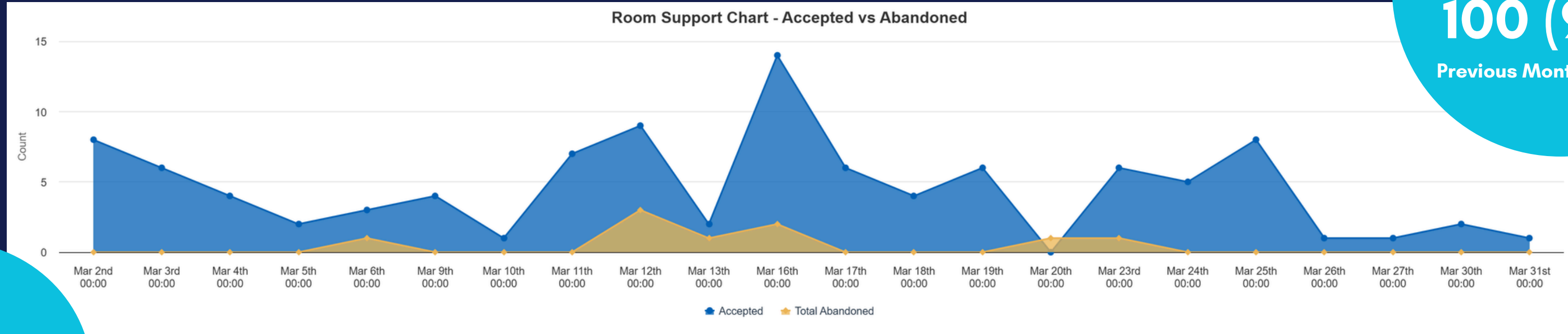
Mar 30th

*Significantly lower average call acceptance % on March 30th: 64%



Communications - Room Support

Total Accepted
100 (92%)
 Previous Month - 129 (96%)

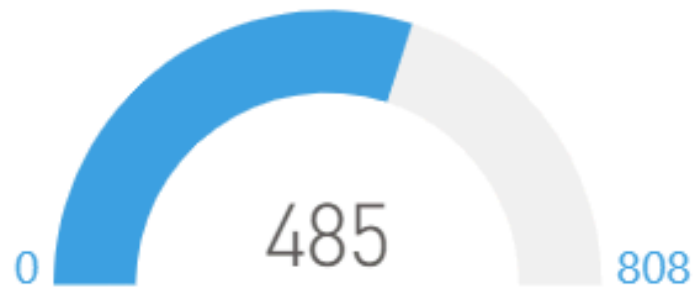


Total Abandoned
9 (8%)
 Previous Month - 6 (4%)

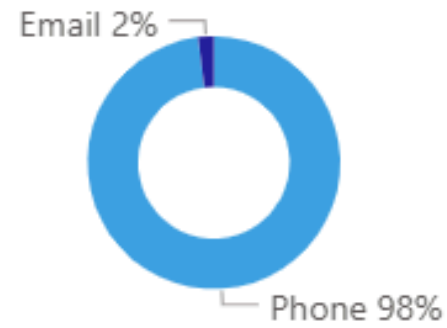
	Current Month	Previous Month
Average Handling Time	02:59	02:06
Average Wait Time	00:40 [Max: 07:52]	00:27 [Max: 06:49]
% Calls Answered Under 30 secs	87%	92%

Date of Longest Wait Time
Mar 12th

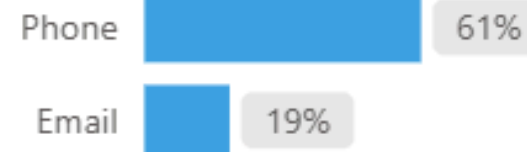
Resolved vs Logged



Volume by Channel



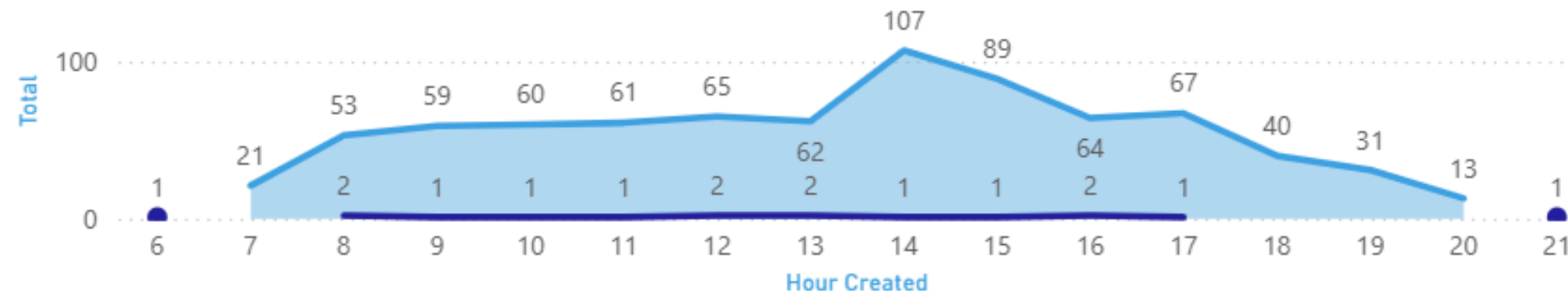
Fix Rate by Channel



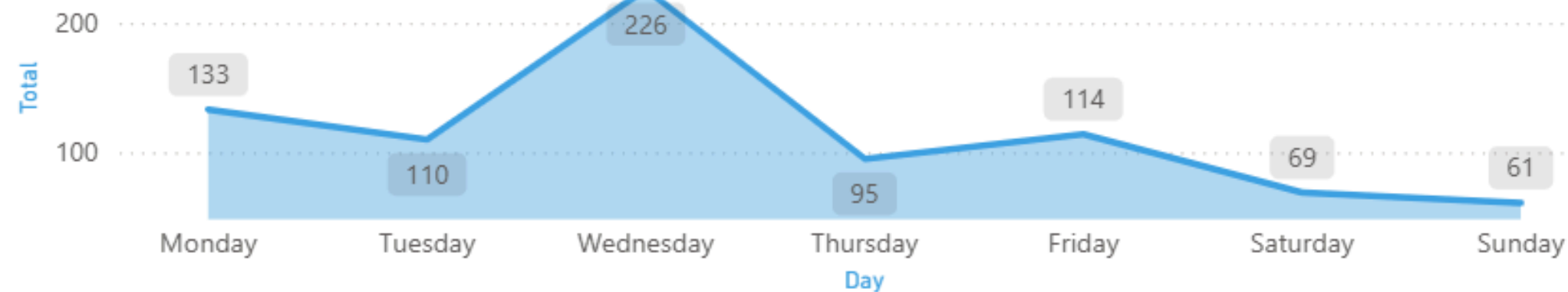
Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	253	75%
Accounts and Access -> Reset / Unlock Password	230	67%
Multi-factor authentication (MFA) -> Post Setup	25	72%
Accounts and Access -> Disable / Re-enable Account	24	21%
Total	807	60%

Demand by hour

Channel ● Email ● Phone



Demand by day



Virtual Assistant Performance

Ave Answer Time: 4 Seconds

808

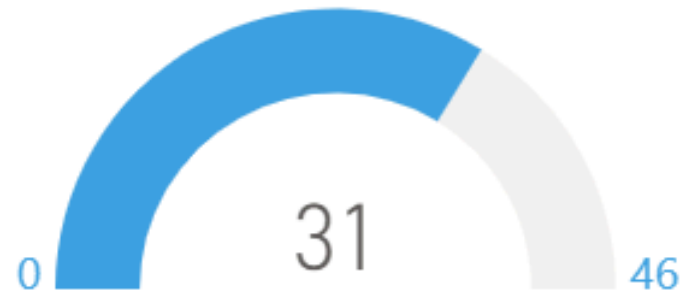
Started Sessions

2

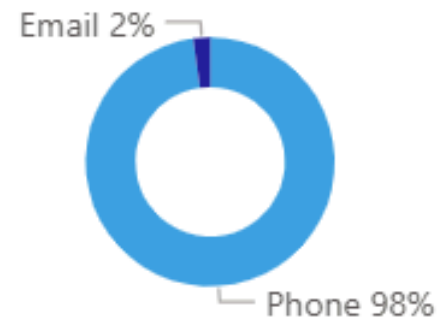
Resolved by Ember

Subject	Fix Rate
General Enquiry -> Unclassified Request	10%

Resolved vs Logged



Volume by Channel

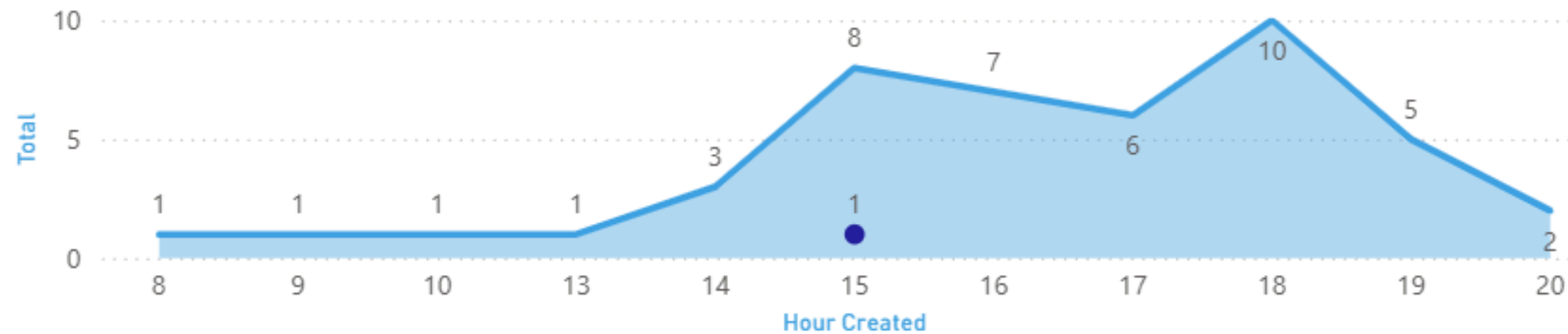


Fix Rate by Channel

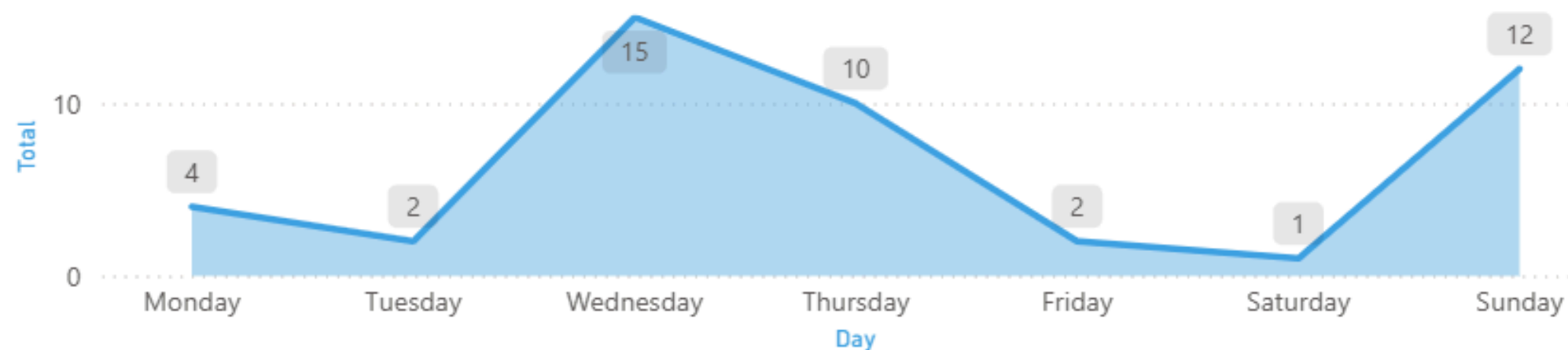


Demand by hour

Channel ● Email ● Phone



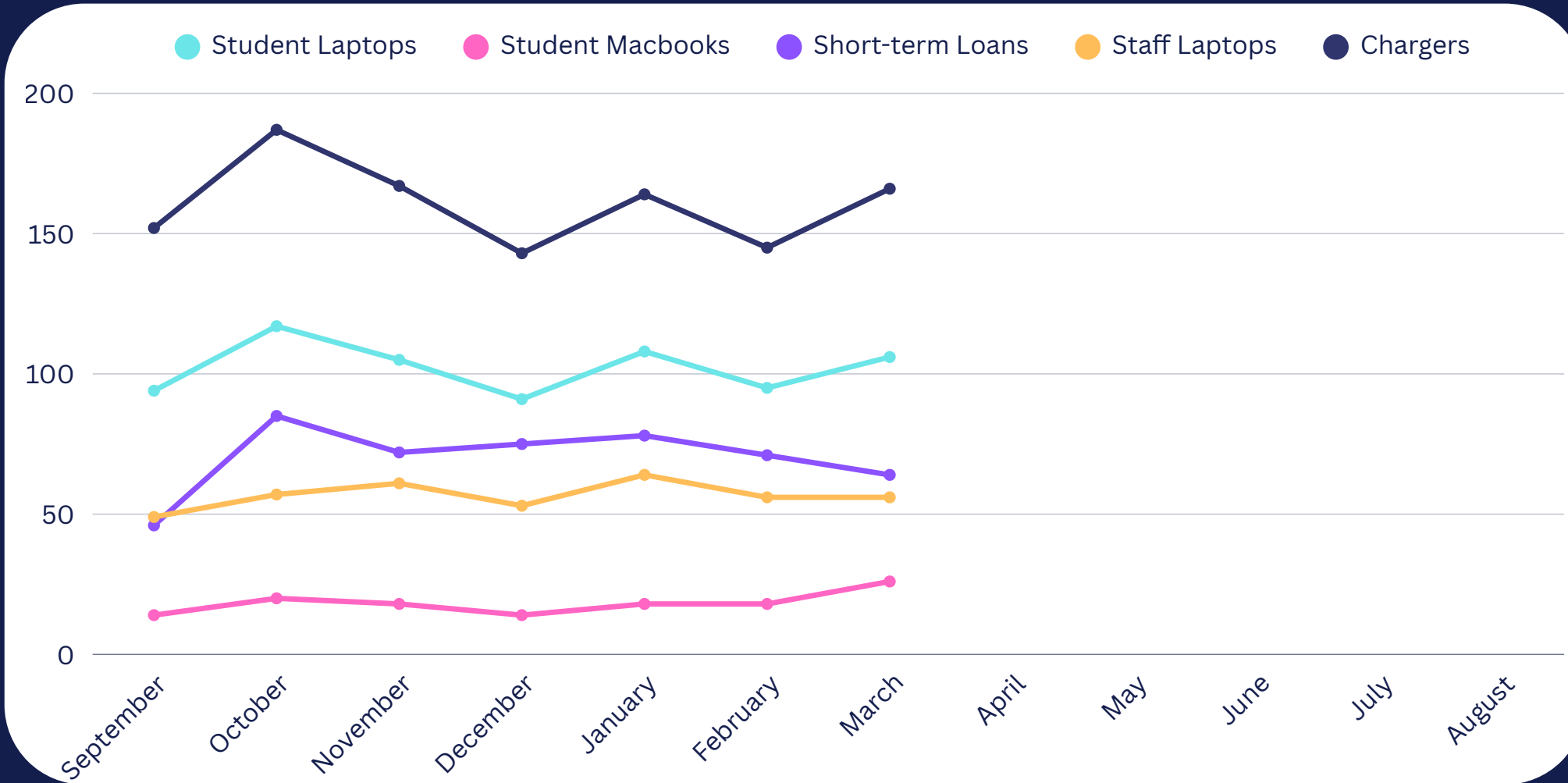
Demand by day



Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	19	74%
Accounts and Access -> Reset / Unlock Password	11	73%
Virtual Learning Environment (VLE) -> Submission	3	100%
Accounts and Access -> Single Sign-On / Federation	2	50%
General Enquiry -> Unclassified Request	2	100%
Software & Applications -> Specialist Application	2	50%
Accounts and Access -> Disable / Re-enable Account	1	100%
Accounts and Access -> Permissions & Roles	1	
Devices & Peripherals -> Mobile Devices	1	
Devices & Peripherals -> Printing & Scanning	1	
Devices & Peripherals -> Procurement & Asset Disposal	1	
Software & Applications -> Installation & Licensing	1	
Storage & Data Management -> File Restore / Recovery	1	100%
Total	46	67%

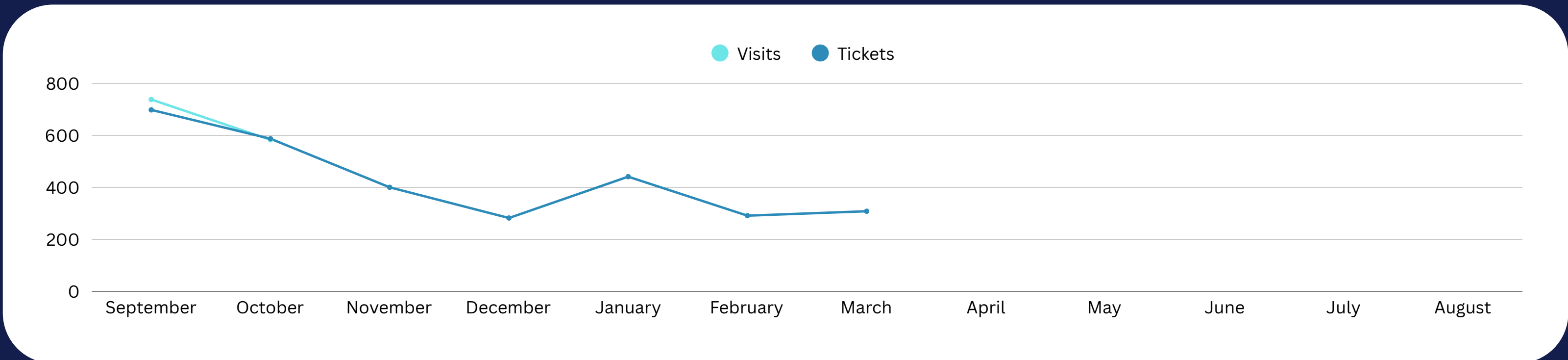


Walk-Up Support



Total Loans
418
(Previous: 385)

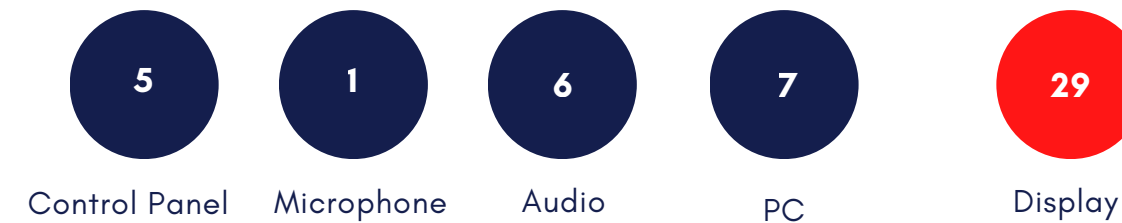
Short Term Late Returns:
10
(Previous 4)



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (50)



WHICH ARE OUR TOP REQUESTS THIS MONTH?*

TOP LEVEL CATEGORY: ACCOUNT (171)



*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:



- Both Service Desk categories reflect a normal month with no unusual trends.
- The same is true for the non-Service Desk categories.

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



- Top Incident 1st Level Category: Hardware (64)
- Top Incident Sub-Level Category: Hardware - Laptop (18)
- Top Request 1st Level Category: Hardware (84)
- Top Request Sub-Level Category: Hardware - Laptop (46)

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

