

Digital Services | IT Service Desk Monthly Review

April 2026

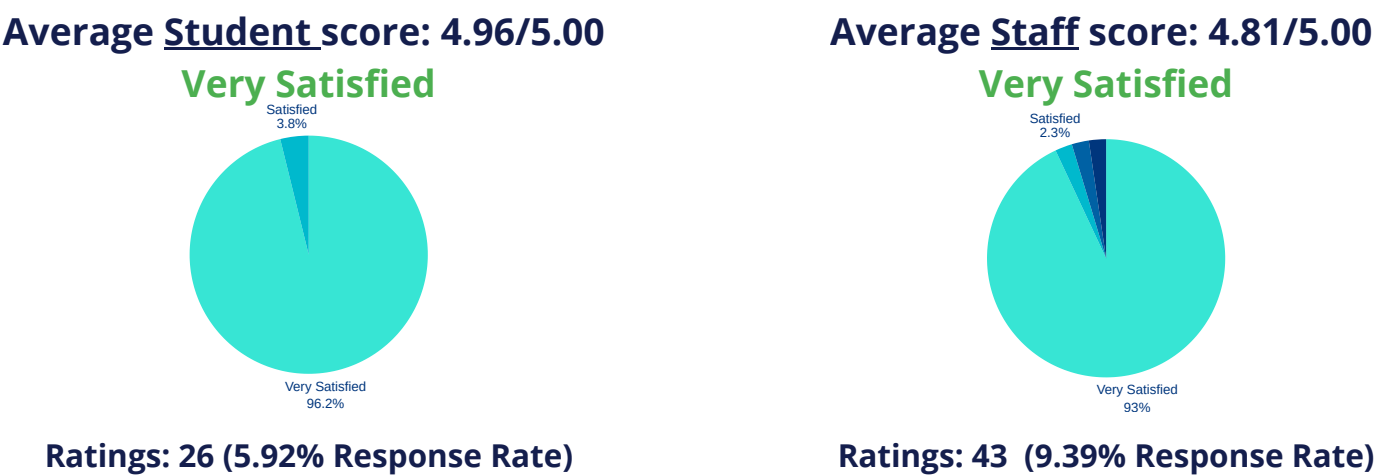
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IT Service Desk Summary | April 26

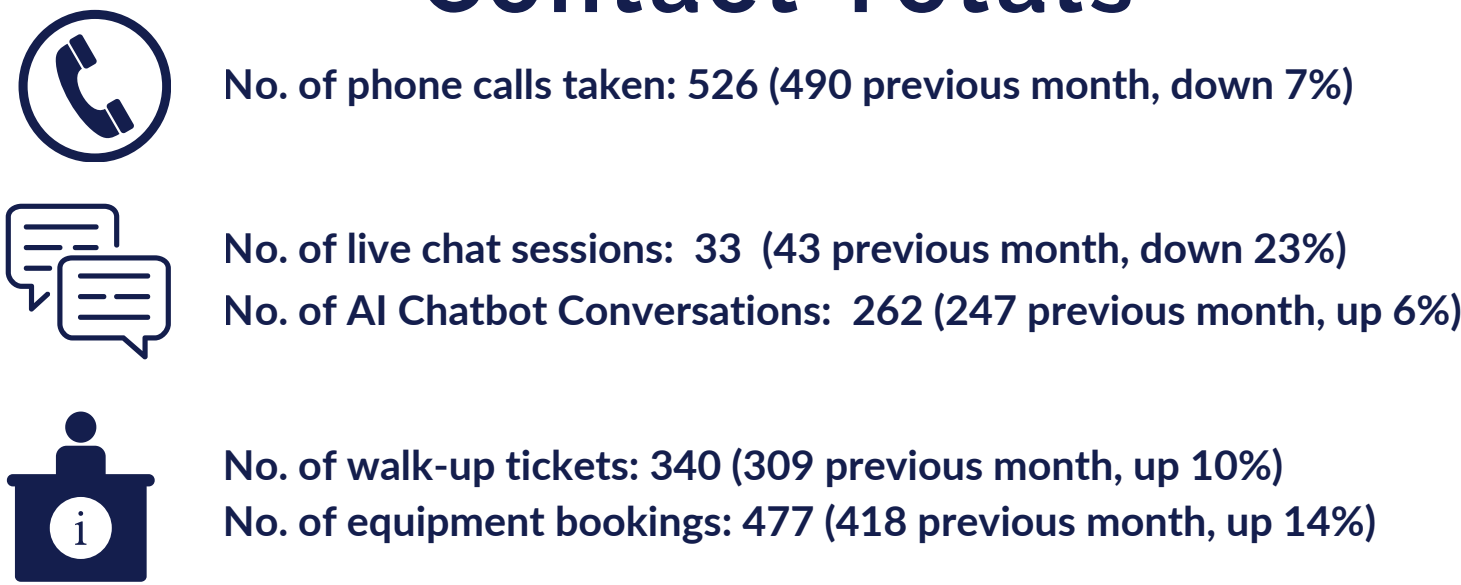
Ticket Totals



Feedback



Contact Totals



First Time Fix Rate

	Current month	Previous month	Academic Year average so far
 Incident	71%	56%	67%
Request	79%	75%	78%
Total	77%	70%	75%

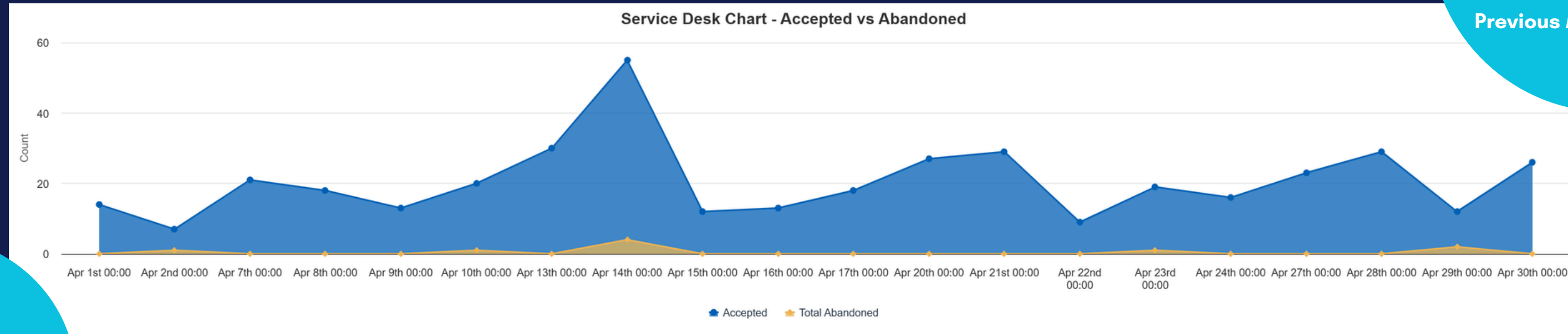


Communications - Service Desk

Total Accepted

411 (97%)

Previous Month - 426 (95%)



Total
Abandoned

9 (3%)

Previous Month - 21 (5%)

	Current Month	Previous Month
Average Handling Time	05:22	06:01
Average Wait Time	00:31 [Max: 05:01]	01:03 [Max 42:06]
% Calls Answered Under 30 secs	76%	81%

Date of Longest
Wait Time

Apr 13th



Communications - Room Support

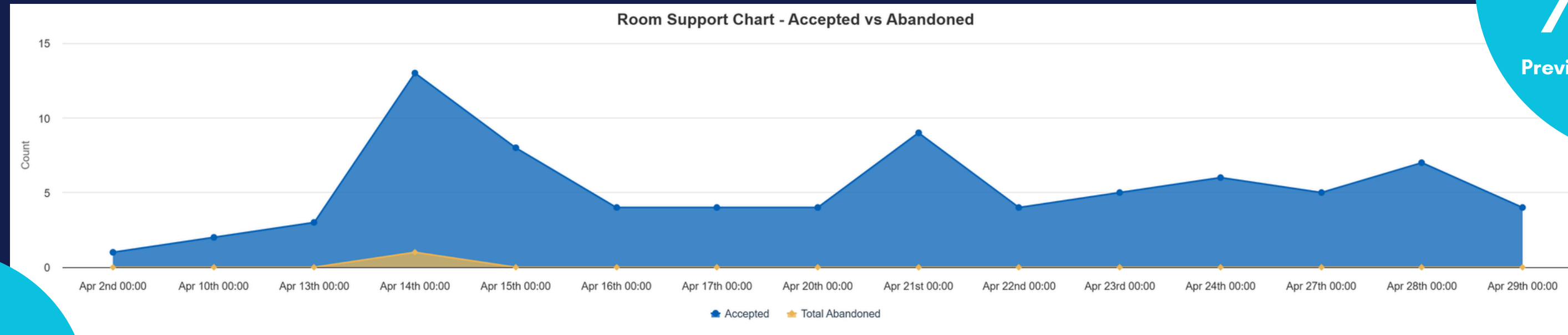
Total Accepted

79 (99%)

Previous Month - 100 (92%)

Total
Abandoned
1 (1%)

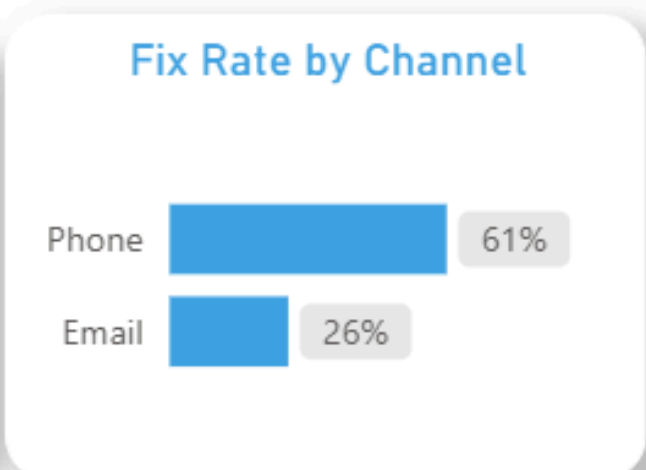
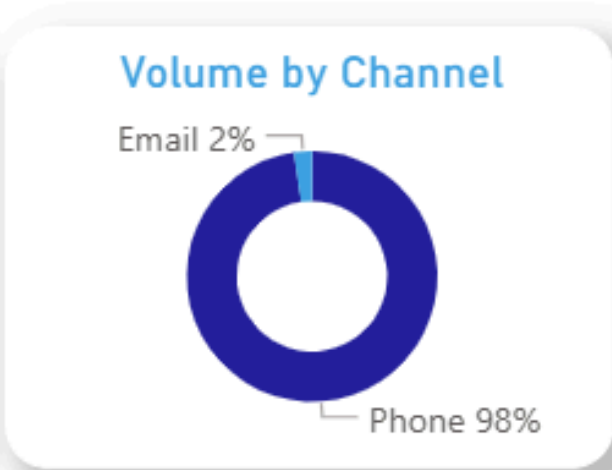
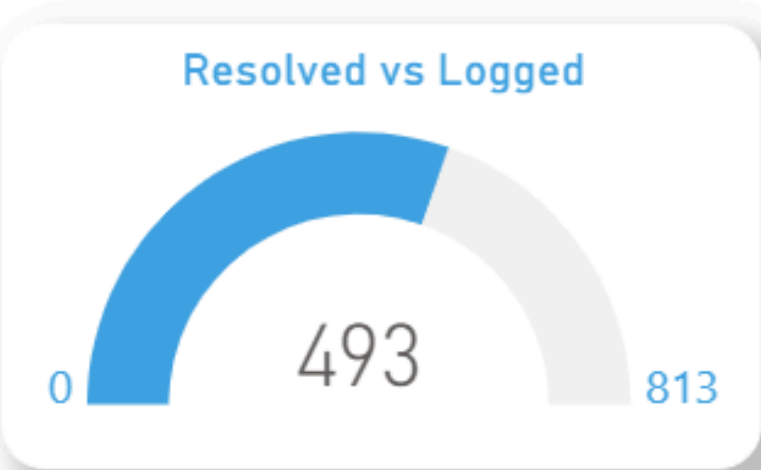
Previous Month - 9 (48)



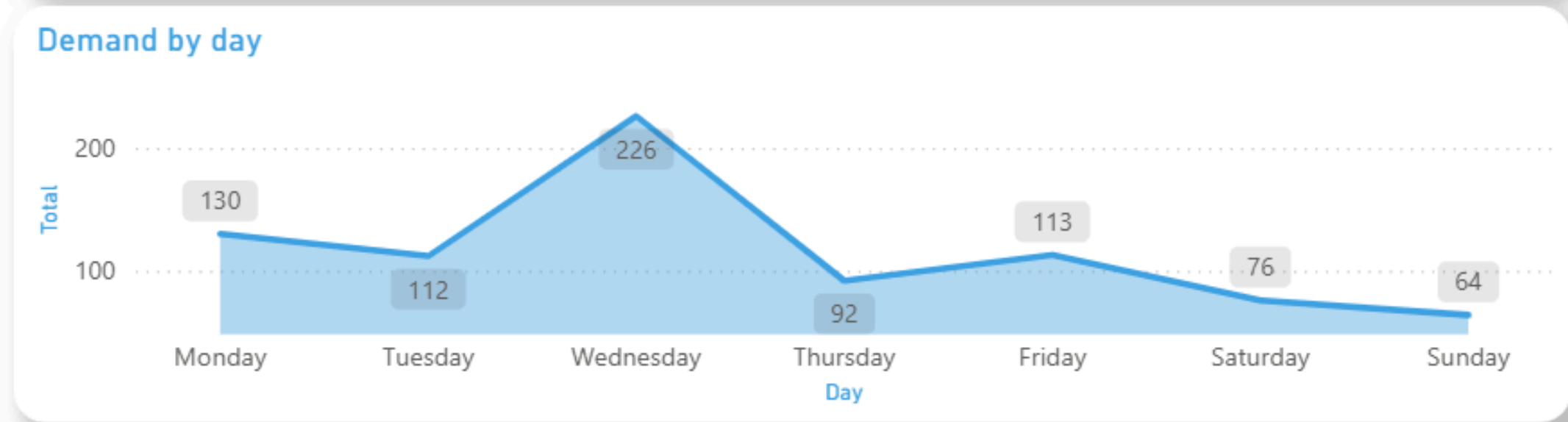
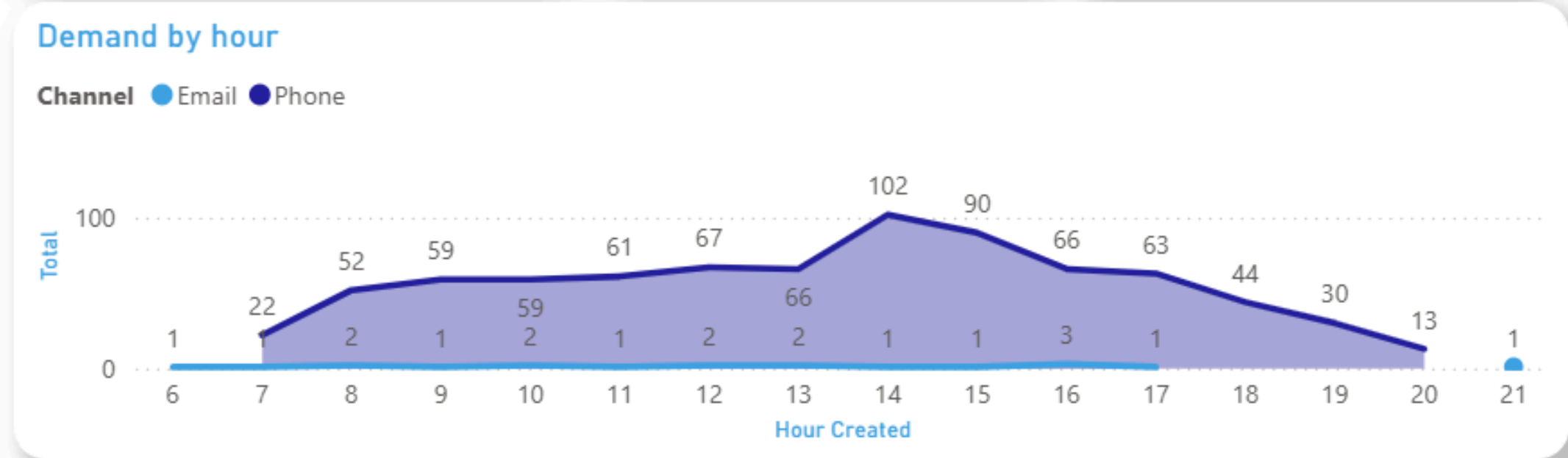
	Current Month	Previous Month
Average Handling Time	02:11	02:59
Average Wait Time	00:24 [Max: 03:32]	00:40 [Max: 07:52]
% Calls Answered Under 30 secs	89%	87%

Date of Longest
Wait Time

Apr 14th



Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	272	76%
Accounts and Access -> Reset / Unlock Password	243	65%
Accounts and Access -> Disable / Re-enable Account	24	21%
Accounts and Access -> Permissions & Roles	23	13%
Total	812	61%



Virtual Assistant Performance

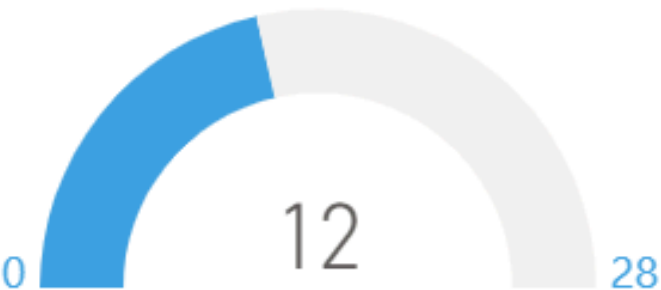
Ave Answer Time: 4 Seconds

813 Started Sessions

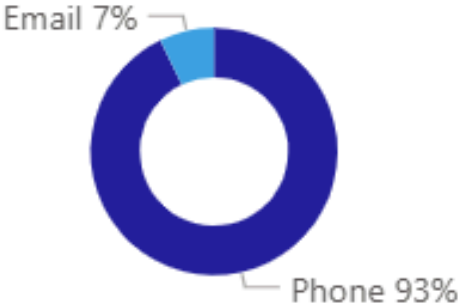
2 Resolved by Ember

Subject	Fix Rate
General Enquiry -> Unclassified Request	10%

Resolved vs Logged



Volume by Channel



Fix Rate by Channel

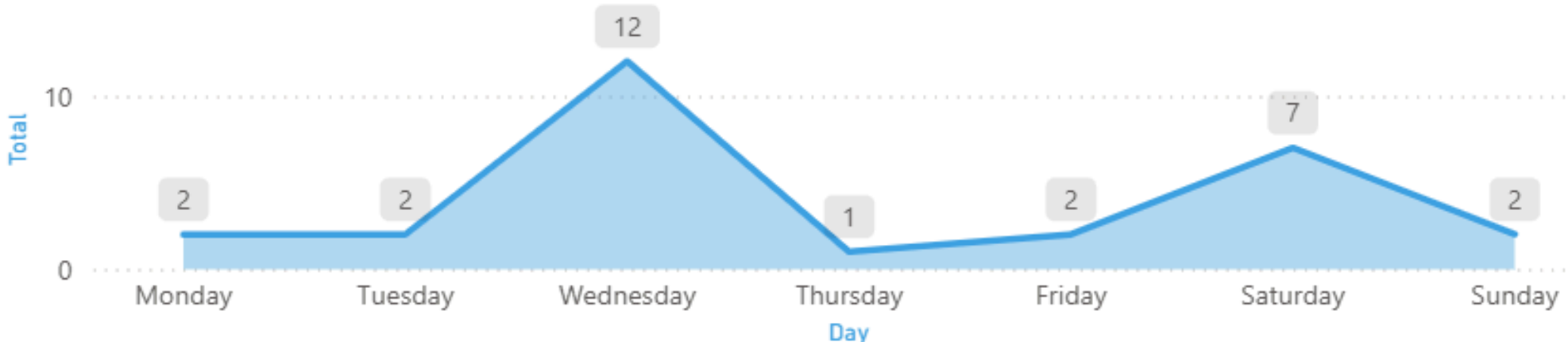


Demand by hour

Channel ● Email ● Phone



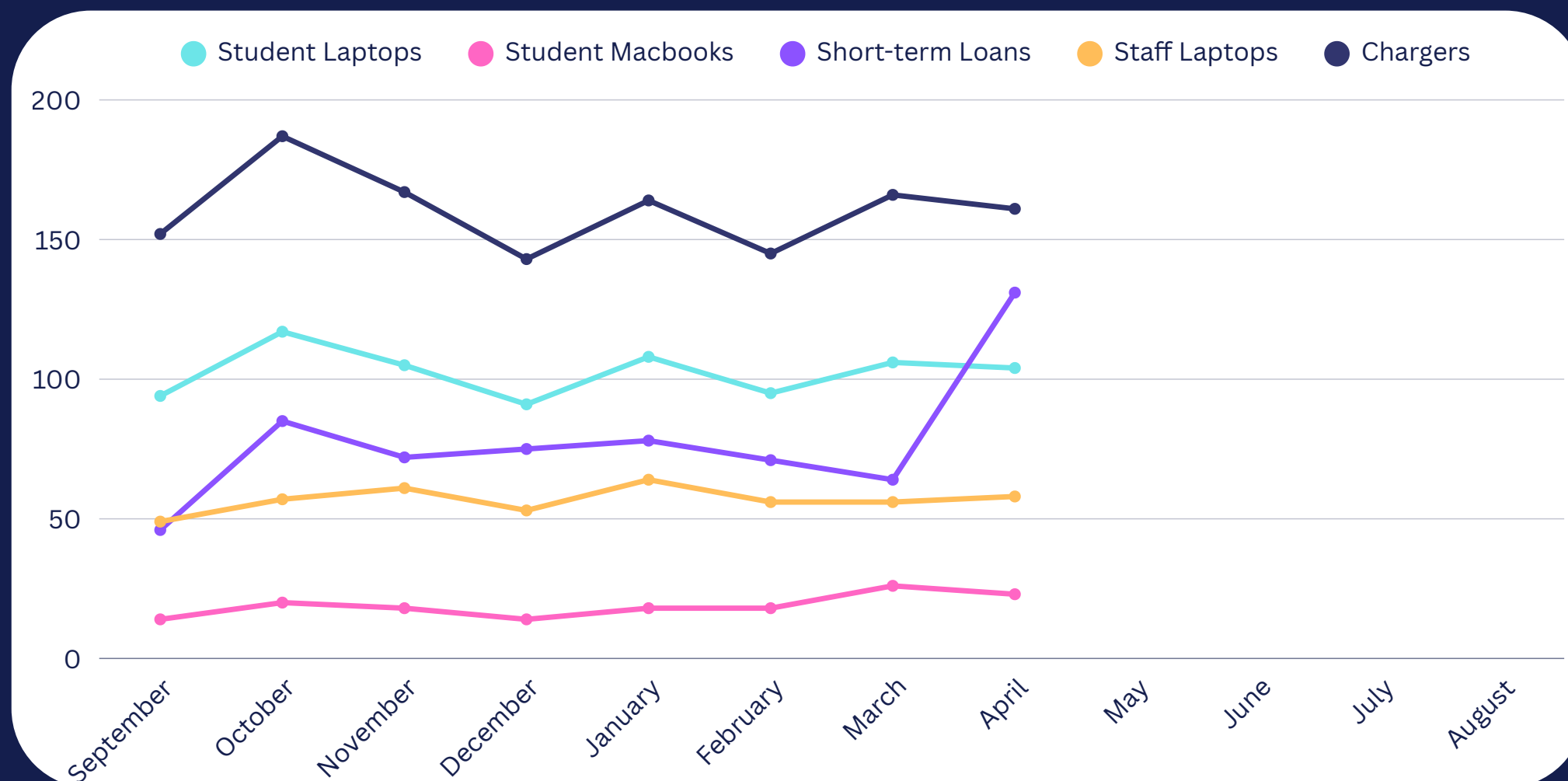
Demand by day



Subject	Total	Fix Rate
Accounts and Access -> Reset / Unlock Password	10	20%
Accounts and Access -> Multi-Factor Authentication (MFA)	9	89%
Accounts and Access -> Assign / Change Licence	3	
Accounts and Access -> Permissions & Roles	1	
Collaboration -> Email	1	100%
Devices & Peripherals -> Desktop / Laptop	1	
Devices & Peripherals -> Printing & Scanning	1	100%
Software & Applications -> Office Productivity Suite	1	
Virtual Learning Environment (VLE) -> Submission	1	
Total	28	43%



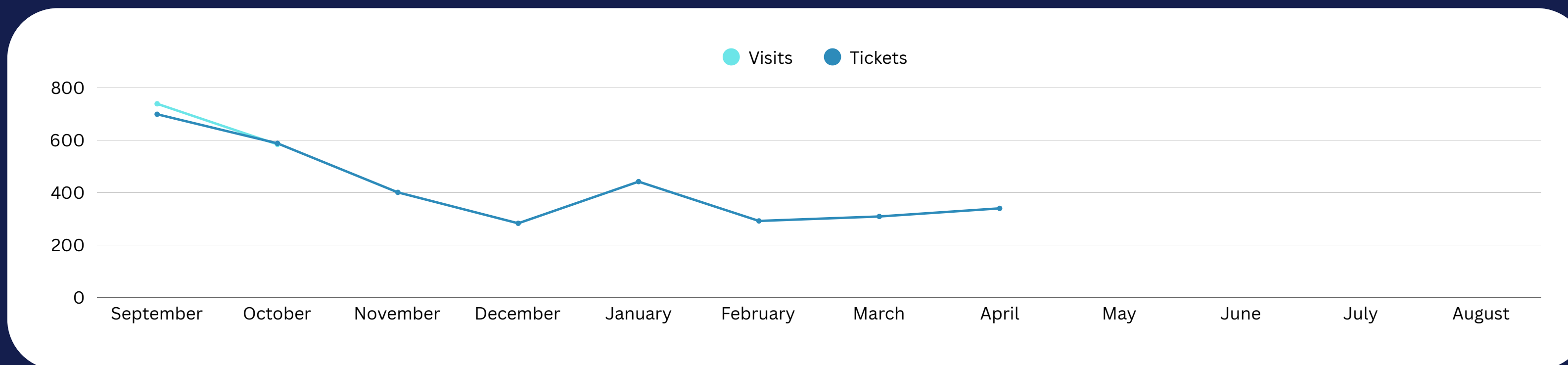
Walk-Up Support



Total Loans
477
(Previous: 418)

Short Term Loans
Outliers
18 loans 15th April
16 loans 29th April

Short Term
Late Returns:
8
(Previous: 10)



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: ACCOUNT (39)



WHICH ARE OUR TOP REQUESTS THIS MONTH?*

TOP LEVEL CATEGORY: SOFTWARE & SYSTEMS (119)



*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:



- Outlier SC Incidents: Account (39) over Campus Room Support (33) - Logging Errors?
- Outlier SC Requests: Software & Systems (119) over Account (117) - Connect2 Laptop loan issues?
- Non-Service Desk categories showed a normal month

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



Top Incident 1st Level Category: Hardware (30)
Top Incident Sub-Level Category: Hardware - Laptop (11)

Top Request 1st Level Category: Hardware (62)
Top Request Sub-Level Category: Hardware - Laptop (35)

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

