

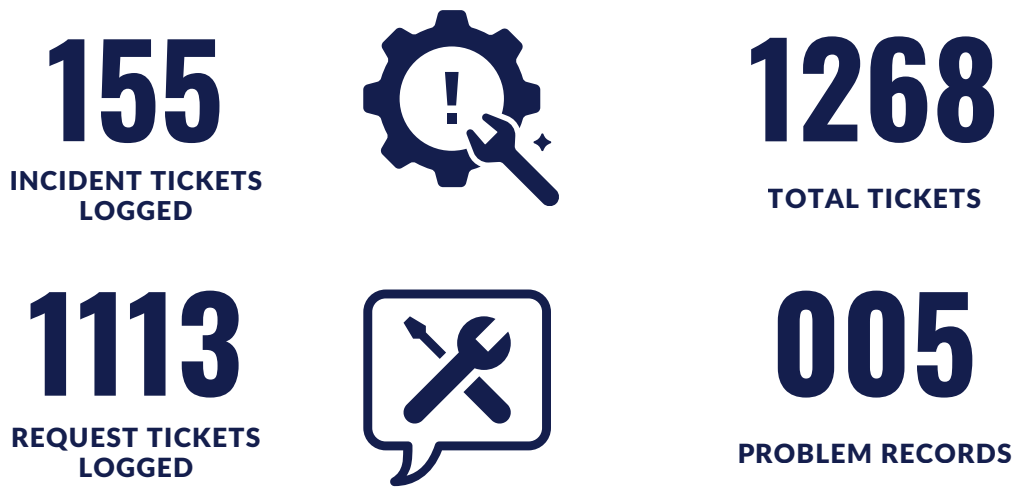
Digital Services | IT Service Desk Monthly Review

August 2026

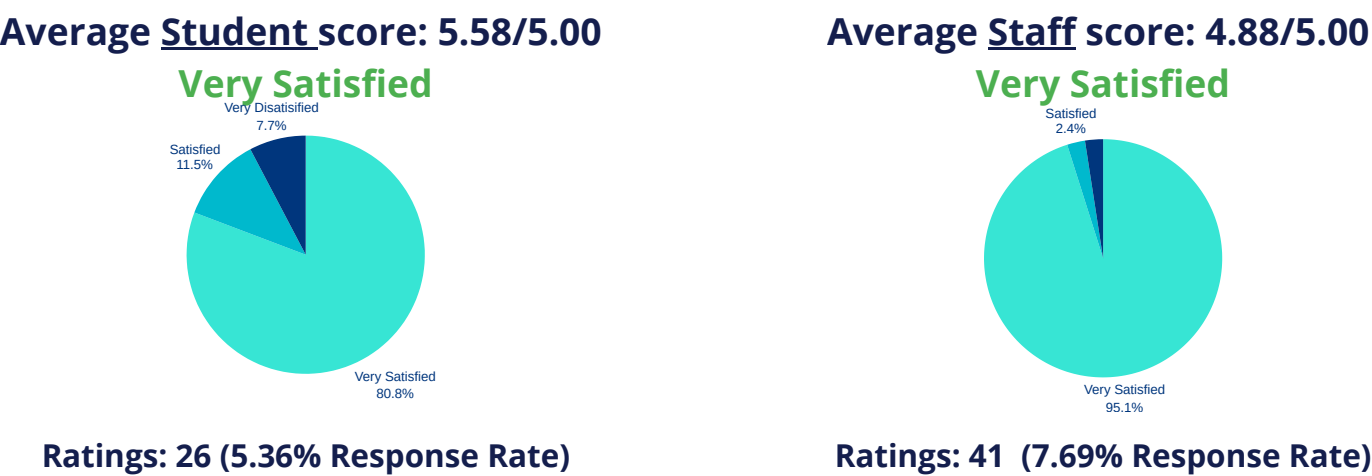
LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

IT Service Desk Summary | August 26

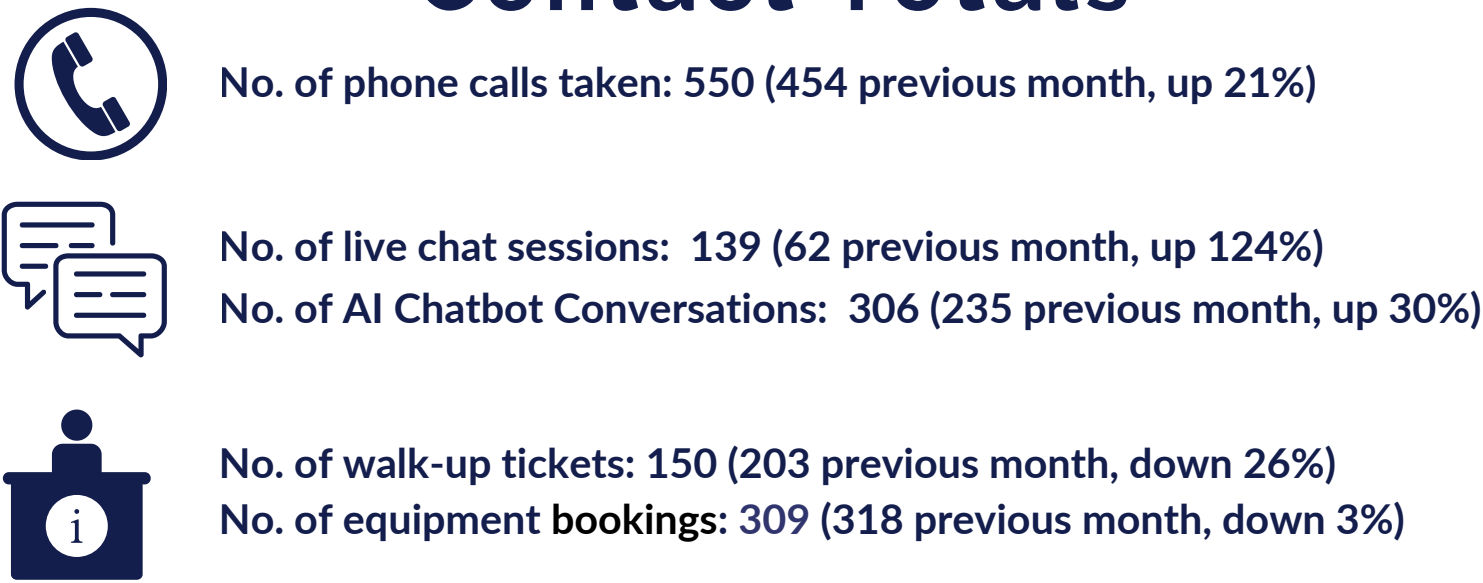
Ticket Totals



Feedback



Contact Totals



First Time Fix Rate



	Current month	Previous month	Academic Year average so far
Incident	66%	72%	67%
Request	76%	70%	75%
Total	75%	71%	73%

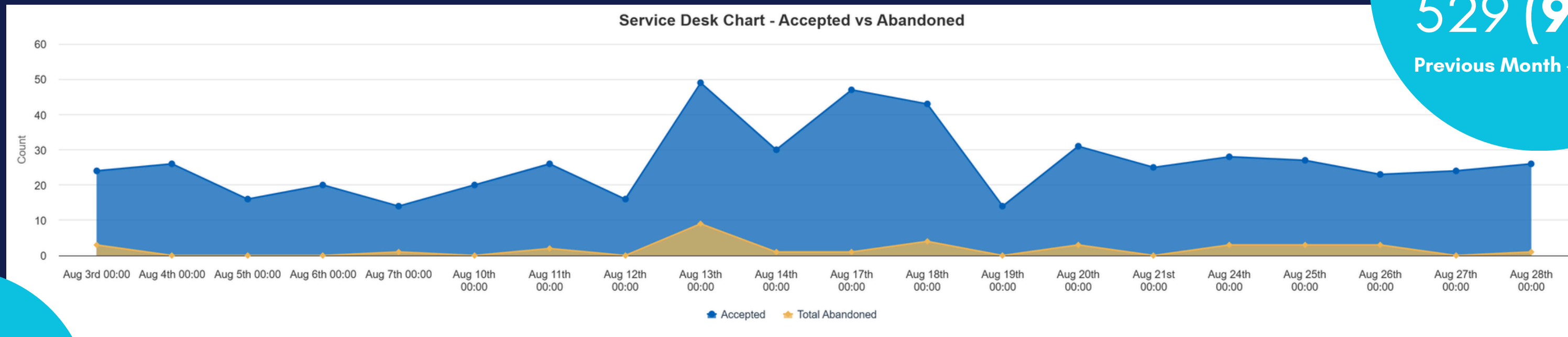


Communications - Service Desk

Total Accepted

529 (94%)

Previous Month - 415 (97%)



Total
Abandoned
34 (6%)

Previous Month 15 (3%)

	Current Month	Previous Month
Average Handling Time	04:55	05:49
Average Wait Time	00:56 [Max: 25:38]	00:51 [Max 14:44]
% Calls Answered Under 30 secs	68%	70%

Date of Longest
Wait Time

Aug 13th



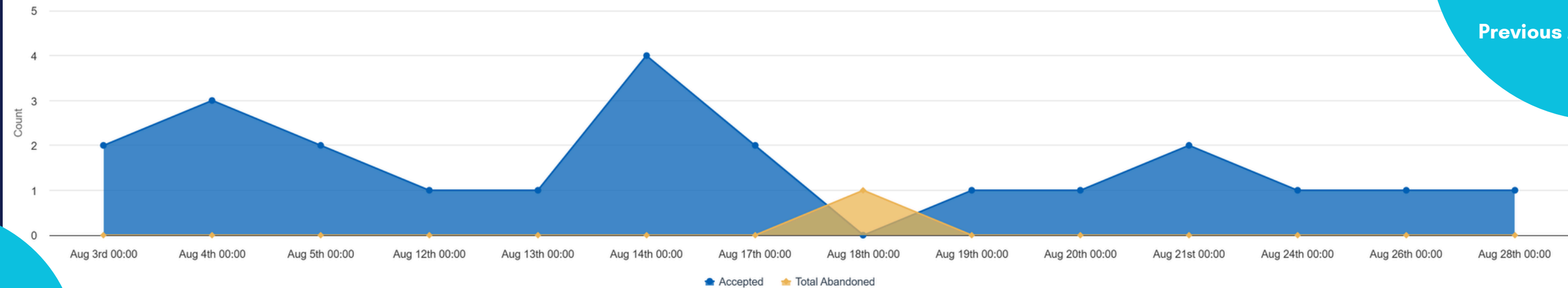
Communications - Room Support

Total Accepted

21 (95%)

Previous Month - 39 (89%)

Room Support Chart - Accepted vs Abandoned



Total
Abandoned

1 (5%)

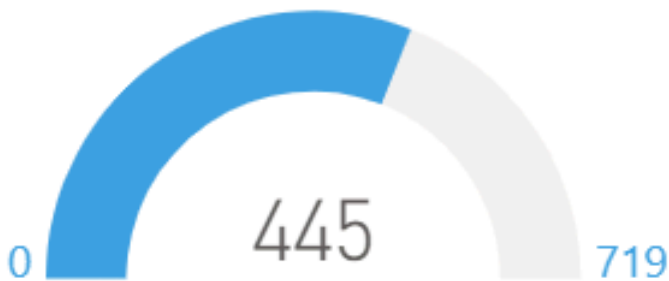
Previous Month - 5 (11%)

	Current Month	Previous Month
Average Handling Time	02:59	01:37
Average Wait Time	00:38 [Max: 05:58]	00:58 [Max: 06:32]
% Calls Answered Under 30 secs	77%	85%

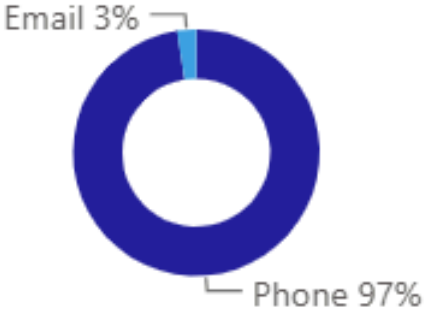
Date of Longest
Wait Time

August
17th

Resolved vs Logged



Volume by Channel

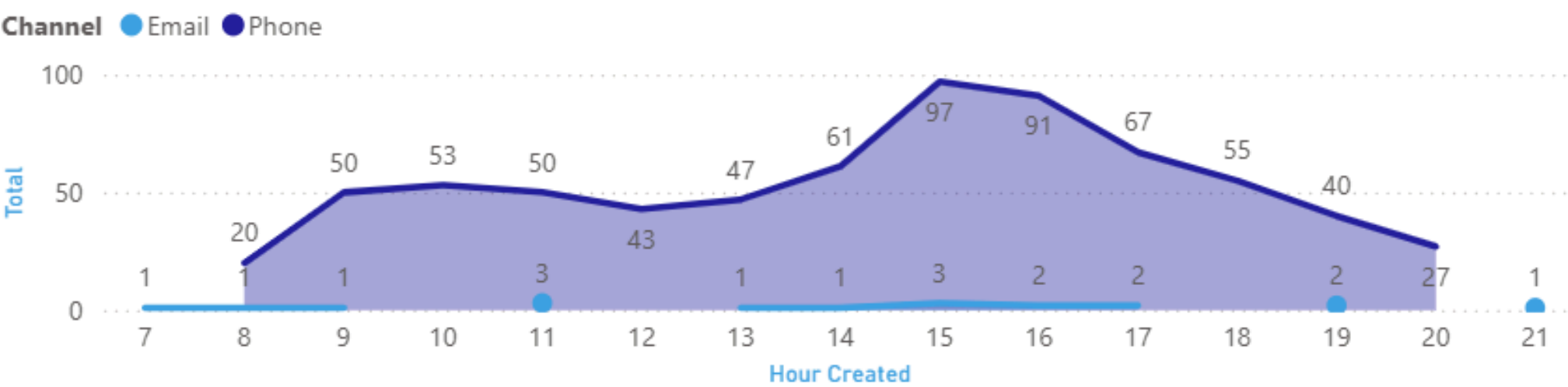


Fix Rate by Channel

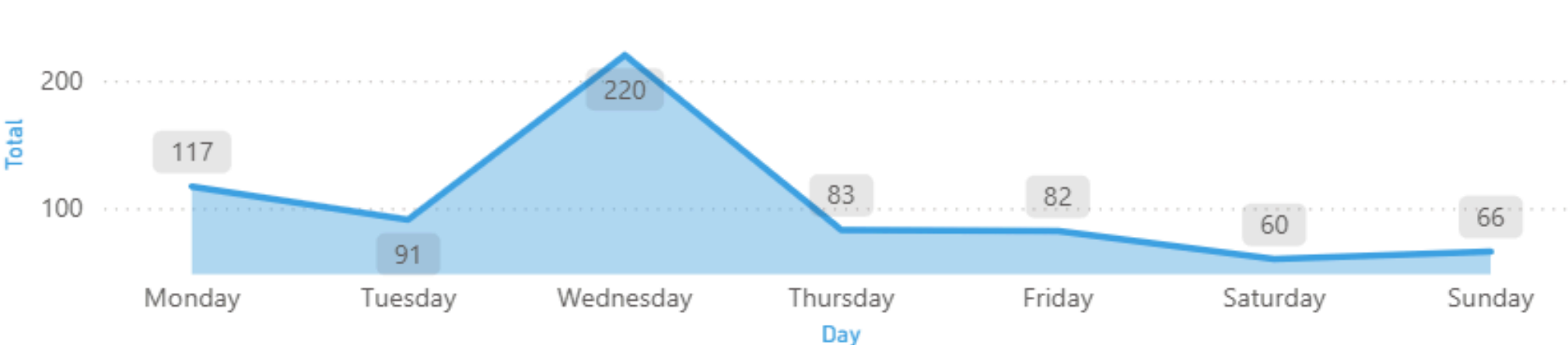


Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	254	72%
Accounts and Access -> Reset / Unlock Password	231	67%
Accounts and Access -> Disable / Re-enable Account	22	23%
Accounts and Access -> Permissions & Roles	18	22%
Total	719	62%

Demand by hour



Demand by day



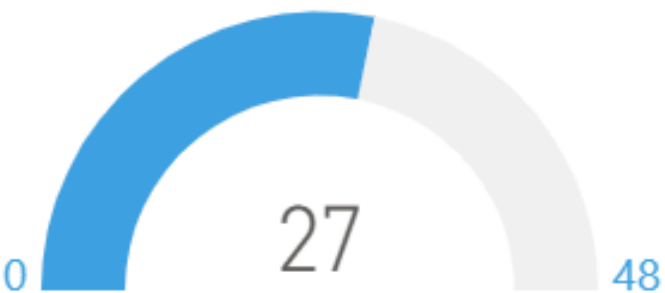
Virtual Assistant Performance

Ave Answer Time: 4 Seconds

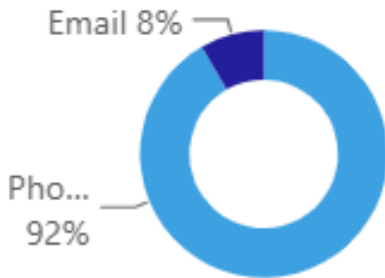
719
Started Sessions
(Blank)
Resolved by Ember

Subject	Fix Rate
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Resolved vs Logged



Volume by Channel

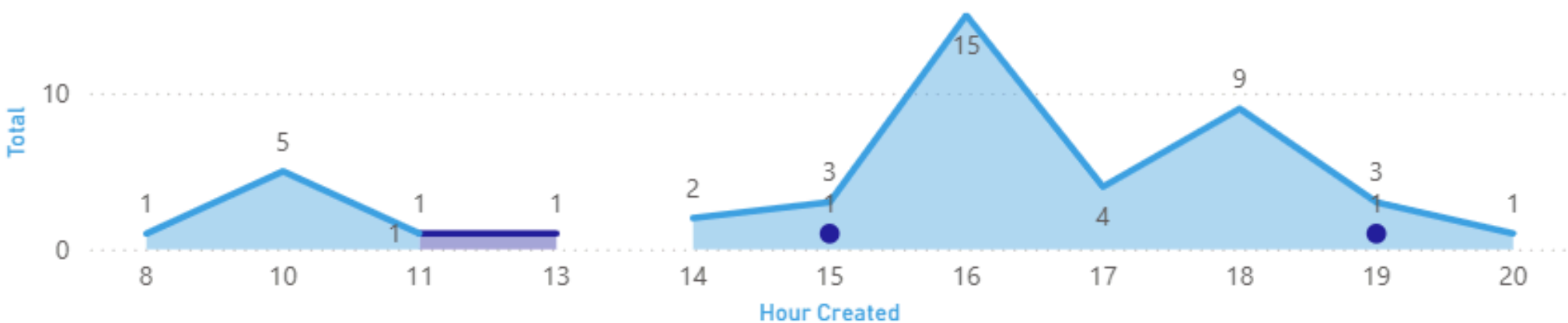


Fix Rate by Channel

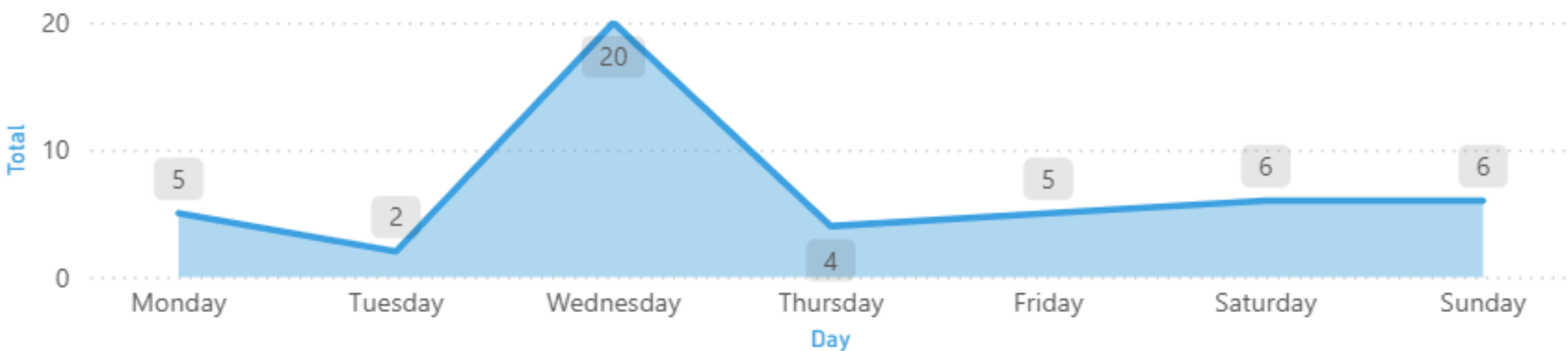


Demand by hour

Channel ● Email ● Phone



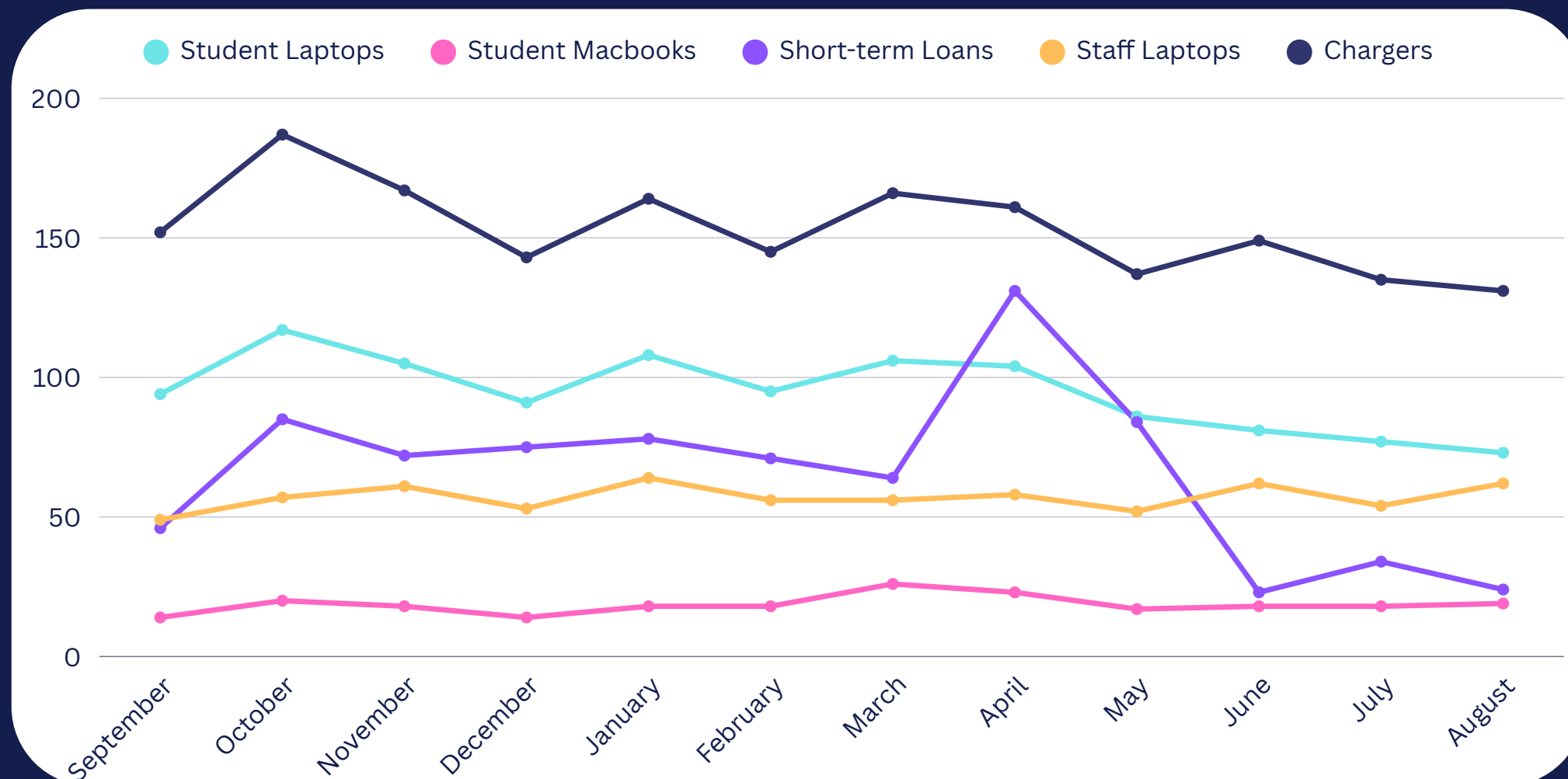
Demand by day



Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	16	44%
Accounts and Access -> Reset / Unlock Password	13	62%
Organisational Information -> Enrolment & Registration	6	83%
Accounts and Access -> Assign / Change Licence	3	67%
Service Issues & Outages -> Monitoring Event / Alert	2	100%
Collaboration -> Email	1	
General Enquiry -> Unclassified Request	1	100%
Network & Connectivity -> VPN & Remote Access	1	100%
Software & Applications -> Installation & Licensing	1	100%
Software & Applications -> Office Productivity Suite	1	
Software & Applications -> Specialist Application	1	
Telephony -> Softphone / Voice Client	1	
Virtual Learning Environment (VLE) -> Marks & Results	1	
Total	48	56%



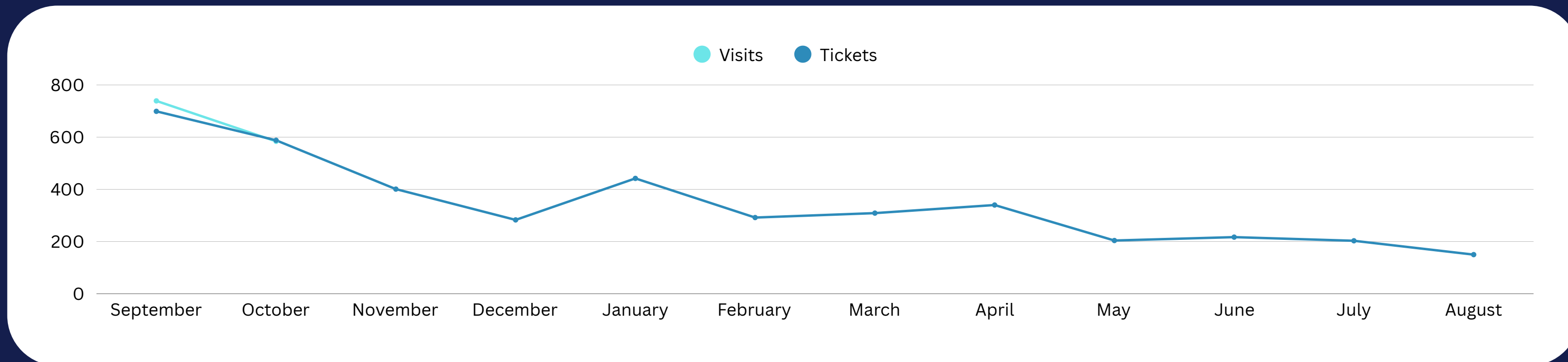
Walk-Up Support



Total Loans
309
(Previous: 318)

Short Term
Loans Outliers:
**14 loans 6th
August**

Short Term
Late Returns:
1



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: SOFTWARE & SYSTEMS (23)



SALTO

SITS - SRMS

Blackboard

CCTV

SOLE - SRMS



WHICH ARE OUR TOP REQUESTS THIS MONTH?*

TOP LEVEL CATEGORY: ACCOUNT (295)



Leaver

Third Party
Access

Account
Activation

Password Reset

MFA



*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:



- SOLE unsurprisingly highest service centre incident given incidents involving that system during Clearing.
- There is an odd metric for 46 service centre request tickets categorized under hardware during August.



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

Top Incident 1st Level Category: Hardware (27)
Top Incident Sub-Level Category: Hardware - Laptop (9)

Top Request 1st Level Category: Hardware (92)
Top Request Sub-Level Category: Laptop (52)

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

