

Digital Services | IT Service Desk Monthly Review

July 2026

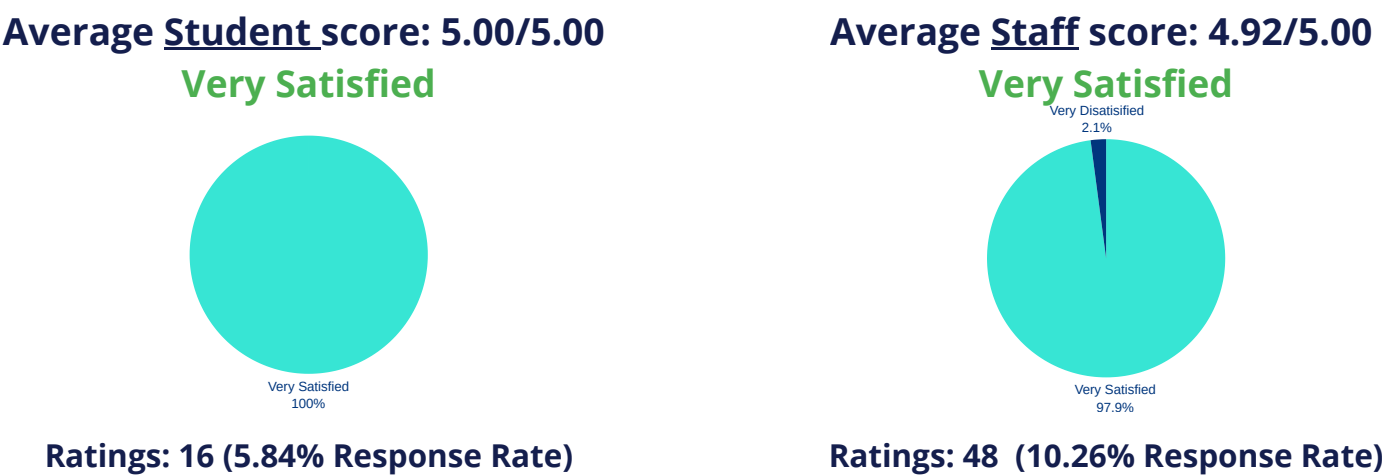
LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

IT Service Desk Summary | July 26

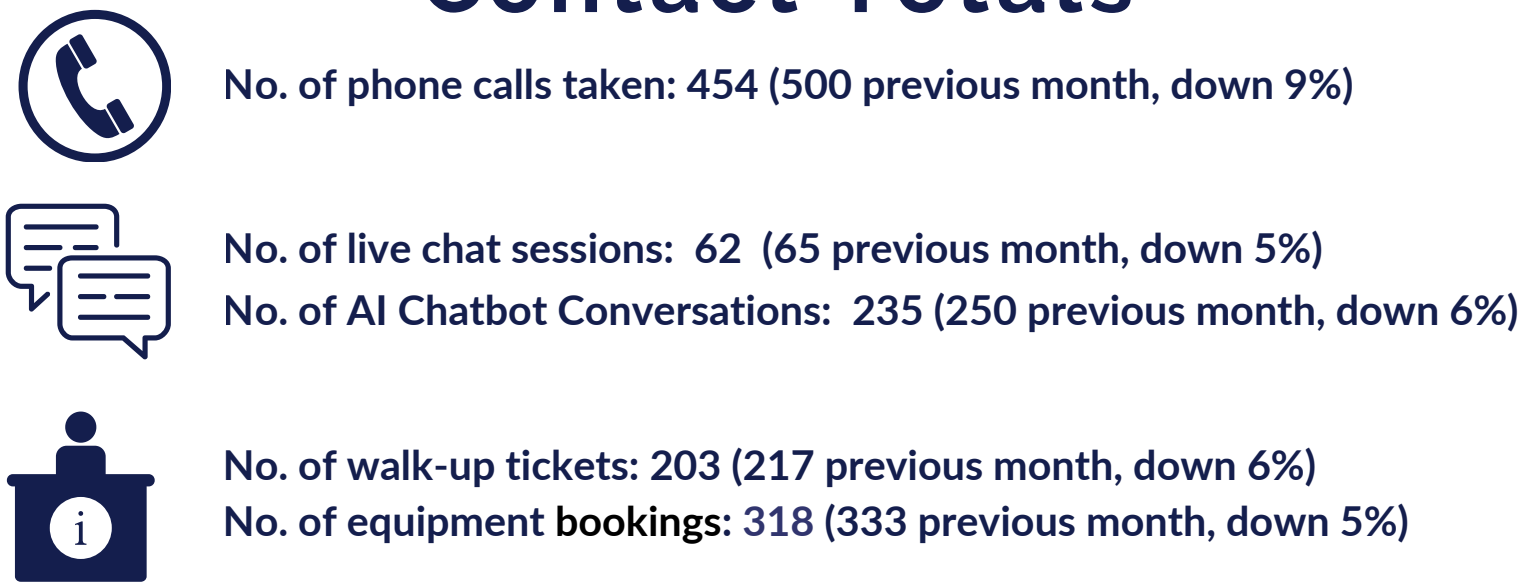
Ticket Totals



Feedback



Contact Totals



First Time Fix Rate



	Current month	Previous month	Academic Year average so far
Incident	72%	63%	67%
Request	70%	58%	75%
Total	71%	59%	73%

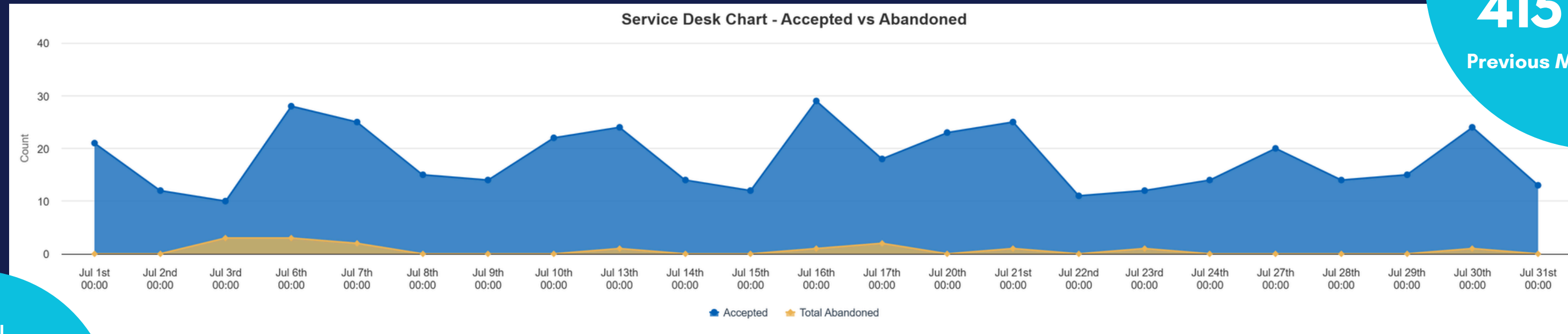


Communications - Service Desk

Total Accepted

415 (97%)

Previous Month - 500 (95%)



Total
Abandoned
15 (3%)

Previous Month 21 (5%)

	Current Month	Previous Month
Average Handling Time	05:49	05:26
Average Wait Time	00:51 [Max: 14:44]	00:35 [Max 24:14]
% Calls Answered Under 30 secs	70%	84%

Date of Longest
Wait Time

July 23rd

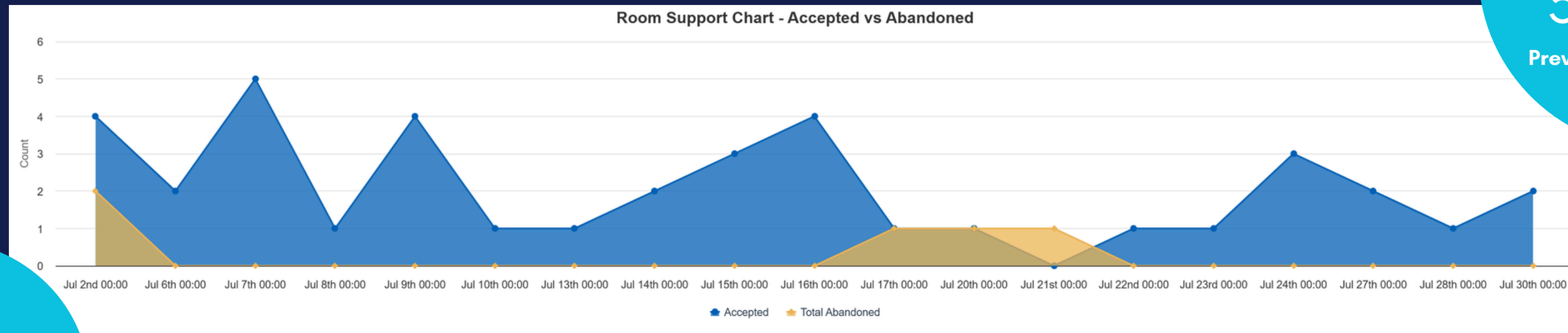


Communications - Room Support

Total Accepted

39 (89%)

Previous Month - 49 (99%)



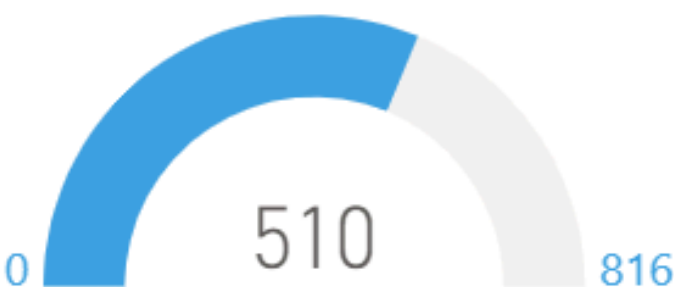
Total
Abandoned
5 (11%)

Previous Month - 1 (1%)

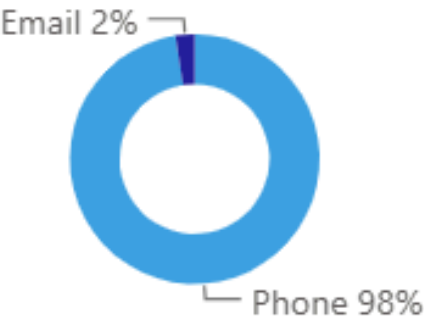
	Current Month	Previous Month
Average Handling Time	01:37	02:51
Average Wait Time	00:58 [Max: 06:32]	00:18 [Max: 02:50]
% Calls Answered Under 30 secs	85%	96%

Date of Longest
Wait Time
July 6th

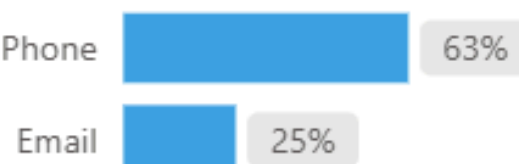
Resolved vs Logged



Volume by Channel



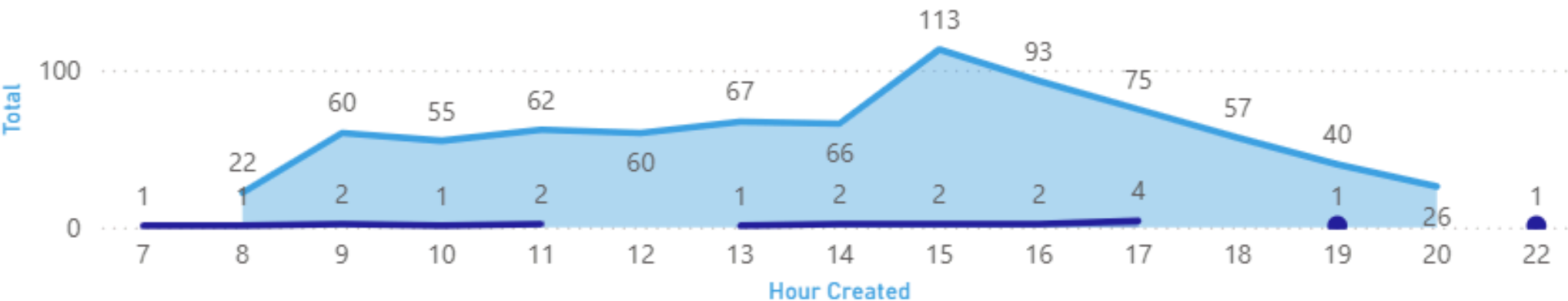
Fix Rate by Channel



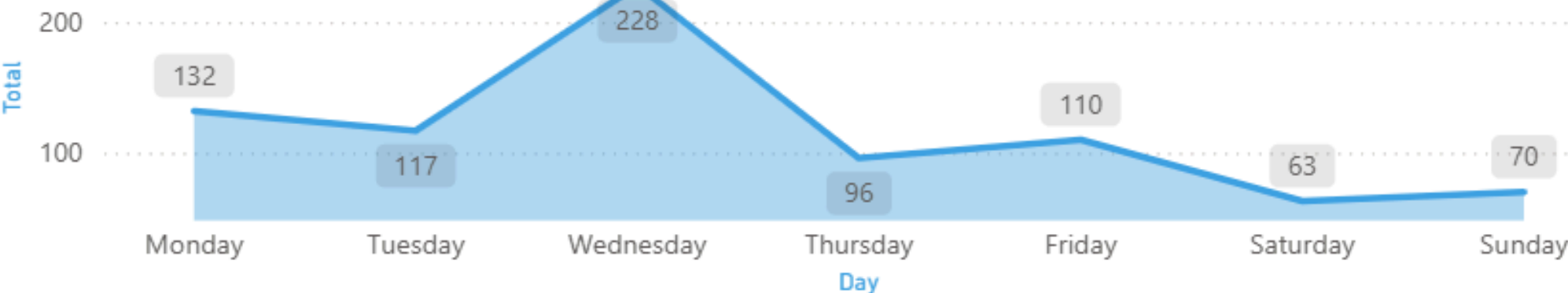
Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	291	76%
Accounts and Access -> Reset / Unlock Password	267	66%
Accounts and Access -> Permissions & Roles	26	15%
Accounts and Access -> Disable / Re-enable Account	24	21%
Total	815	62%

Demand by hour

Channel ● Email ● Phone



Demand by day



Virtual Assistant Performance

Ave Answer Time: 4 Seconds

816

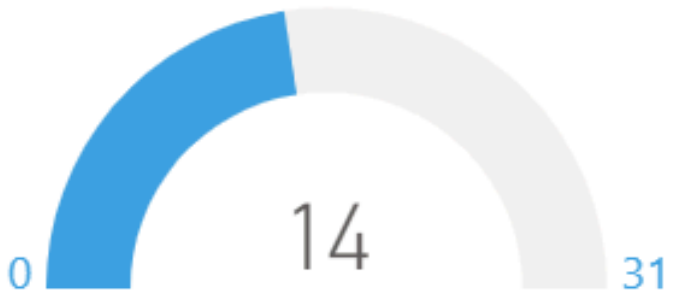
Started Sessions

2

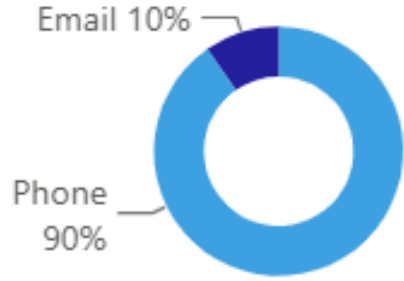
Resolved by Ember

Subject	Fix Rate
General Enquiry -> Unclassified Request	9%

Resolved vs Logged



Volume by Channel

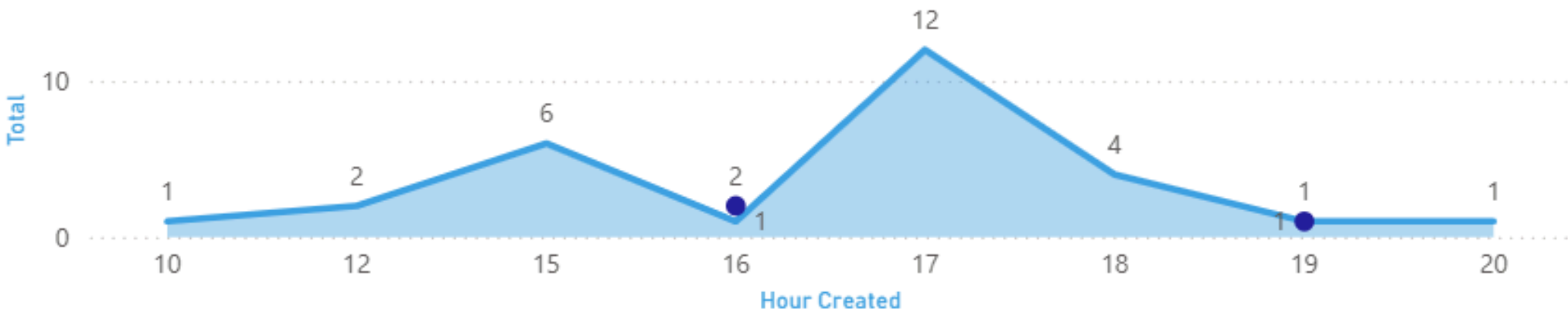


Fix Rate by Channel

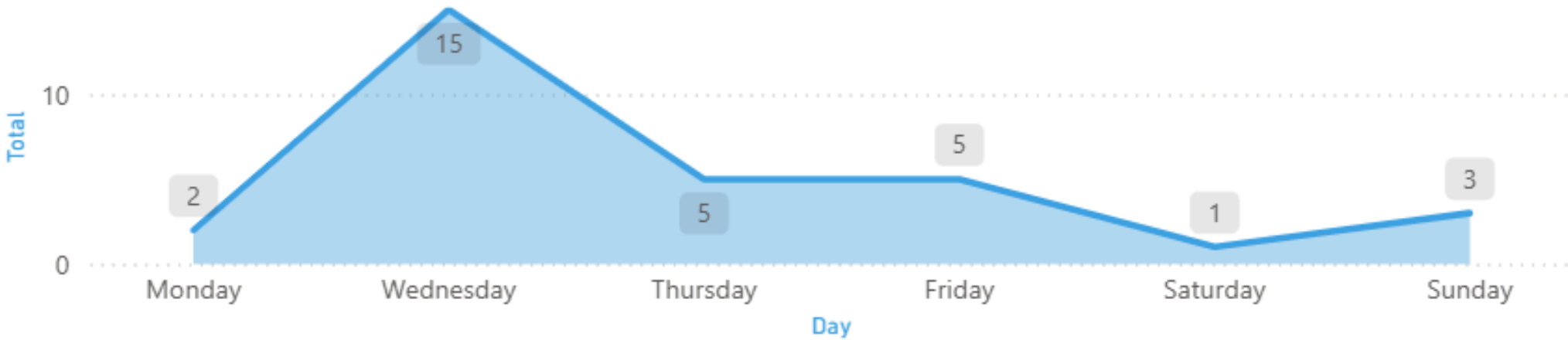


Demand by hour

Channel ● Email ● Phone



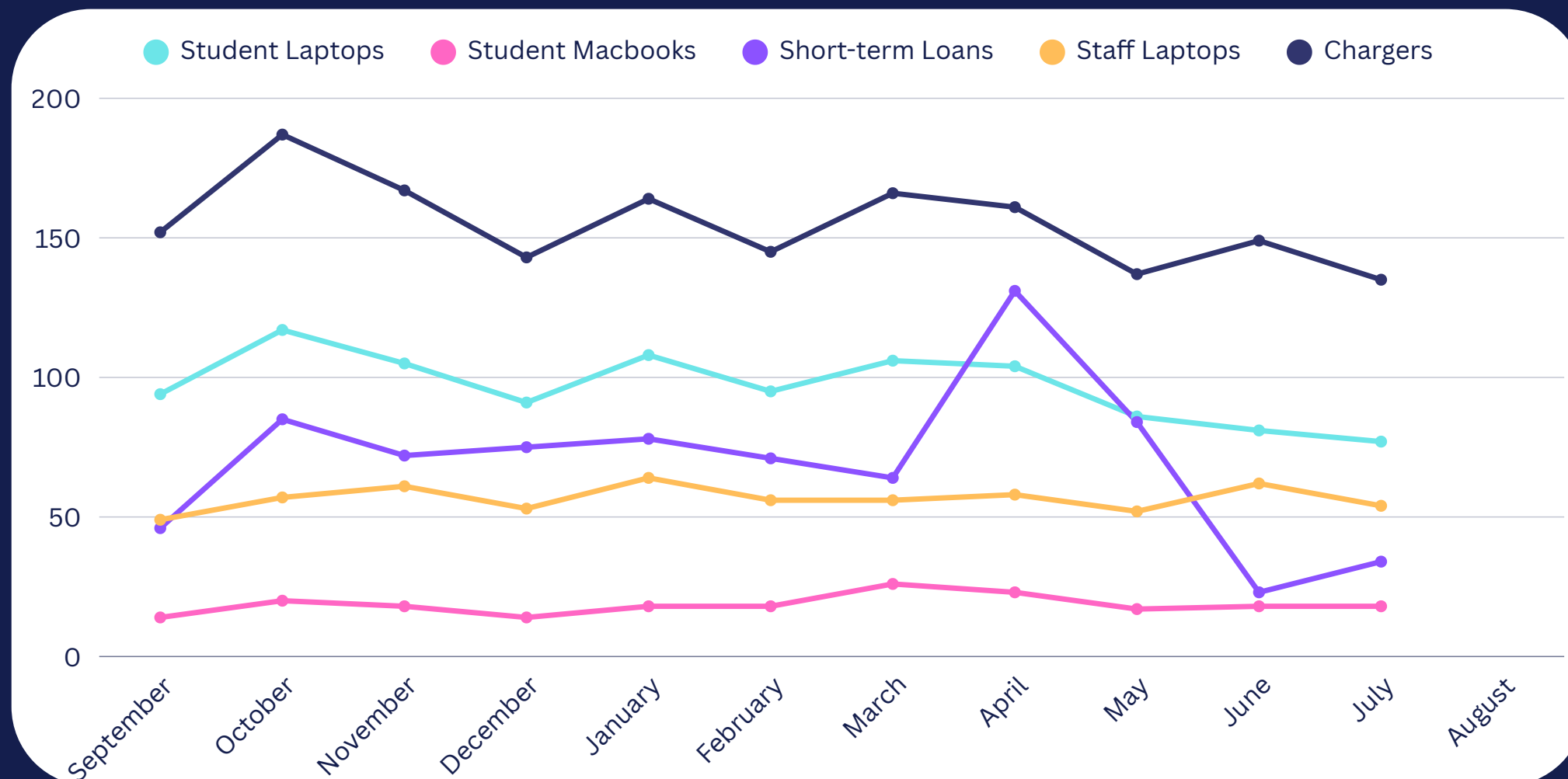
Demand by day



Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	11	64%
Accounts and Access -> Reset / Unlock Password	5	20%
Virtual Learning Environment (VLE) -> Submission	3	33%
Accounts and Access -> Create / Change Account	2	
Devices & Peripherals -> Desktop / Laptop	2	
Software & Applications -> Specialist Application	2	50%
Software & Applications -> Student Record System	2	50%
Accounts and Access -> Assign / Change Licence	1	
Accounts and Access -> Permissions & Roles	1	100%
General Enquiry -> Test / Dropped Call	1	100%
Teaching & Learning Spaces -> Sound	1	100%
Total	31	45%



Walk-Up Support



Total Loans
318
(Previous: 333)

Short Term Loans
Outliers:
6 loans 7th July

Short Term
Late Returns:
4
(Previous: June 0, May 14, April 8, March 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: ACCOUNT (157)



*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:



- Account appearing highest SC Incident category suggests logging errors.
- Residual affiliate leaver tickets from a mass account purge from iTrent appears responsible for the top request outside of the SC being Account - Leaver, however this is considerably lower than in June.

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



Top Incident 1st Level Category: Hardware (29)
Top Incident Sub-Level Category: Hardware - Laptop (9)

Top Request 1st Level Category: Account (75)
Top Request Sub-Level Category: Leaver (64)

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

