

Digital Services | IT Service Desk Monthly Review

June 2026

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

IT Service Desk Summary | June 26

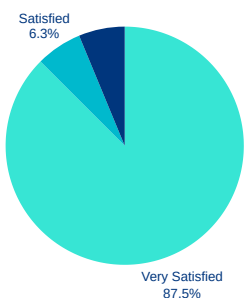
Ticket Totals



Feedback

Average Student score: 4.92/5.00

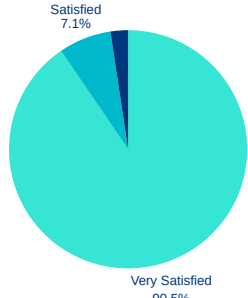
Very Satisfied



Ratings: 12 (4.08% Response Rate)

Average Staff score: 4.84/5.00

Very Satisfied



Ratings: 55 (9.65% Response Rate)

Contact Totals



No. of phone calls taken: 500 (452 previous month, up 11%)



No. of live chat sessions: 65 (11 previous month, up 491%)

No. of AI Chatbot Conversations: 250 (204 previous month, up 23%)



No. of walk-up tickets: 217 (238 previous month, down 10%)

No. of equipment bookings: 333 (376 previous month, down 11%)

First Time Fix Rate



	Current month	Previous month	Academic Year average so far
Incident	63%	67%	67%
Request	58%	75%	77%
Total	59%	73%	74%

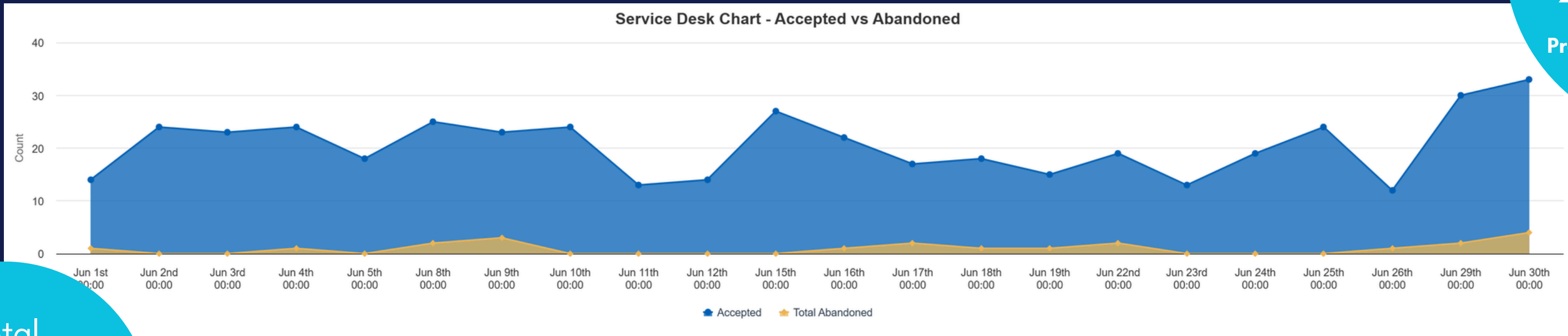


Communications - Service Desk

Total Accepted

451 (95%)

Previous Month - 400 (90%)



Total
Abandoned
21 (5%)

Previous Month 31 (10%)

	Current Month	Previous Month
Average Handling Time	05:26	05:31
Average Wait Time	00:35 [Max: 24:14*]	00:43 [Max 23:59]
% Calls Answered Under 30 secs	84%	78%

Date of Longest
Wait Time

**June
30th**

*several days with longer wait times:
16th (11:27, 29th (08:48), & 30th (24:14)

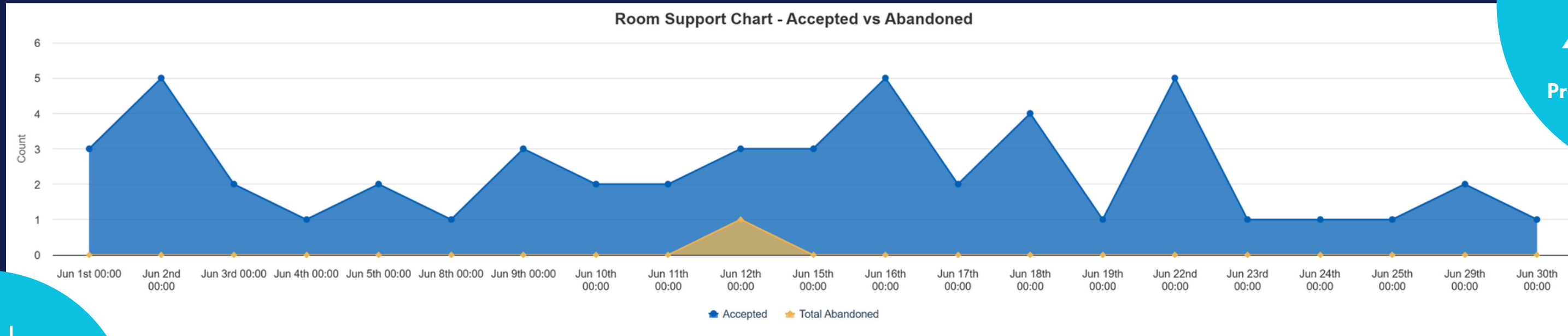


Communications - Room Support

Total Accepted

49 (99%)

Previous Month - 52 (99%)



Total Abandoned

1 (1%)

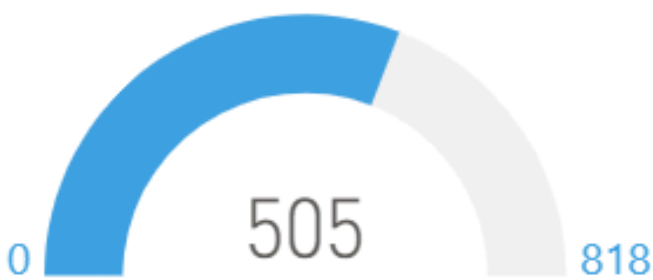
Previous Month - 1 (1%)

	Current Month	Previous Month
Average Handling Time	02:51	02:53
Average Wait Time	00:18 [Max: 02:50]	00:20 [Max: 05:23]
% Calls Answered Under 30 secs	96%	92%

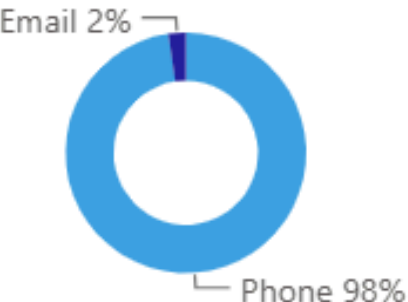
Date of Longest Wait Time

June 12th

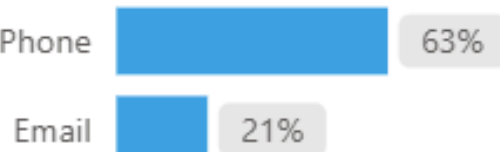
Resolved vs Logged



Volume by Channel

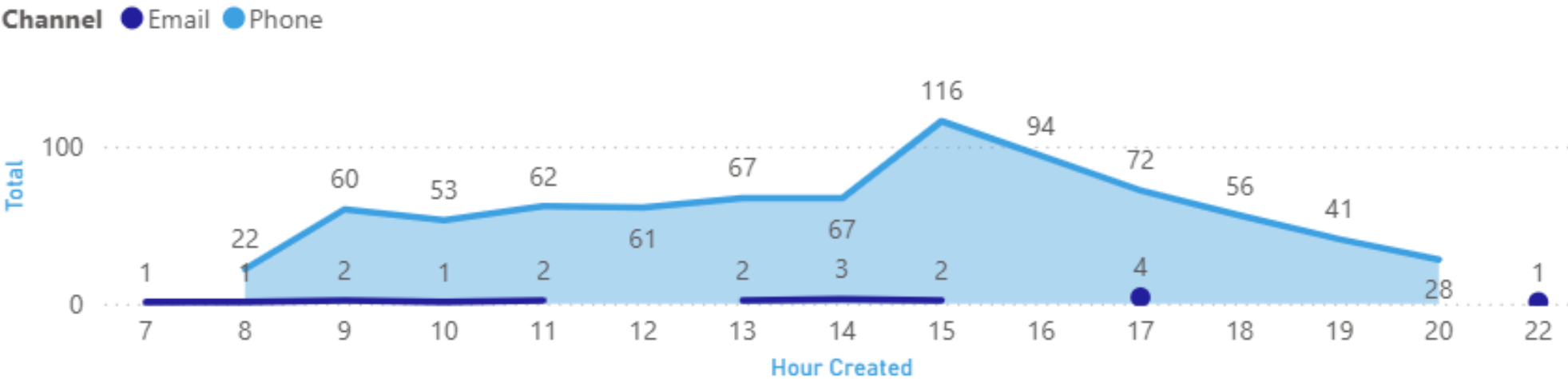


Fix Rate by Channel

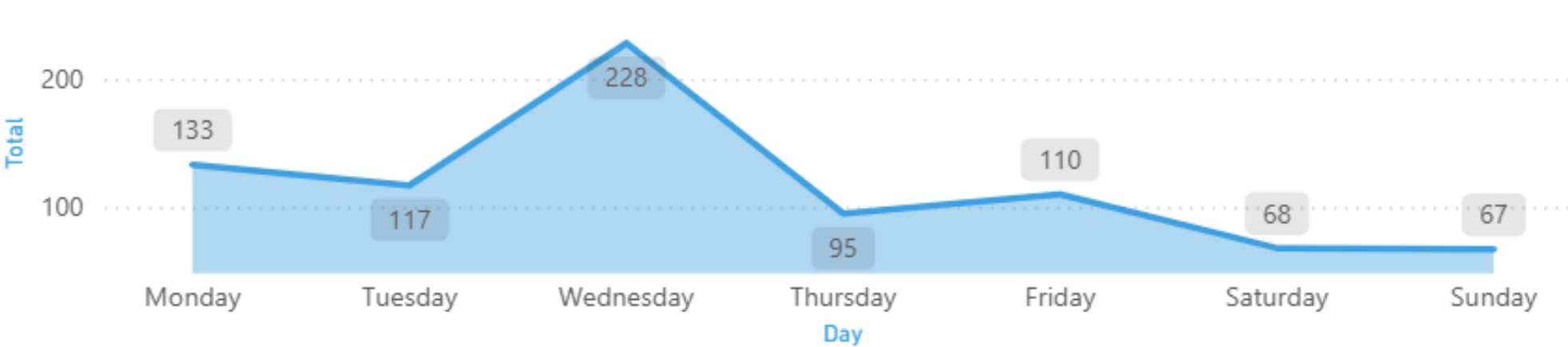


Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	284	76%
Accounts and Access -> Reset / Unlock Password	264	66%
Accounts and Access -> Permissions & Roles	25	12%
Accounts and Access -> Disable / Re-enable Account	24	21%
Total	817	62%

Demand by hour



Demand by day



Virtual Assistant Performance

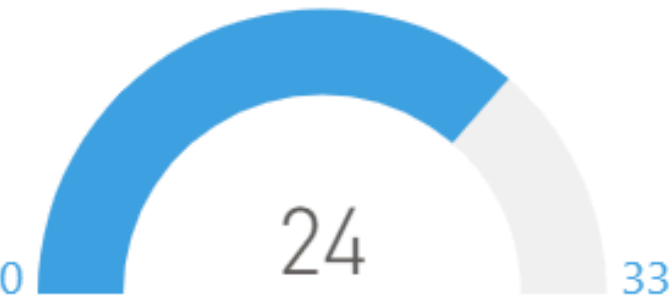
Ave Answer Time: 4 Seconds

818
Started Sessions

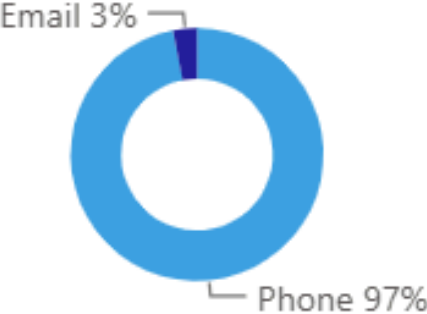
2
Resolved by Ember

Subject	Fix Rate
General Enquiry -> Unclassified Request	9%

Resolved vs Logged



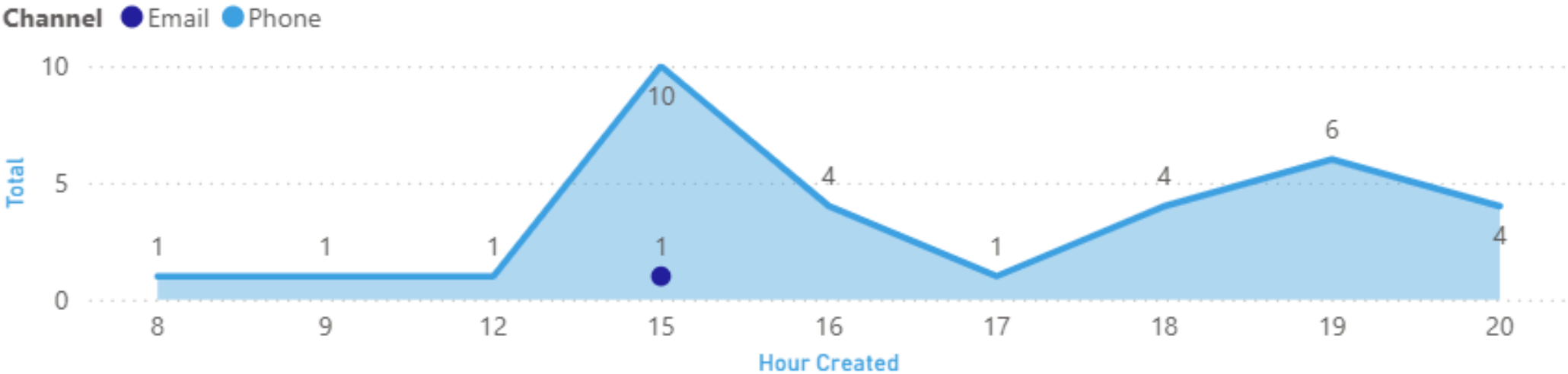
Volume by Channel



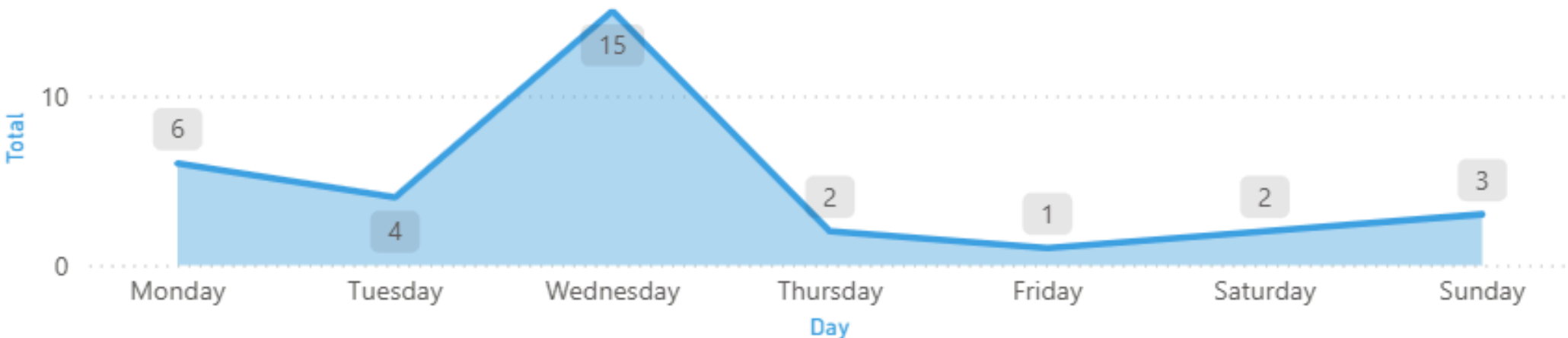
Fix Rate by Channel



Demand by hour



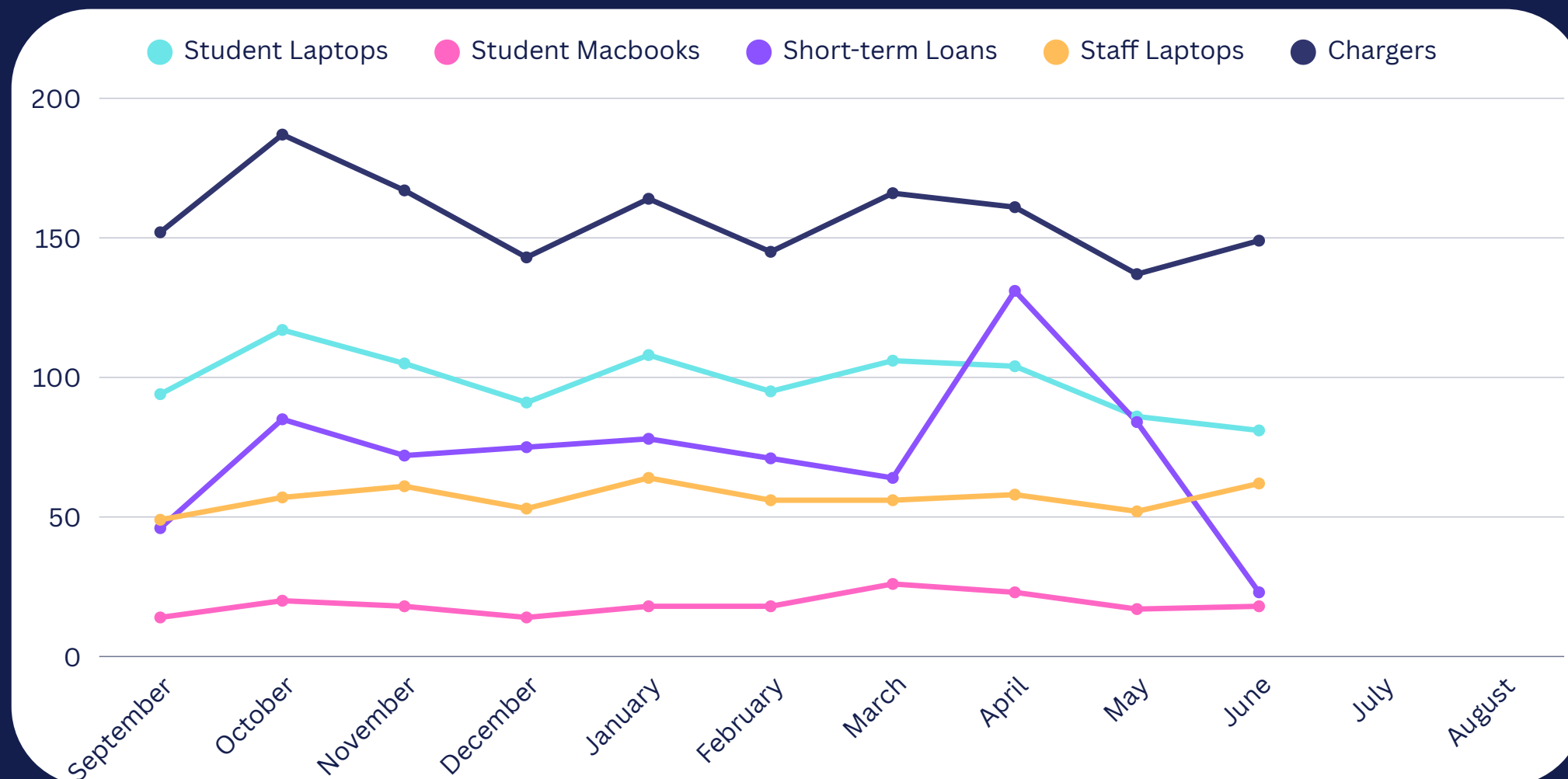
Demand by day



Subject	Total	Fix Rate
Accounts and Access -> Reset / Unlock Password	13	85%
Accounts and Access -> Multi-Factor Authentication (MFA)	6	67%
Digital Presence & Web -> Staff / Student Portal	3	67%
Accounts and Access -> Permissions & Roles	2	
Collaboration -> Email	2	100%
Virtual Learning Environment (VLE) -> Content Access	2	50%
Accounts and Access -> Single Sign-On / Federation	1	100%
Devices & Peripherals -> Desktop / Laptop	1	
Digital Presence & Web -> Public Website	1	100%
General Enquiry -> Unclassified Request	1	100%
Service Issues & Outages -> Monitoring Event / Alert	1	100%
Total	33	73%



Walk-Up Support



Total Loans
333
(Previous: 376)

Short Term Loans
Outliers:
4 loans 24^h June

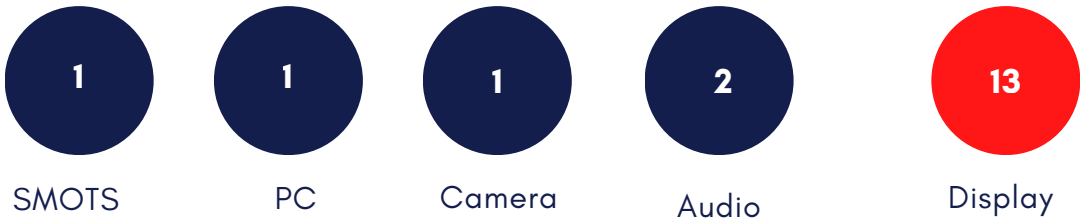
Short Term
Late Returns:
0
(Previous: May 14, April 8,
March 10)



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (25)



WHICH ARE OUR TOP REQUESTS THIS MONTH?*

TOP LEVEL CATEGORY: ACCOUNT (142)



*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:



- 202 leaver tickets processed by CCS resulted in *Account, Leaver* being highest 1st and 2nd request categories outside of the Service Desk team.

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



Top Incident 1st Level Category: Hardware (35)
Top Incident Sub-Level Category: Hardware - Laptop (16)

Top Request 1st Level Category: Account (208)
Top Request Sub-Level Category: Leaver (202)

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

