

Digital Services | IT Service Desk Monthly Review

May 2026

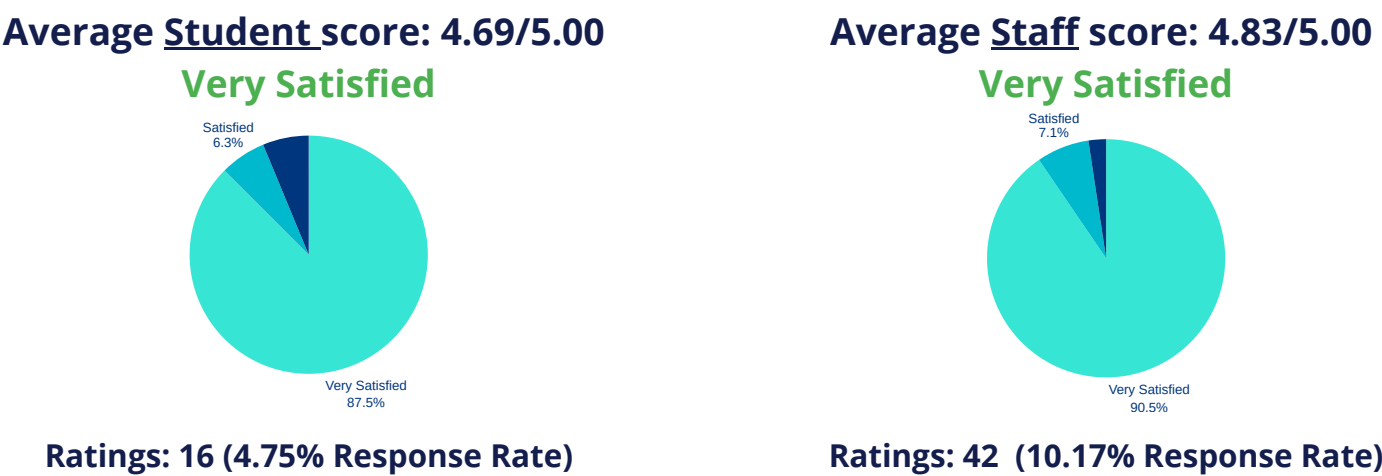
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IT Service Desk Summary | May 26

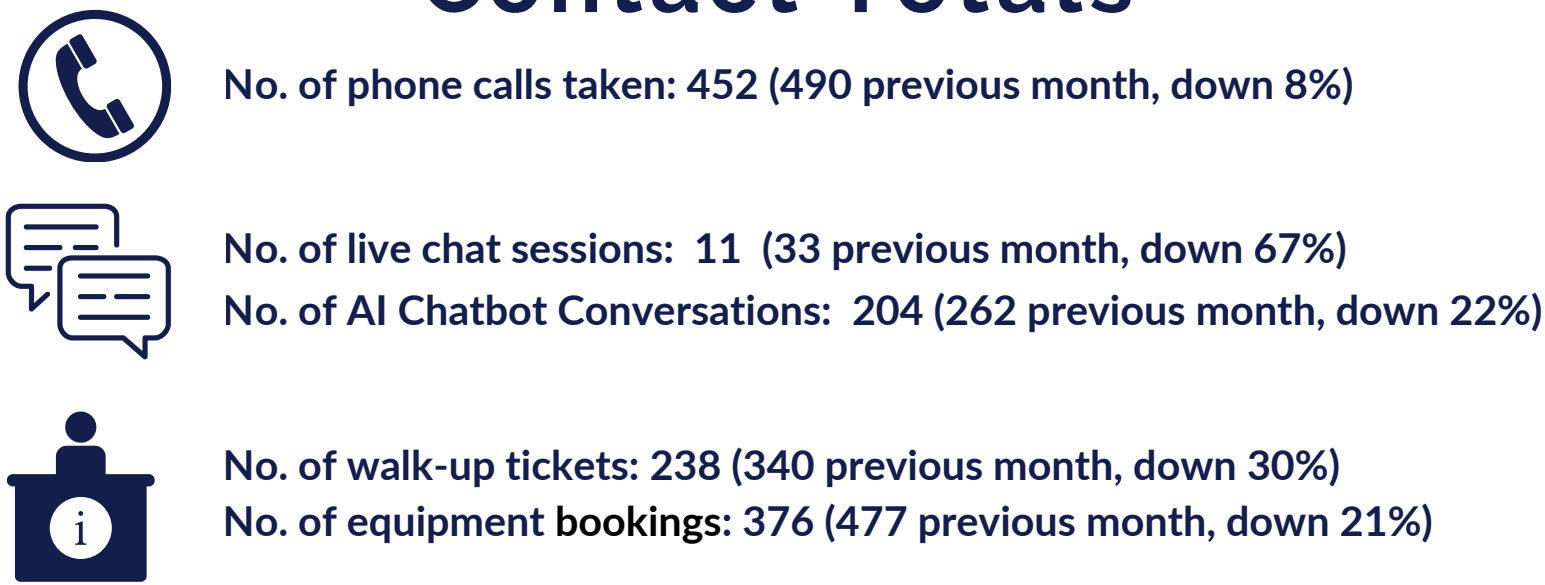
Ticket Totals



Feedback



Contact Totals



First Time Fix Rate

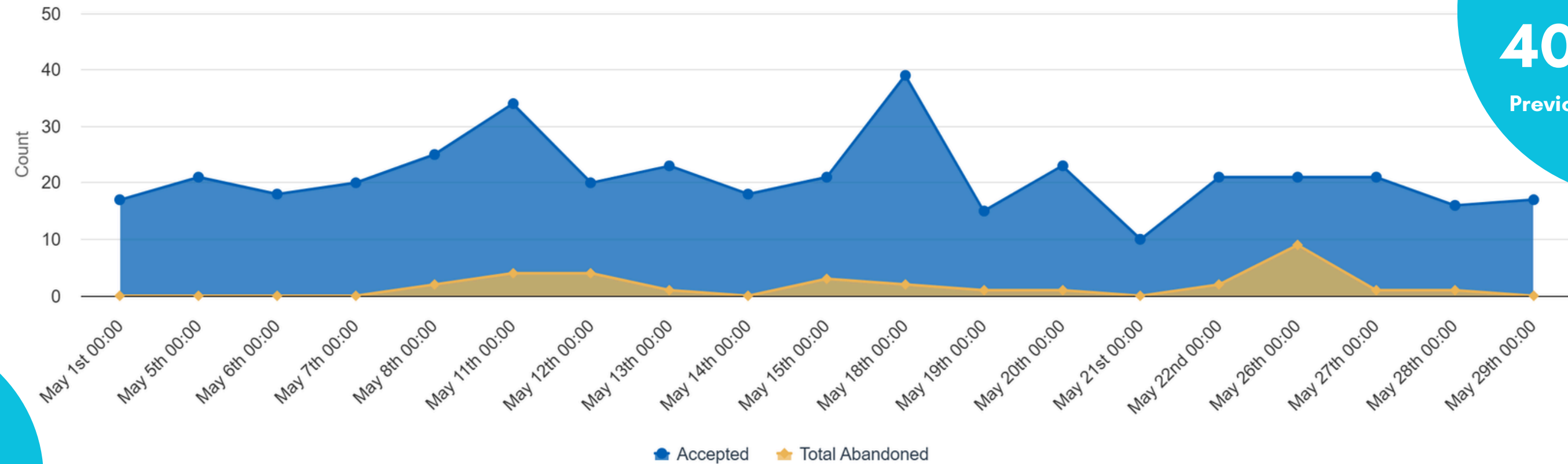


	Current month	Previous month	Academic Year average so far
Incident	67%	71%	67%
Request	75%	79%	78%
Total	73%	76%	75%



Communications - Service Desk

Service Desk Chart - Accepted vs Abandoned



Total Accepted

400 (90%)

Previous Month - 411 (97%)

Total
Abandoned
31 (10%)

Previous Month - 9 (3%)

	Current Month	Previous Month
Average Handling Time	05:31	05:22
Average Wait Time	00:43 [Max: 23:59]	00:31 [Max 05:01]
% Calls Answered Under 30 secs	78%	76%

Date of Longest
Wait Time

**May 11th
& 12th**



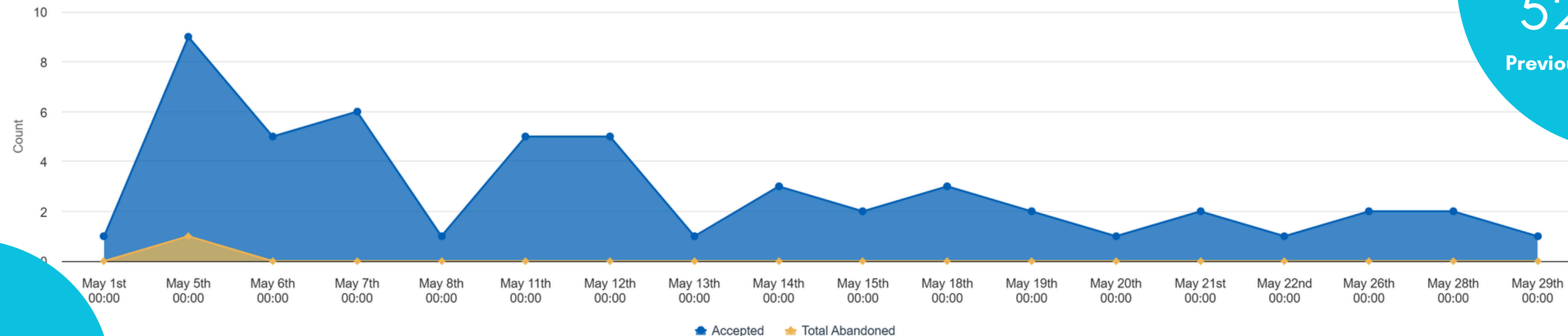
Communications - Room Support

Total Accepted

52 (99%)

Previous Month - 79 (99%)

Room Support Chart - Accepted vs Abandoned



Total
Abandoned
1 (1%)

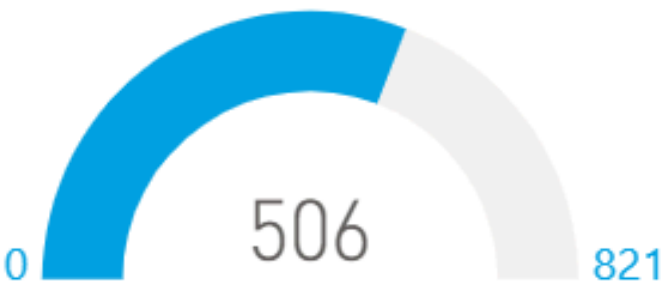
Previous Month - 1 (1%)

	Current Month	Previous Month
Average Handling Time	02:53	02:11
Average Wait Time	00:20 [Max: 05:23]	00:24 [Max: 03:32]
% Calls Answered Under 30 secs	92%	89%

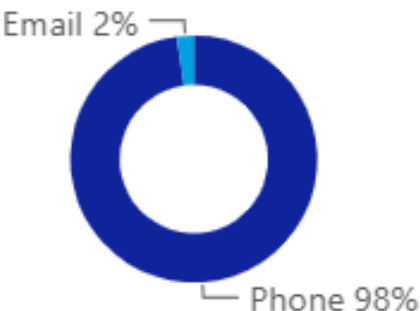
Date of Longest
Wait Time

May 5th

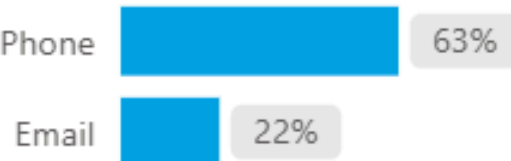
Resolved vs Logged



Volume by Channel



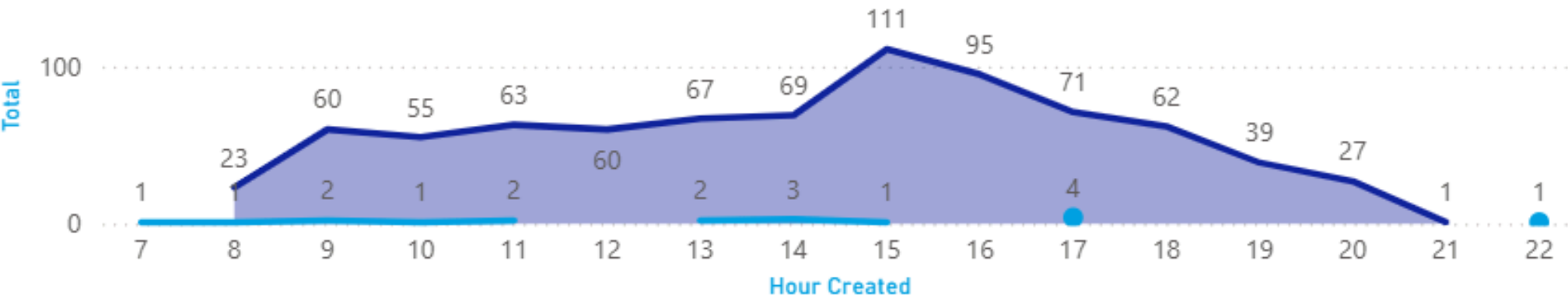
Fix Rate by Channel



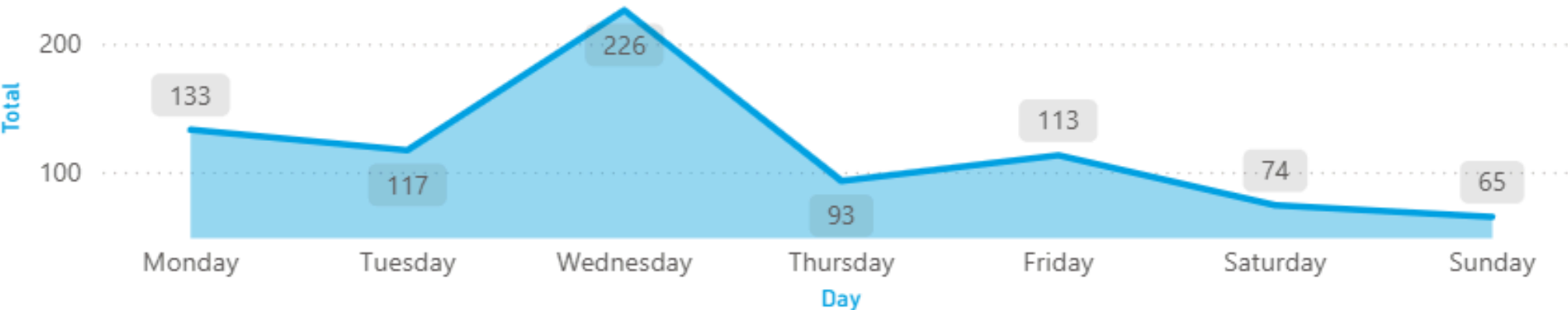
Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	277	77%
Accounts and Access -> Reset / Unlock Password	252	66%
Accounts and Access -> Disable / Re-enable Account	24	21%
Total	820	62%

Demand by hour

Channel ● Email ● Phone



Demand by day



Virtual Assistant Performance

Ave Answer Time: 4 Seconds

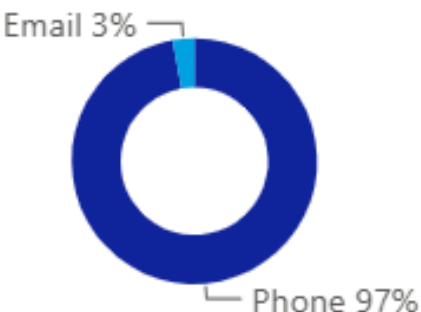
821
Started Sessions
2
Resolved by Ember

Subject	Fix Rate
General Enquiry -> Unclassified Request	10%

Resolved vs Logged



Volume by Channel

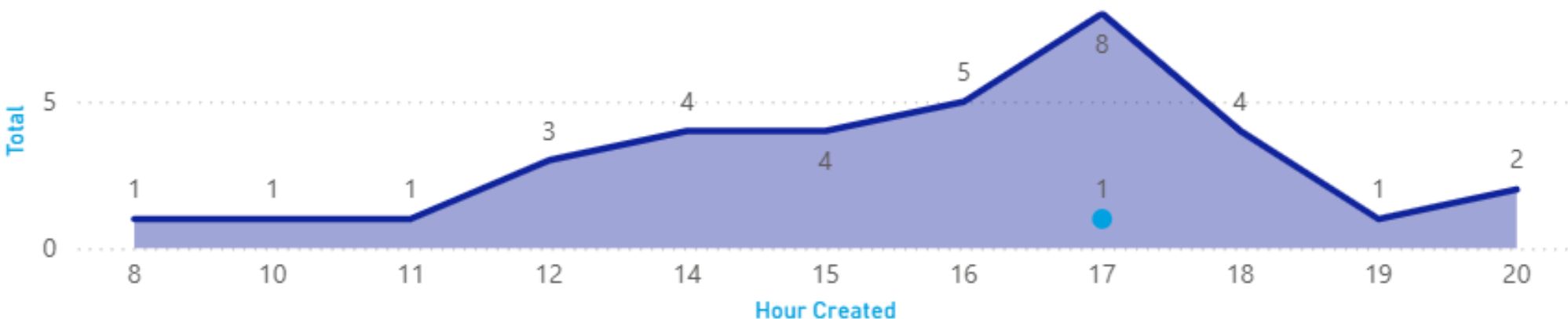


Fix Rate by Channel

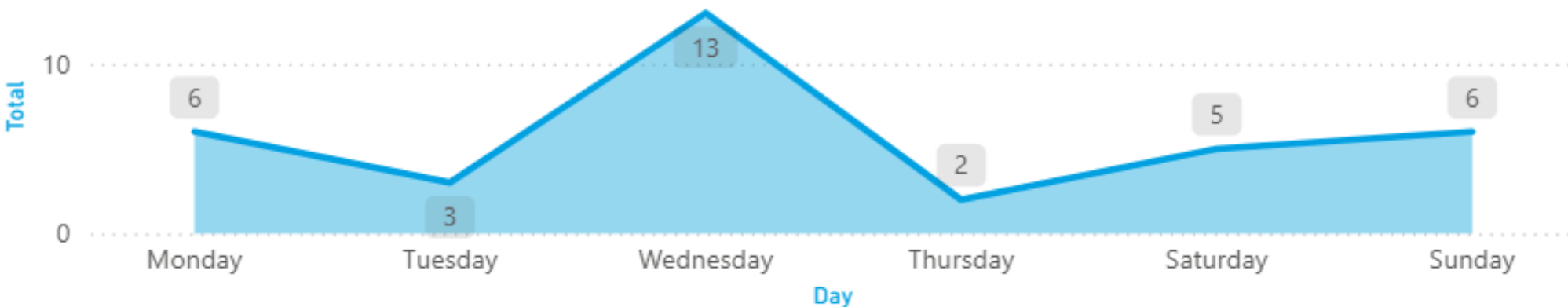


Demand by hour

Channel ● Email ● Phone



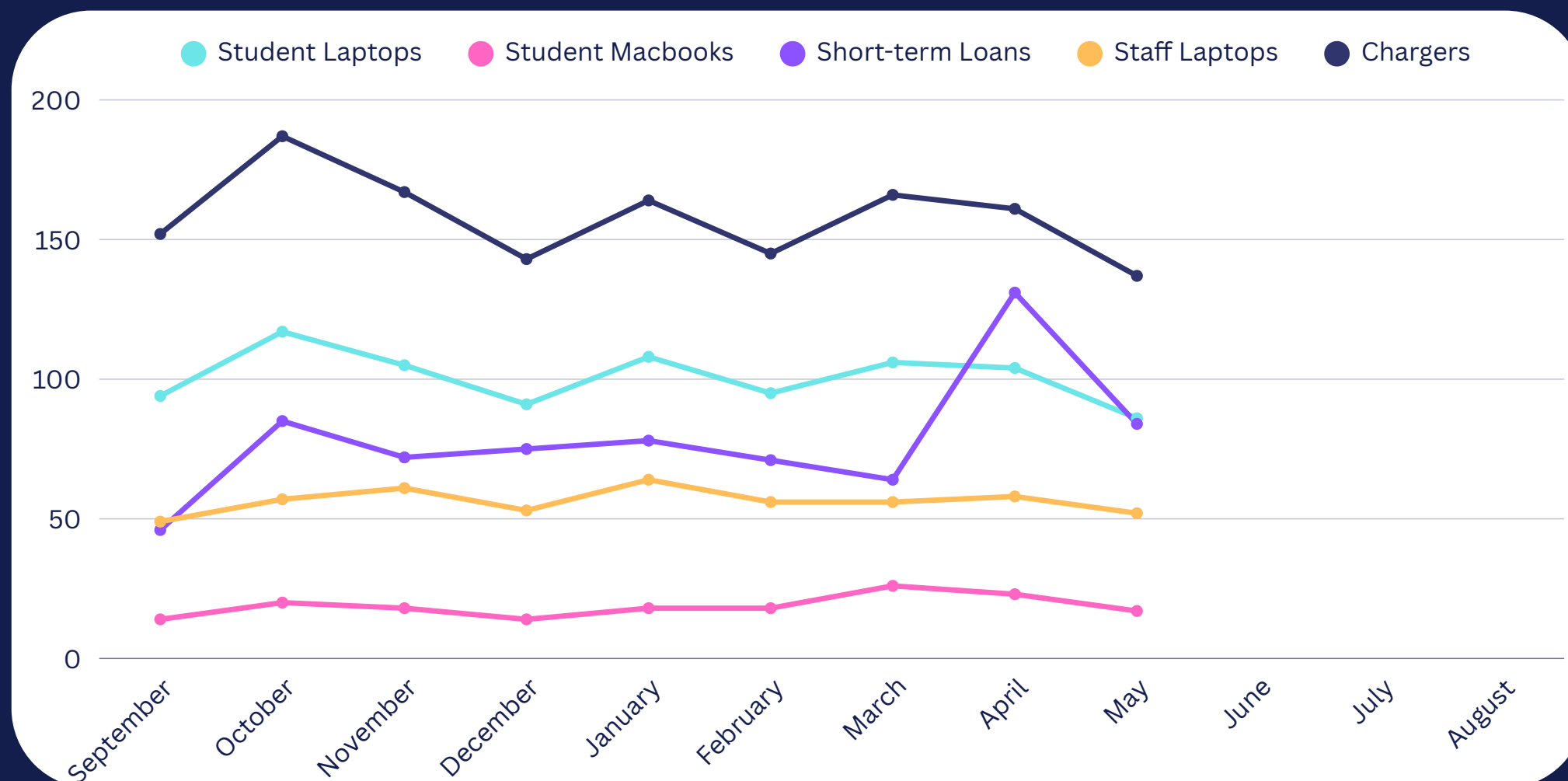
Demand by day



Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	15	87%
Accounts and Access -> Reset / Unlock Password	8	88%
Accounts and Access -> Create / Change Account	2	100%
Devices & Peripherals -> Desktop / Laptop	2	50%
Virtual Learning Environment (VLE) -> Content Access	2	50%
Virtual Learning Environment (VLE) -> Submission	2	50%
Accounts and Access -> Guest & External Access	1	100%
Organisational Information -> Course / Programme Enquiry	1	100%
Organisational Information -> Leavers & Alumni	1	
Software & Applications -> Specialist Application	1	100%
Total	35	80%



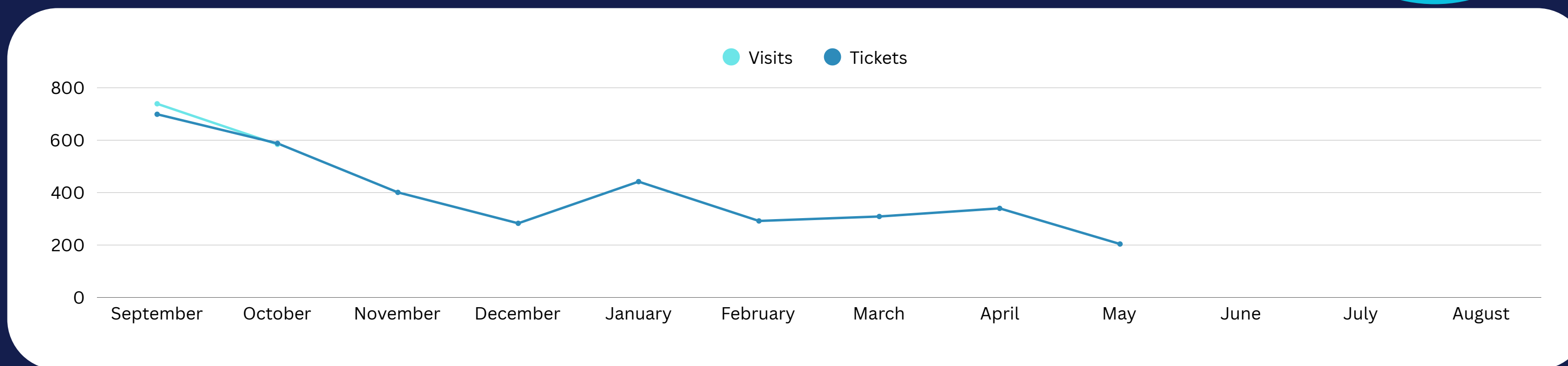
Walk-Up Support



Total Loans
376
(Previous: 477)

Short Term Loans
Outliers
15 loans 6th May
12 loans 20th May

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



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: SOFTWARE & SYSTEMS (25)



WHICH ARE OUR TOP REQUESTS THIS MONTH?*

TOP LEVEL CATEGORY: ACCOUNT (119)



*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:



- SC Incidents moved away from Account as top incident and returned to Account as top request.
- Software & Systems was only 1 ticket higher as SC top incident that Campus Room Support.
- No outliers outside SC.

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



Top Incident 1st Level Category: Hardware (26)
Top Incident Sub-Level Category: Hardware - Laptop (14)

Top Request 1st Level Category: Hardware (59)
Top Request Sub-Level Category: Hardware - Laptop (32)

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

