

Digital Services | IT Service Desk Monthly Review

September 2026

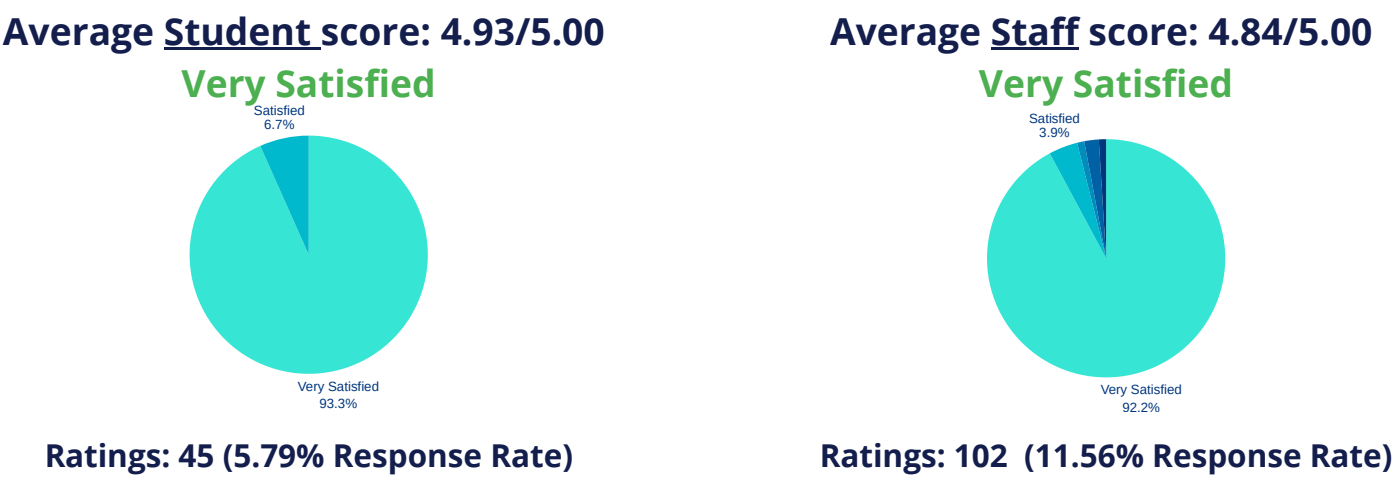
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IT Service Desk Summary | September 26

Ticket Totals

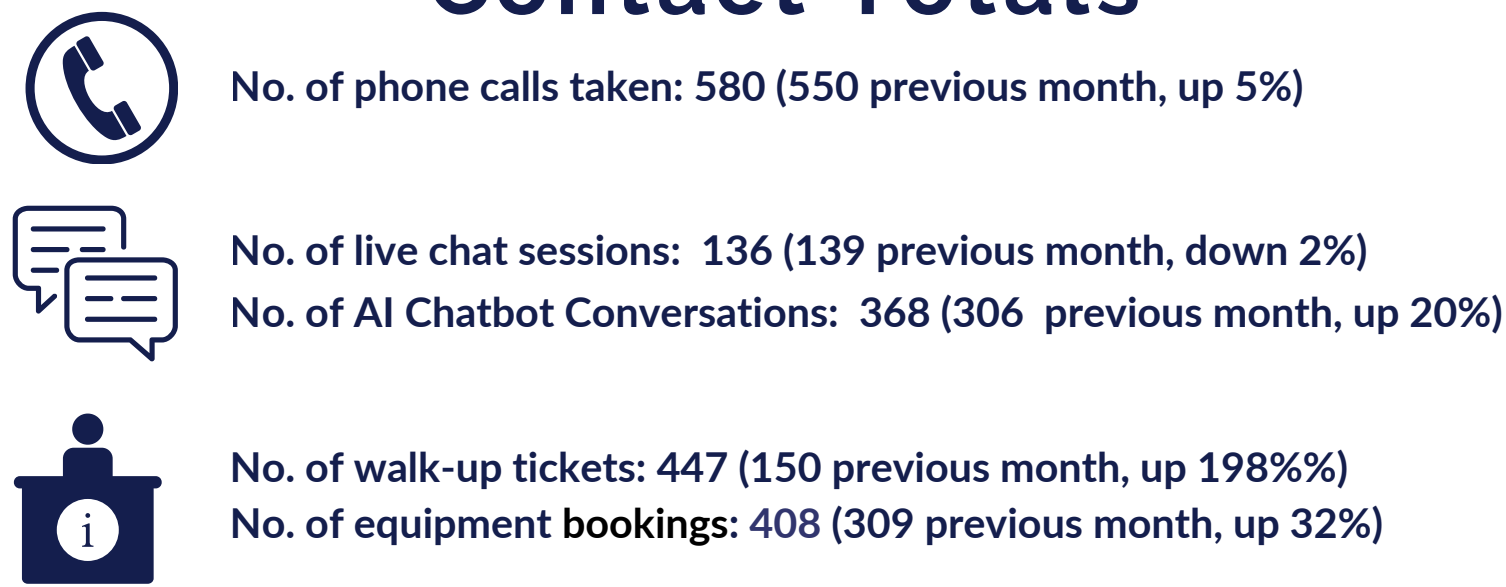


Feedback



Note: During the month of September the IT Service Desk phone line utilised a redirection option for the **Norman Overflow service** during core hours for basic queries. This will have affected the number of tickets submitted to our own IT Service Desk.

Contact Totals



First Time Fix Rate

	Current month	Previous month	Academic Year average so far
Incident	67%	66%	67%
Request	77%	76%	77%
Total	75%	75%	73%

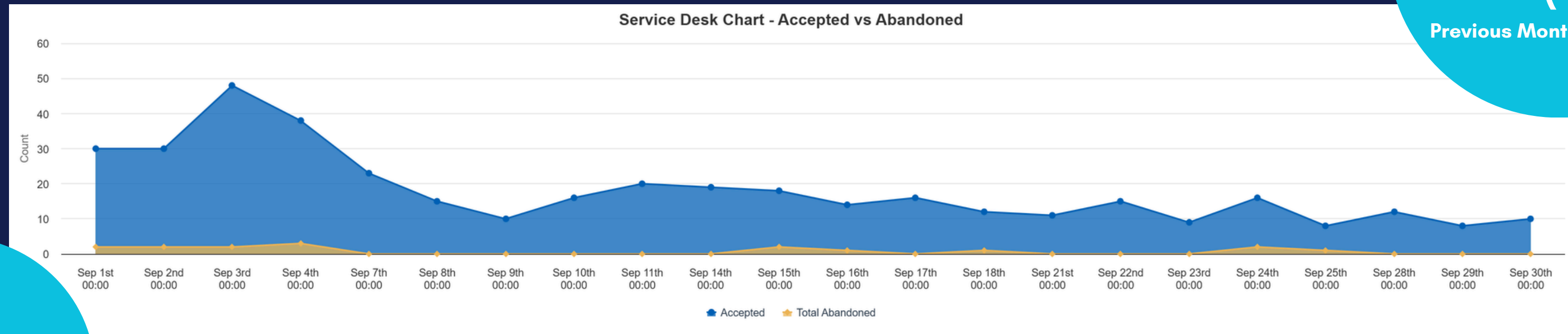


Communications - Service Desk

Total Accepted

398 (96%)

Previous Month - 529 (94%)



Total
Abandoned
16 (6%)

Previous Month 34 (6%)

	Current Month	Previous Month
Average Handling Time	05:34	04:55
Average Wait Time	00:41 [Max: 08:43]	00:56 [Max 25:38]
% Calls Answered Under 30 secs	71%	68%

Date of Longest
Wait Time

Sep 3rd



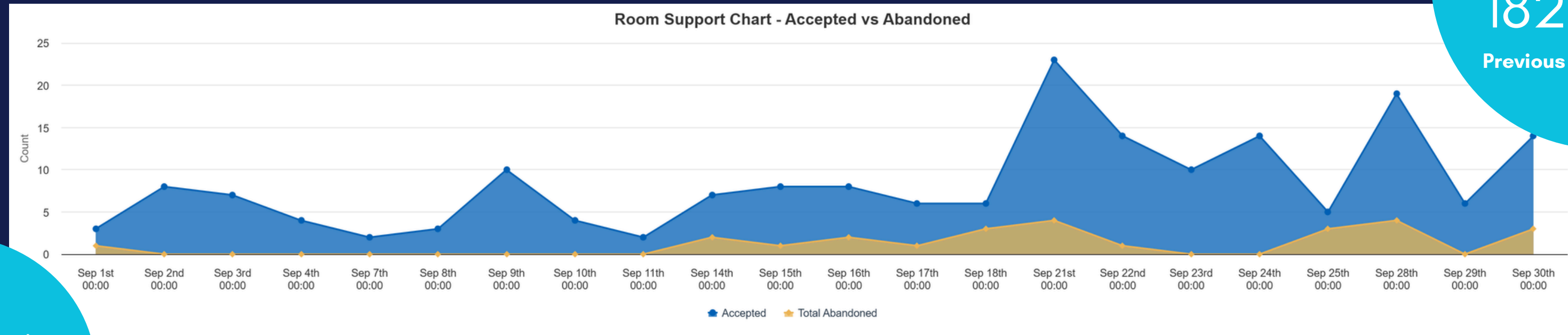
Communications - Room Support

Total Accepted

182 (88%)

Previous Month - 21 (95%)

Total
Abandoned
25 (12%)
Previous Month - 1 (5%)

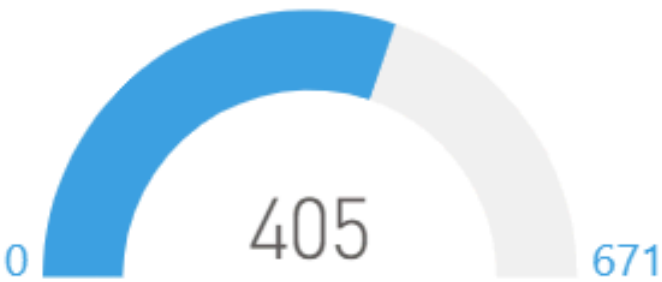


	Current Month	Previous Month
Average Handling Time	02:26	02:59
Average Wait Time	00:59 [Max: 13:24]	00:38 [Max: 05:58]
% Calls Answered Under 30 secs	87%	77%

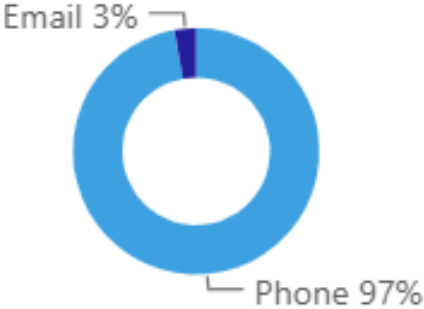
Date of Longest
Wait Time

Sep 18th

Resolved vs Logged



Volume by Channel

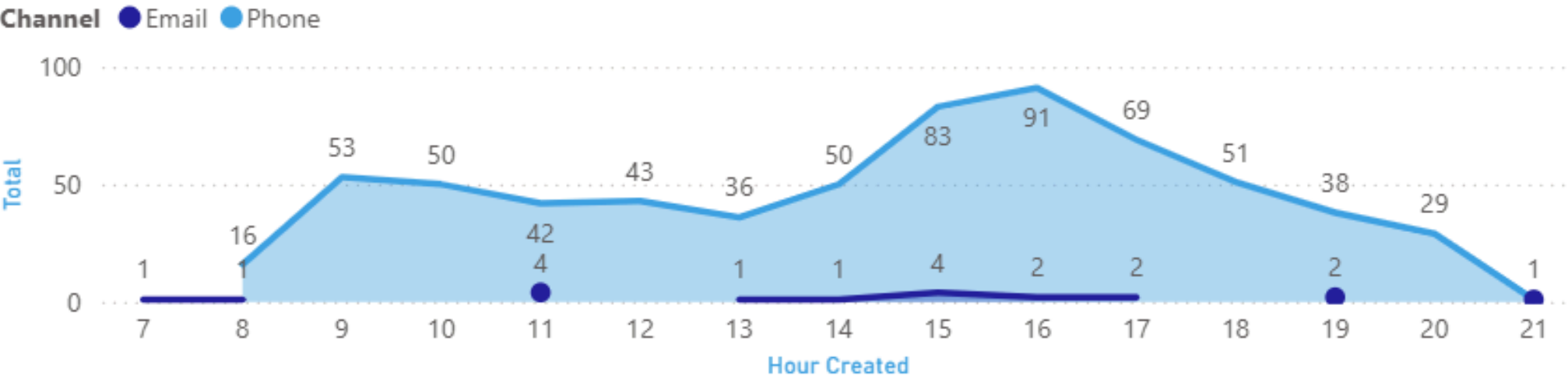


Fix Rate by Channel

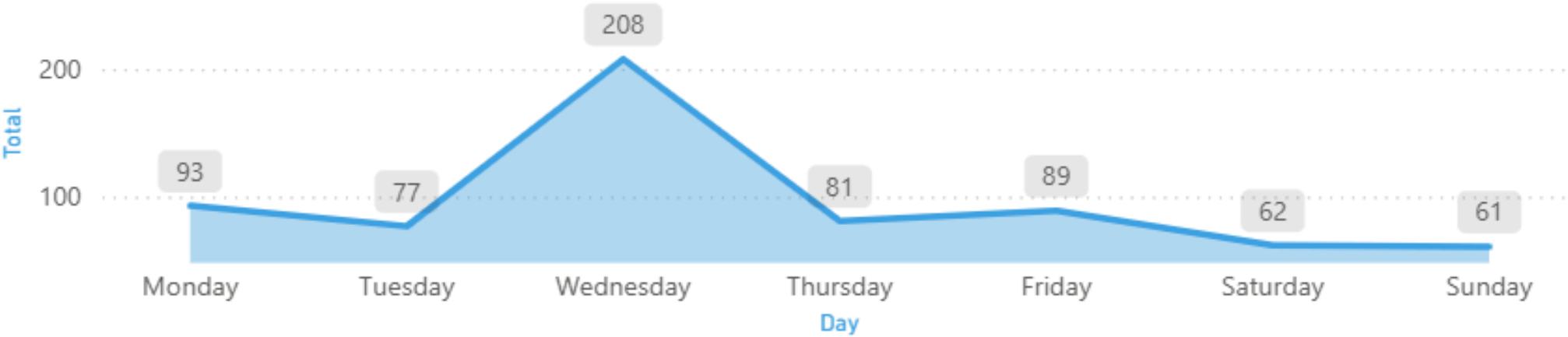


Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	249	70%
Accounts and Access -> Reset / Unlock Password	205	64%
Accounts and Access -> Disable / Re-enable Account	19	21%
Accounts and Access -> Create / Change Account	17	20%
Total	671	60%

Demand by hour



Demand by day



Virtual Assistant Performance

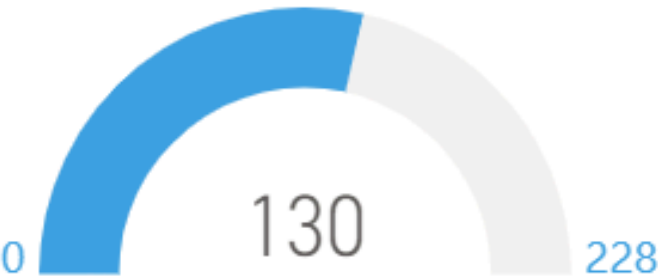
Ave Answer Time: 4 Seconds

671
Started Sessions
(Blank)
Resolved by Ember

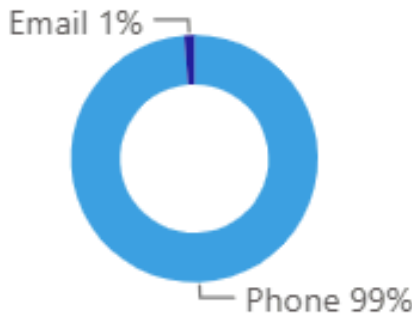
Subject	Fix Rate
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Resolved vs Logged



Volume by Channel

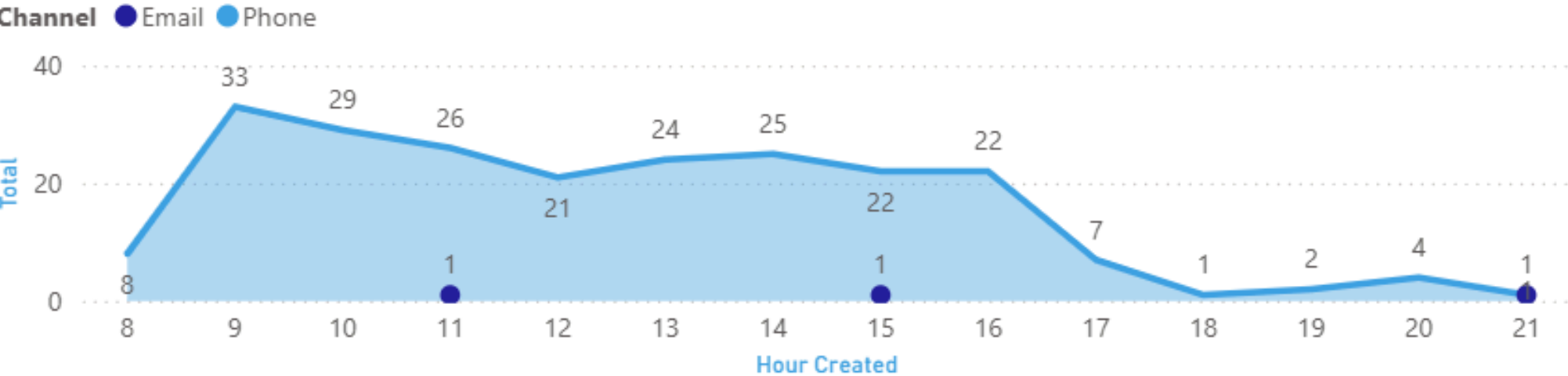


Fix Rate by Channel

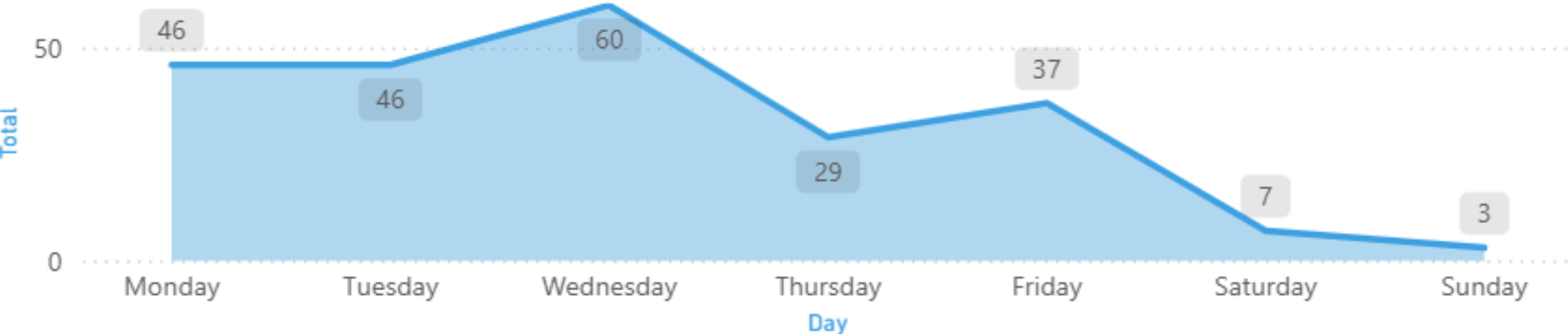


Subject	Total	Fix Rate
Accounts and Access -> Multi-Factor Authentication (MFA)	97	64%
Accounts and Access -> Reset / Unlock Password	72	63%
Accounts and Access -> Create / Change Account	10	30%
Accounts and Access -> Disable / Re-enable Account	10	20%
Accounts and Access -> Single Sign-On / Federation	5	40%
Devices & Peripherals -> Desktop / Laptop	4	50%
General Enquiry -> Unclassified Request	4	100%
Software & Applications -> Specialist Application	4	
Accounts and Access -> Assign / Change Licence	3	33%
Digital Presence & Web -> Staff / Student Portal	3	
Organisational Information -> Enrolment & Registration	3	33%
General Enquiry -> Test / Dropped Call	2	100%
Software & Applications -> Installation & Licensing	2	50%
Virtual Learning Environment (VLE) -> Content Access	2	100%
Accounts and Access -> Permissions & Roles	1	100%
Collaboration -> Email	1	
Library Services -> Borrowing / Returns	1	100%
Network & Connectivity -> VPN & Remote Access	1	
Software & Applications -> Office Productivity Suite	1	100%
Software & Applications -> Web & Cloud Applications	1	
Total	228	57%

Demand by hour

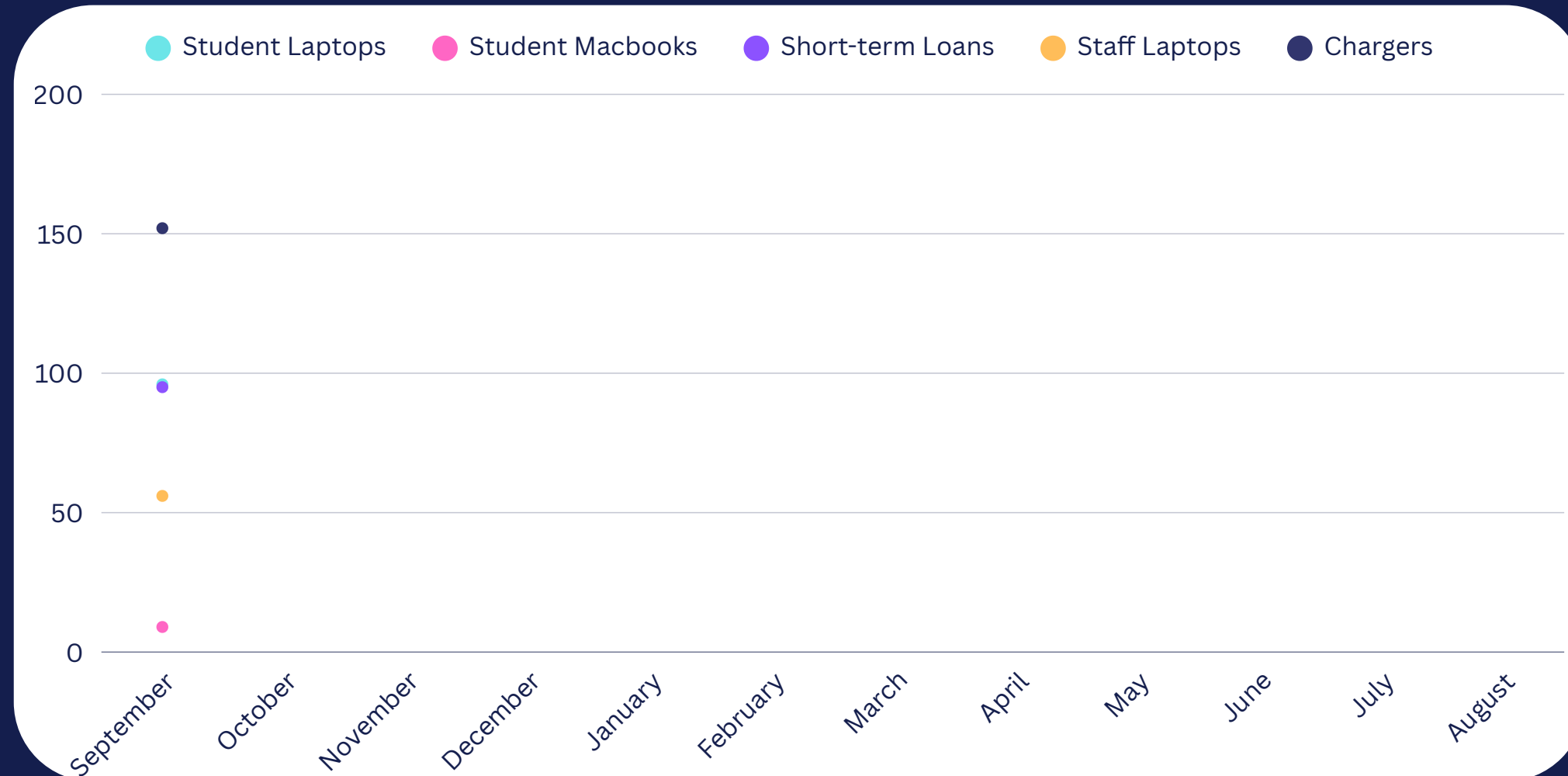


Demand by day





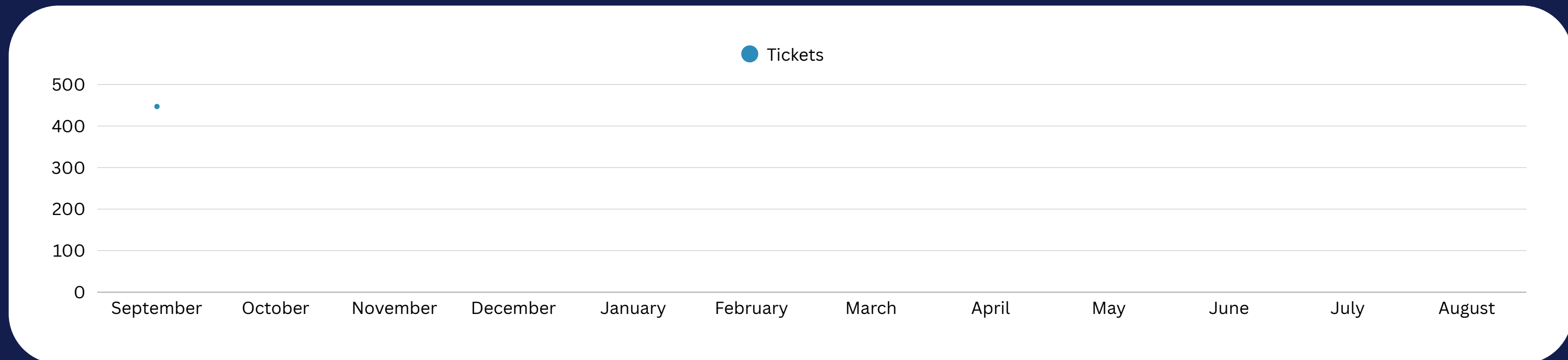
Walk-Up Support



Total Loans
408
(Previous: 309)

Short Term
Loans Outliers:
**12 loans 16th
September**

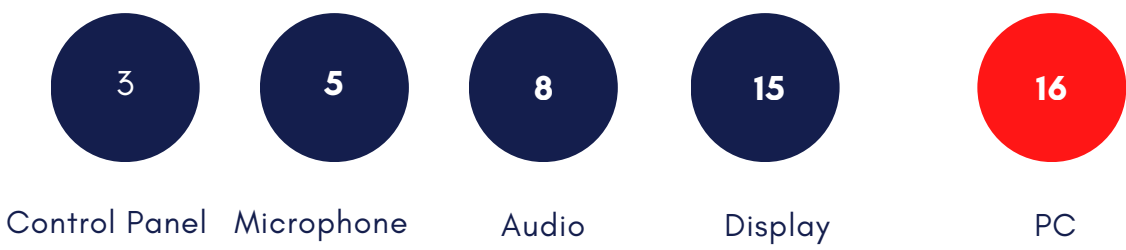
Short Term
Late Returns:
14



Service Desk Category Trends

WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (53)



WHICH ARE OUR TOP REQUESTS THIS MONTH?*

TOP LEVEL CATEGORY: ACCOUNT (294)



*Excludes N/A Quick Call Category Data.

CATEGORIES DEEP DIVE:



- A normal September month with no significant outliers, taking into account the Norman Overflow service.

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



Top Incident 1st Level Category: Hardware (39)
Top Incident Sub-Level Category: MFD (10)/Laptop (10)

Top Request 1st Level Category: Hardware (101)
Top Request Sub-Level Category: Laptop (43)

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

