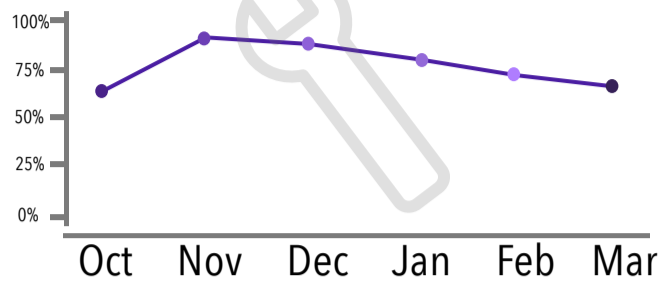


IT Service Desk Report

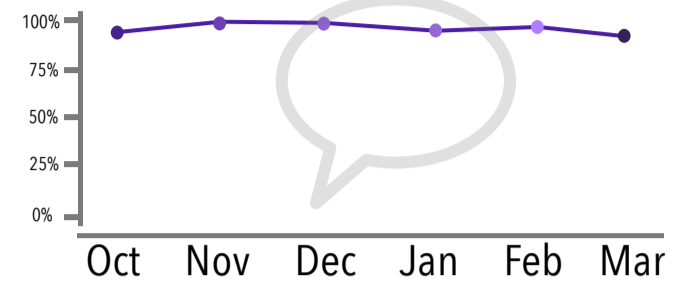
March 2018*

LEEDS
BECKETT
UNIVERSITY

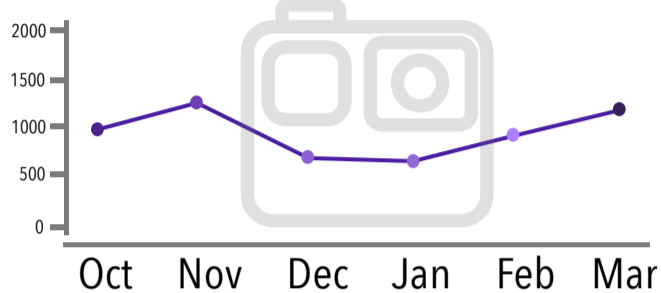
First Line
Fix Rate
70.53%



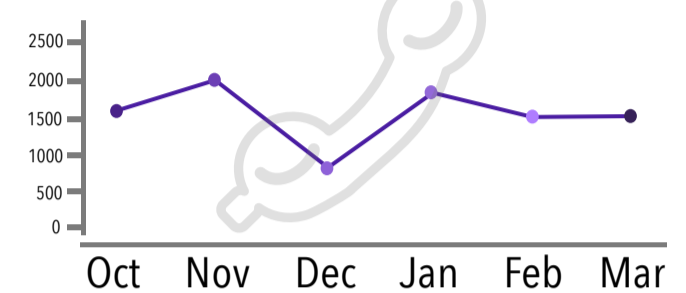
Calls
Answered
91.8%



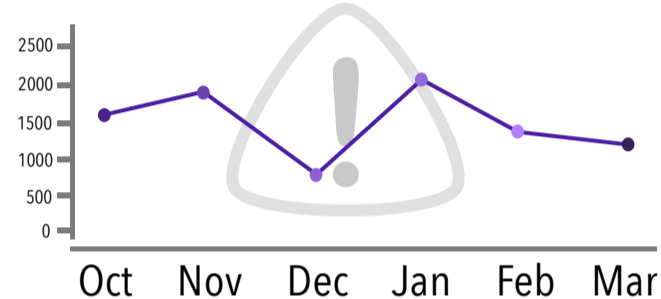
Number of
Media Loans
1182



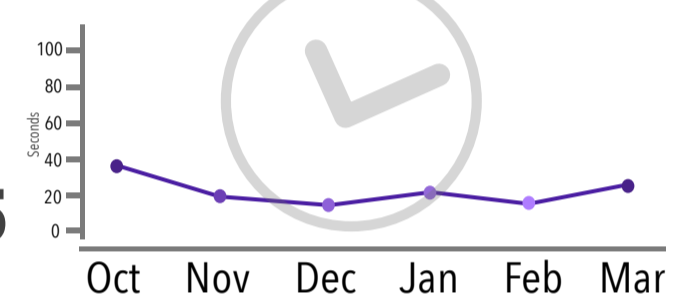
Number of
Calls
1542



Number of
Incidents
1255



Average
Wait Time
00:00:25



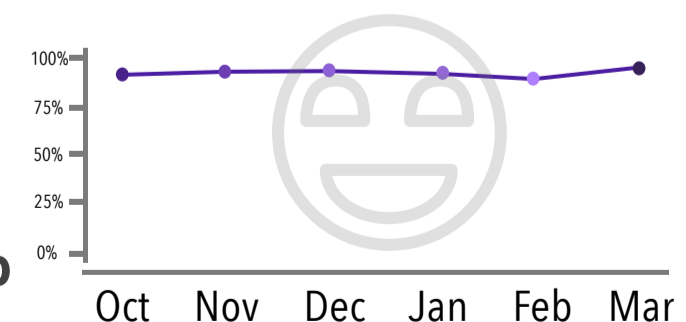
Customer Comments

- ◆ **Steve Kendall** has been very kind, quick and instrumental in resolving the issue. His eye for detail helped in resolving the issue.
- ◆ Excellent service, with a smile - thank you!
- ◆ Fantastic service from **Adam Meek**. Kept informed throughout the process, advice given and questions asked where relevant to make sure I received the service I needed.
- ◆ As always, once again a great service given by support services team at Headingley campus. **Simon Barber** has been very helpful and is always ready to resolve any issues. Keep up the great work :)
- ◆ **Adam Wimpenny** was excellent and polite and sorted my laptop out thanks
- ◆ On this occasion it was **Jason Moore** who initiated the work on the tablet and successfully installed the relevant information which was greatly appreciated. On returning for further assistance and providing alteration to passwords Adam Wimpenny continued to support the process in his usual exceptionally efficient manner.
- ◆ Very prompt response and solution to my issue by **Beth Roberts**, very happy!



Media Equipment
Staff IT Service Desk

Customer
Satisfaction
Rating
95.92%



* Due to the IT Service Desk implementing Skype For Business, some of these numbers may not reflect the true statistics as there was testing going on during the month of March.

The IT Service Desk is located in both campus libraries.

Open: Monday - Friday 08:30-18:00

ITServiceDesk@leedsbeckett.ac.uk

0113 81 22222