



# IT Service Desk in 2017



Access Online Self Service - 24 hours a day, 7 days a week  
[www.csu.edu.au/division/dit/services](http://www.csu.edu.au/division/dit/services)

## 25,211

calls answered by the IT Service Desk in 2017

## Calls to IT Service Desk



Average speed to answer calls = 1 minute 22 seconds

Total Service Desk talk time = 2,905 hours

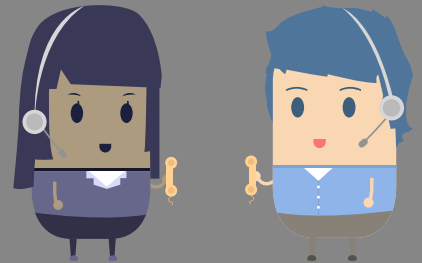
Average speed to answer High Priority calls = 31 seconds

High Priority talk time = 190 hours

22,213

Contact us on 84357 (or 1300 653 088)

General Calls (88.11%) High Priority Calls (11.89%)



## Top 10 Categories



Software Web Applications = 1,495

Email and Appointments = 3,347

Account / Login Management = 1,635

3.77%

8.45%

Software Interact2 / Blackboard = 3,345

4.13%

8.44%

Phones / Mobile / Fax = 1,637

4.13%

7.49%

Teaching Space Technology = 2,968

Computing Devices = 1,949

4.92%

6.90%

Software Desktop Applications = 2,736

4.93%

6.48%

Video Conference Meetings = 1,955

Network and Internet = 2,569

## 39,631

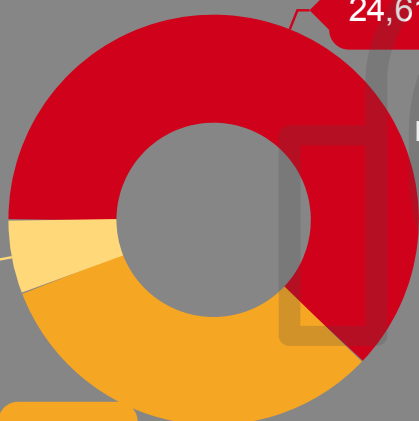
jobs logged to the IT Service Desk in 2017

## Jobs Logged



Increase in number of jobs logged from 2016 =

## 4,639



2,312

24,612

## 67%

Incidents / Requests resolved by Service Desk at first response

2% improvement from 2016

12,707

39,631

8,297

2,863

Total Self Service Via Student Central

239 escalations from Student Central to DIT per month (on average)