



IT SERVICE DESK IN 2015

Top ten request categories

1. Email and Calendar
2. Desk Phones
3. Interact2/Blackboard
4. Audio Visual Equipment
5. CSU Replay Bookings
6. P&S Drives
7. Communications Directory
8. Video Conferences
9. CSU Account Management
10. Wifi

Number of calls received
(normal and high priority)



29,822

Average Speed to Answer Calls
(High Priority Line Only)



29 SECONDS

Average Speed to Answer Calls
(General Service Desk Only)



44.5 SECONDS

AVERAGE NUMBER OF REQUESTS AND INCIDENTS SOLVED AT FIRST CONTACT (NO ESCALATION REQUIRED)

72%

Average number of escalations from student central

191 per month

New requests/incidents logged

24,036

FAQs, User Guides and Online Training available



Contact Us

- * Online Self Service (available 24/7)
- * Phone (84357 or 1300 653 088)

<http://www.csu.edu.au/division/dit>