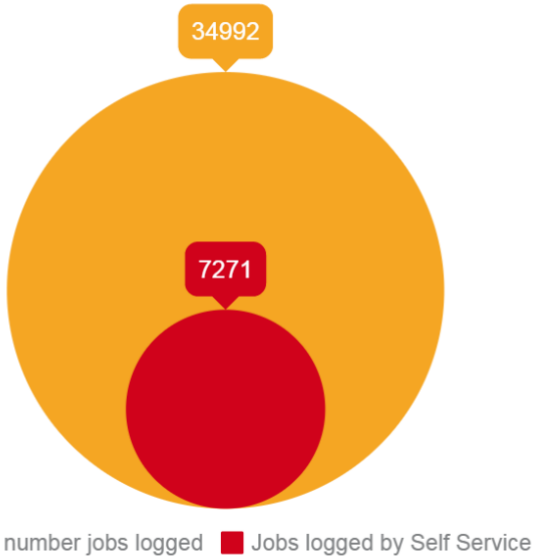


IT SERVICE DESK IN 2016

Jobs Logged



TOP 10 REQUEST CATEGORIES

- Email and Appointments (4319)
- Software Interact (3514)
- Software Interact2/Blackboard (3321)
- Software Desktop Applications (3284)
- Teaching Space Technology (2927)
- Network and Internet (2627)
- Video Conference Meetings (2273)
- Phones/Mobile/Fax (2009)
- Account/Login Management (1762)
- CSU Web (1610)

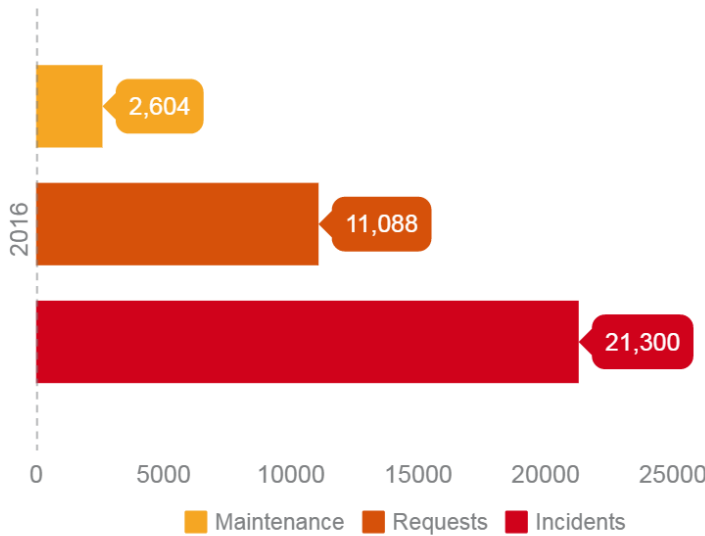


* Access Online Self Service - 24 hours a day, 7 days a week

www.csu.edu.au/division/dit/services

Breakdown of Logged Jobs

Average number of incidents and requests resolved at first response
65%



Average number of escalations from Student Central (per month)
228



Calls to Service Desk

