

The Service Desk Report

EUS Service Desk

Feburary 201X

***Several formatting errors have been introduced due to the need to redact PII data and cleanse this report for use as a general sample of my work.**

A monthly review of the activities, metrics and value provided by the EUS Service Desk to XXXX

SDA to User support Ratio

Total users supported	Service Desk Team	User/Support ratio
894	9	100 to 1

"— My issue was occurring after office hours and I received two quick responses. The promptness of the service desk is much appreciated!"

— VIP Comment

WORKLOAD DATA

Total Tickets Completed

1650

Incidents Completed

96

Requests Completed

981

Tasks Completed

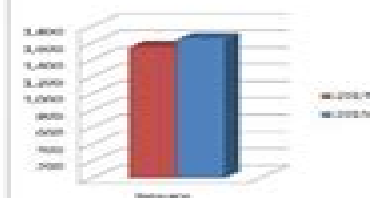
573

A compilation of Incidents, requests and tasks assigned to the Service Desk comparing each month to the previous three months (trailing average). Variances of +/- 20% trigger an investigation by me with a separate follow-up report outlining root cause.

This information and graph are informational and do not have an associated success factor. The information is presented as a visual means to provide a better understanding of the demands on my Team.

Ticket volume rose 27% from our three month trailing average and 51% from this month last year.

Volume compared to this month last year



Service Desk Report Example

Michael Seilmaier

A red circular graphic with a gradient, appearing as a semi-circle or a partial circle, located to the right of the name bar.

Service Desk Report Example:

Reviewing **Service Desk Report Example**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is truly astonishing. Within the pages of "**Service Desk Report Example**," an enthralling opus penned by a highly acclaimed wordsmith, readers attempt an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve in to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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