

IT / Helpdesk — Weekly Summary

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Weekly Summary — IT / Helpdesk

****Period:**** 23-29 March 2026

****Generated by:**** Scheduled task (access-tracker)

Volume

- Items processed: 62 (prev week: 50, +24.0%)
- Urgent items: 15 (prev: 10)
- Average resolution time: 3.8 hours (prev: 4.0)

Top Categories

1. Access Request — 40% of volume
2. Hardware Issue — 16% of volume
3. Software Install — 11% of volume
4. MFA Reset — 10% of volume

Trends

- Volume trending UP 24.0% week-over-week
- Urgent items elevated — investigate staffing or process bottleneck
- Average sla hours_remaining: within target

Action Items Carried Forward

- 3 items from last week still unresolved
- Oldest open item: HD-13892 (5 days old)
- Pattern alert: "Ironbridge Industrial" appeared 3 times this week