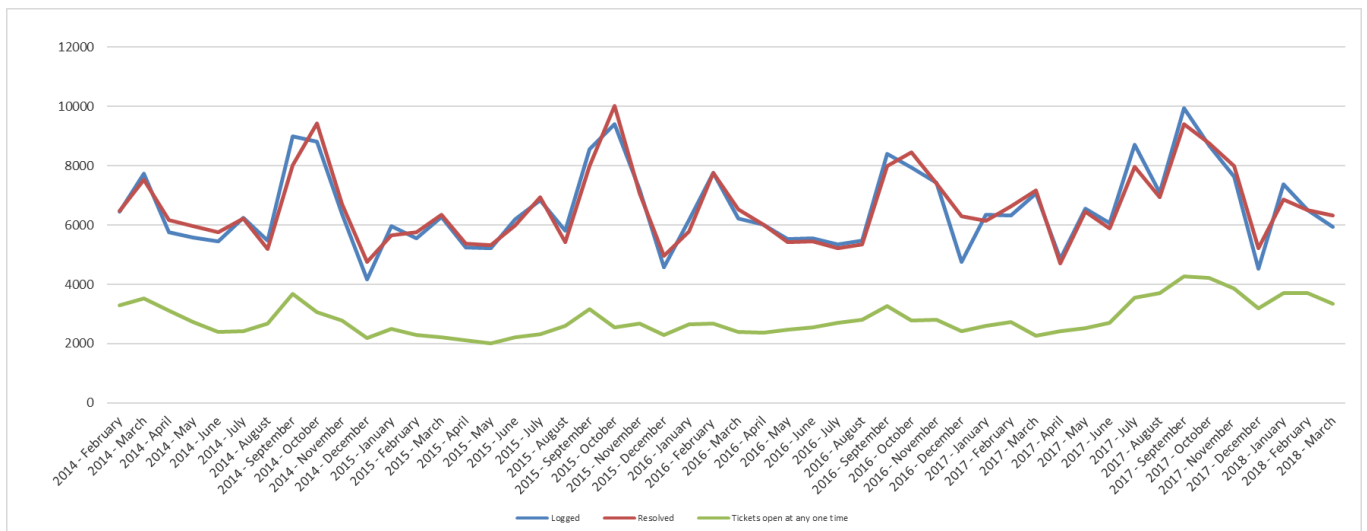


April 2018 - Incident Management and Request Fulfilment

Tickets recorded

2018 - March		
Incident Type	Logged	Resolved
Malfunction	1209	1175
Service Request	4429	4837
Change Request	35	43
Request for information	233	236
Information Security incident	28	26
Total	5940	6317

Ticket trends over time

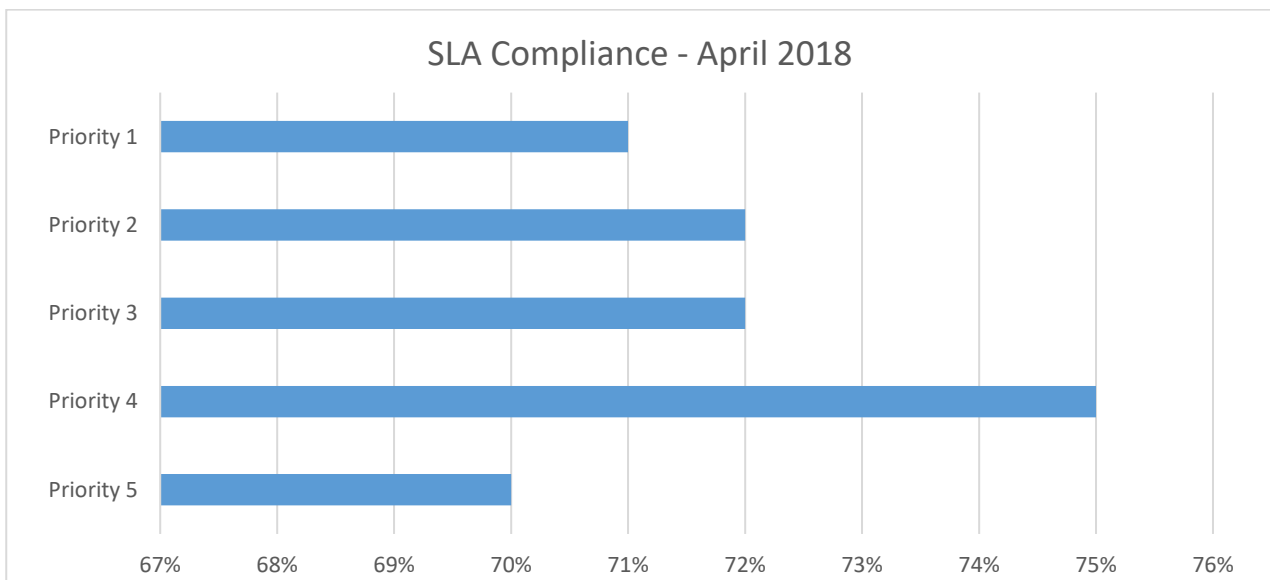


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

April 2018	SLA met	Number of contacts
Priority 1	453	637
Priority 2	1040	1451
Priority 3	1659	2320
Priority 4	182	243
Priority 5	733	1052
Total	4067	5703

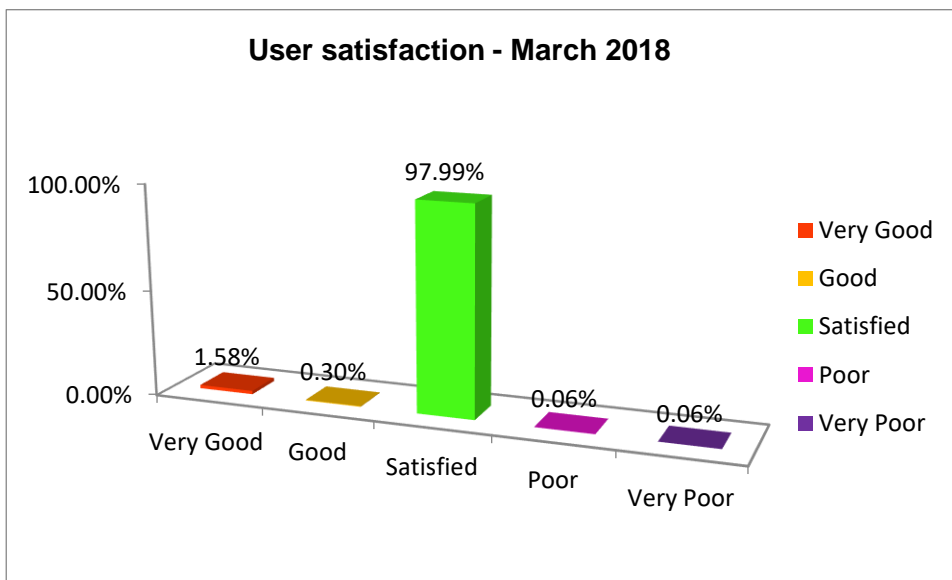
Our overall compliance for this month is 71% of all tickets.



Our chosen target is to meet our priority targets 90% of the time. For our full SLA details on resolution targets see: <http://www.bristol.ac.uk/it-services/contacts/incidentmgt.html>

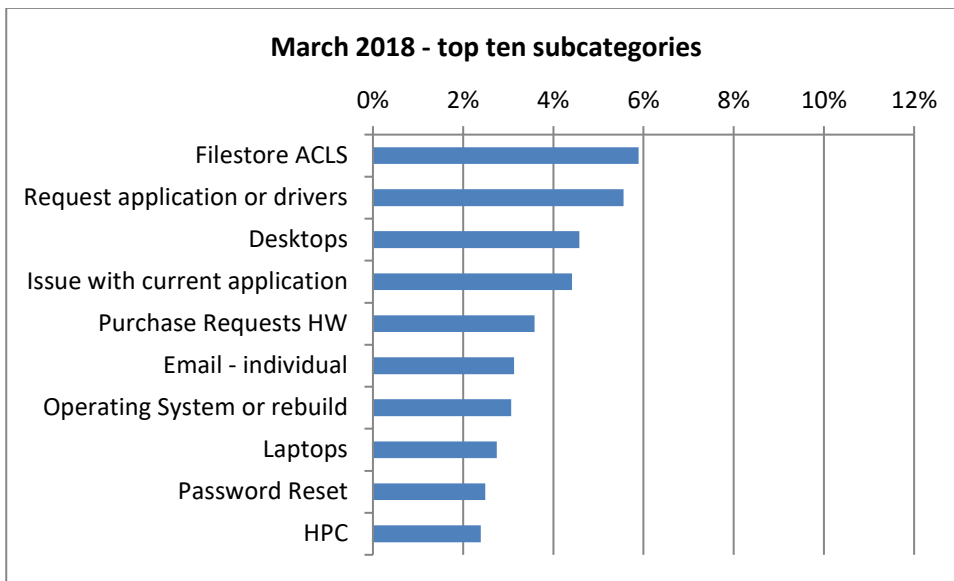
User Satisfaction Ratings

2018 - March	
Very Good	100
Good	19
Satisfied	6190
Poor	4
Very Poor	4
Total	6317

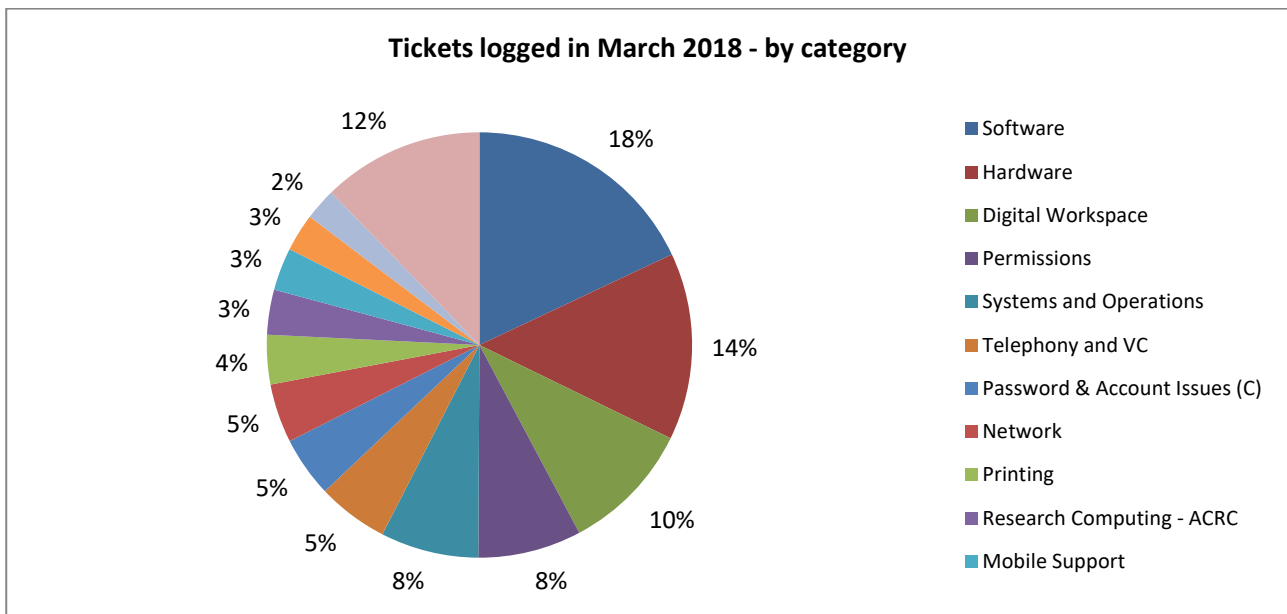


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



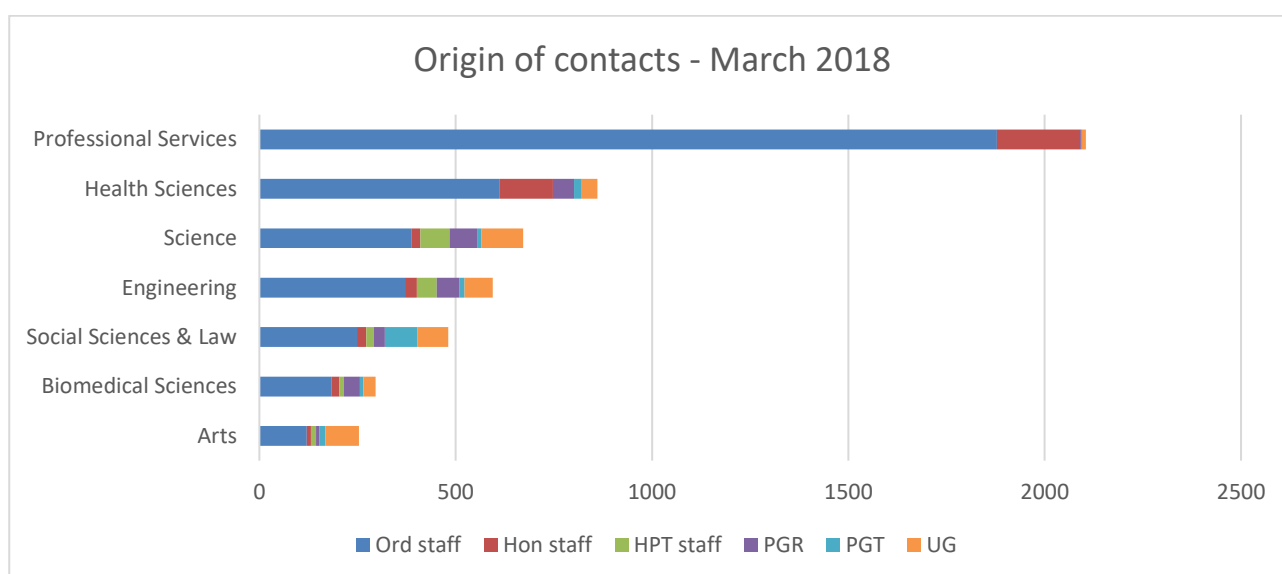
Category of tickets



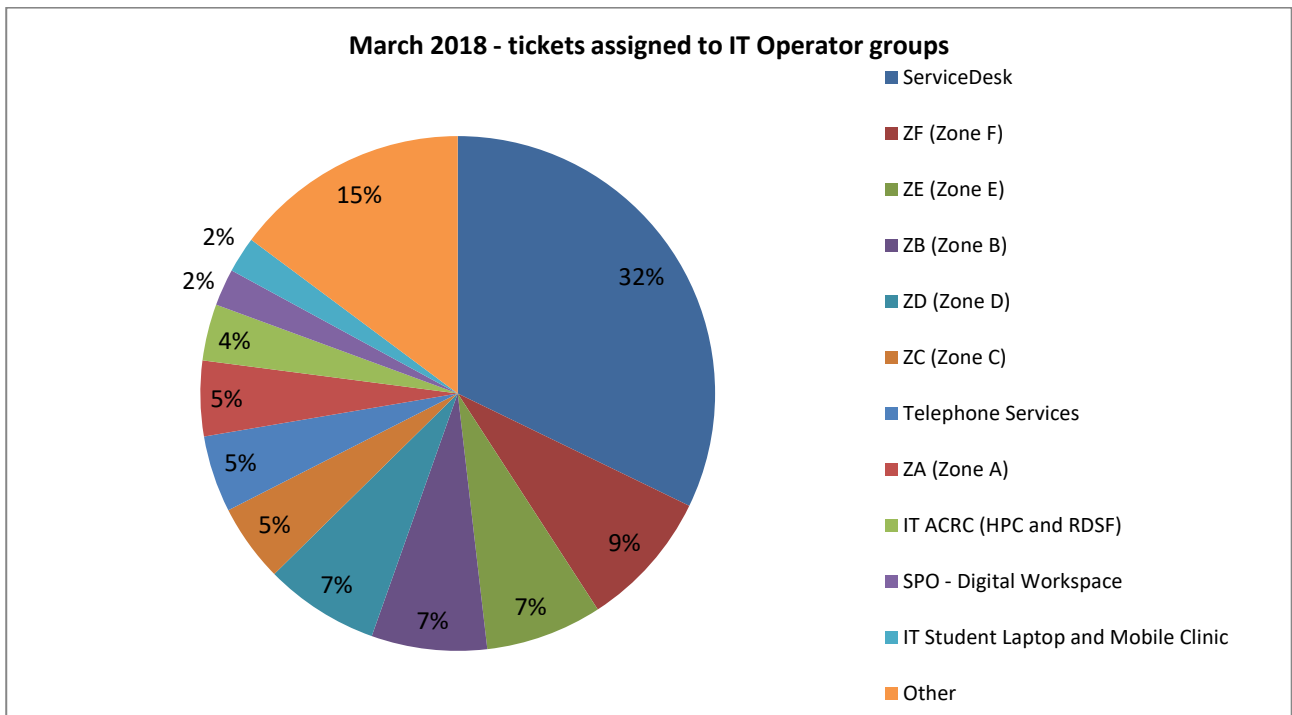
Origin of tickets

March 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	121	10	13	9	15	86	254
Biomedical Sciences	184	20	11	41	9	31	296
Social Sciences & Law	249	23	19	29	82	79	481
Engineering	371	30	51	57	14	71	594
Science	388	22	74	70	12	106	672
Health Sciences	612	136	0	53	20	40	861
Professional Services	1878	212	0	4	0	11	2105
Unknown							677
Total							5940

Unknowns are comprised of email generated tickets where the email address is not a personal University of Bristol address or not recognised as such by our system e.g. private mail accounts, delegate mailbox or student my.bristol.ac.uk addresses.

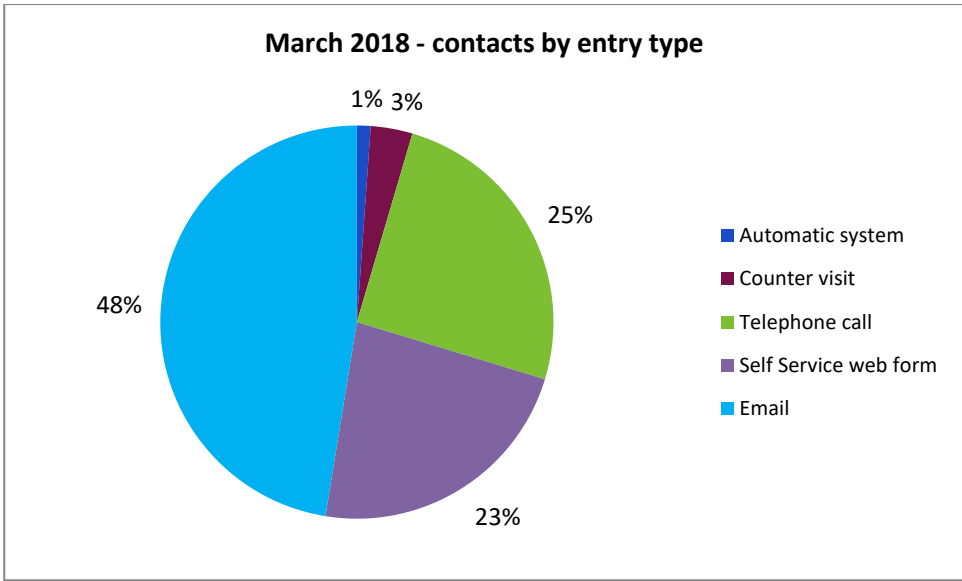


Destination of tickets



Entry type of tickets

2018 - March	
Automatic system	67
Counter visit	204
Telephone call	1493
Self Service web form	1358
Email	2818
Total	5940



Tickets registered as 'automatic system' come from it systems that self-report issues by email alerts.