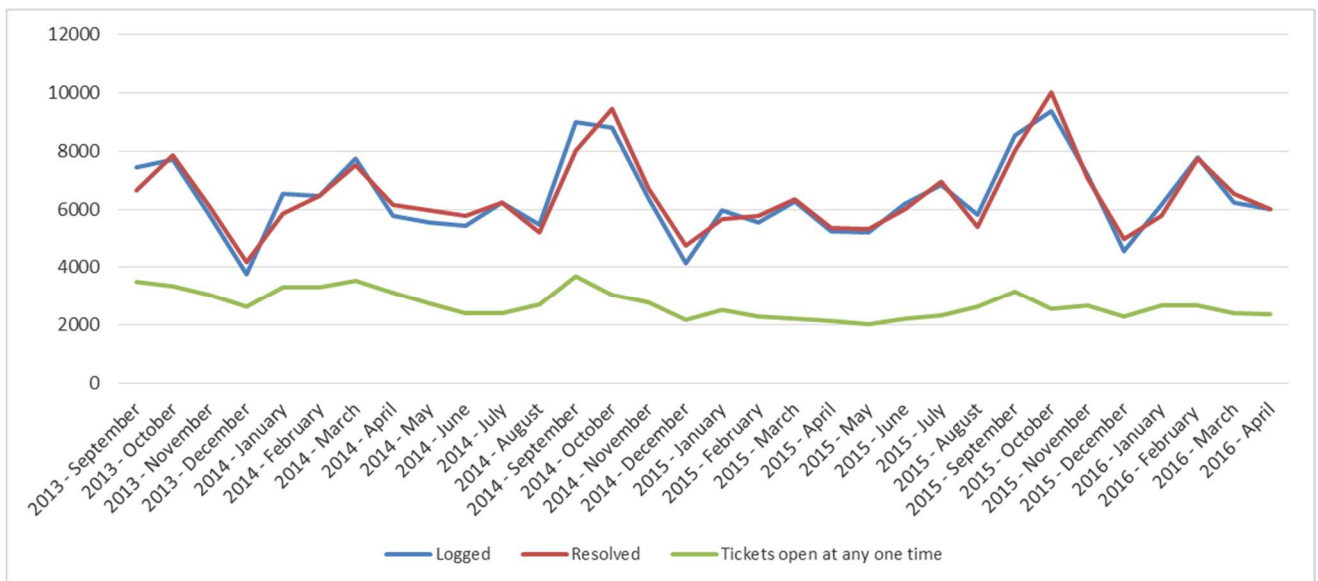


April 2016 - Incident Management and Request Fulfilment

Tickets recorded

2016 - April		
Incident Type	Logged	Resolved
Malfunction	1024	1050
Service Request	4320	4304
Change Request	51	42
Request for information	600	601
Breach of Regulations	7	7
Total	6003	6004

Ticket trends over time

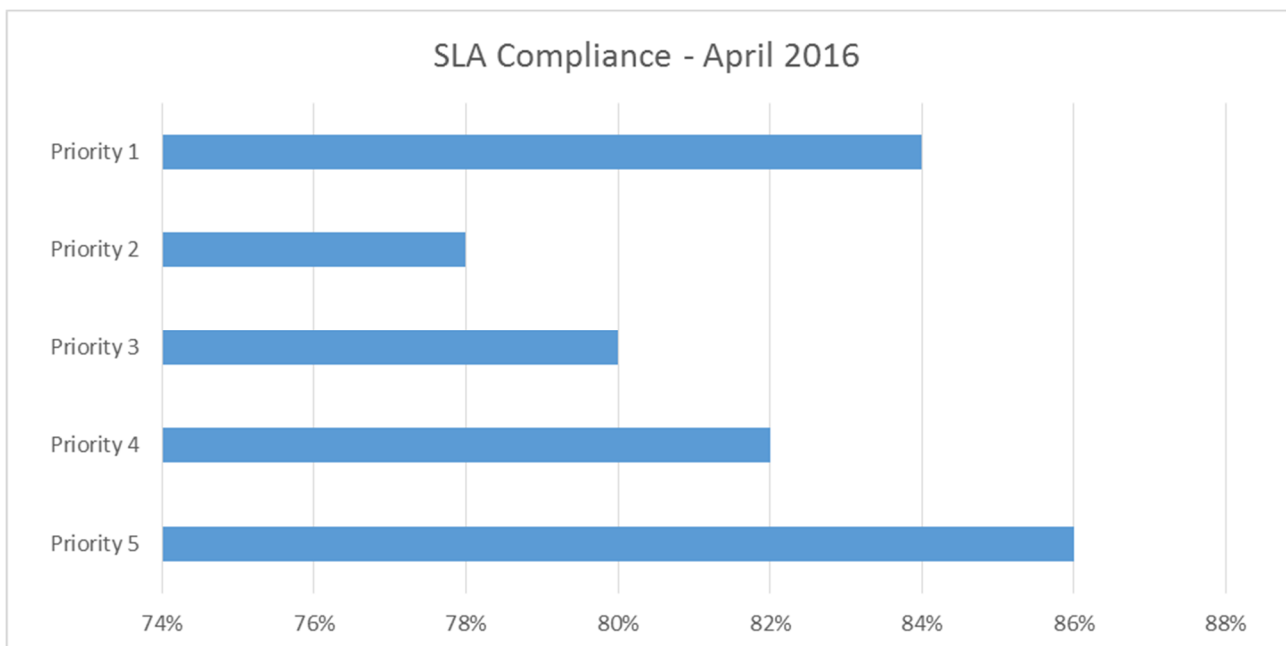


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

April 2016	SLA met	Number of contacts
Priority 1	589	702
Priority 2	715	912
Priority 3	1916	2384
Priority 4	368	451
Priority 5	1285	1490
Total	4873	5939

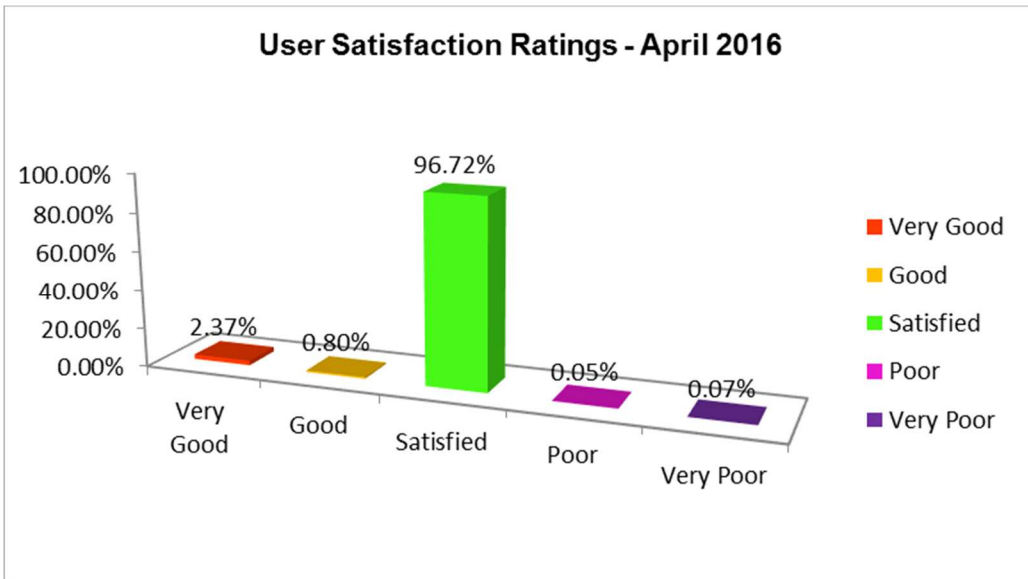
Our overall compliance for this month is 82% of all tickets.



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>

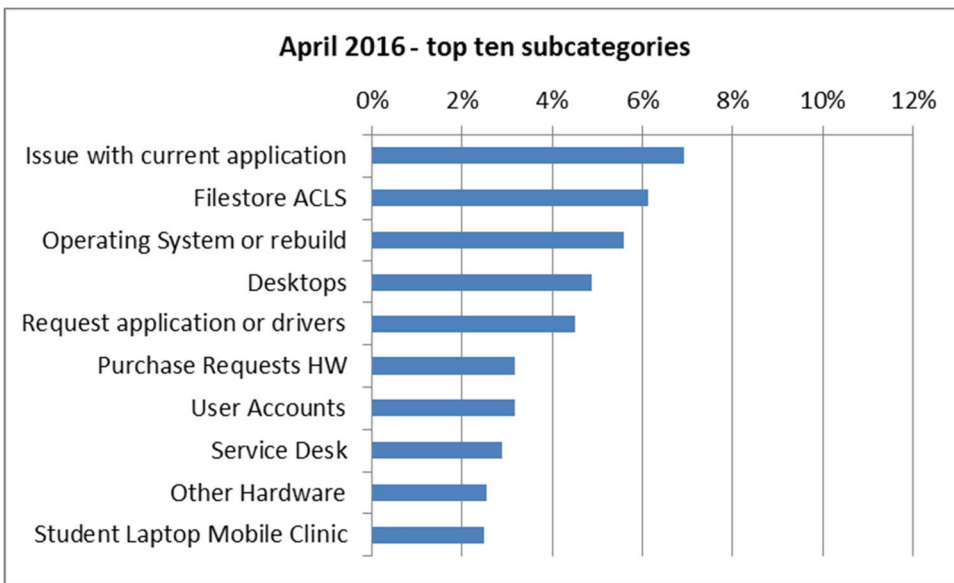
User Satisfaction Ratings

2016 - April	
Very Good	142
Good	48
Satisfied	5807
Poor	3
Very Poor	4
Total	6004

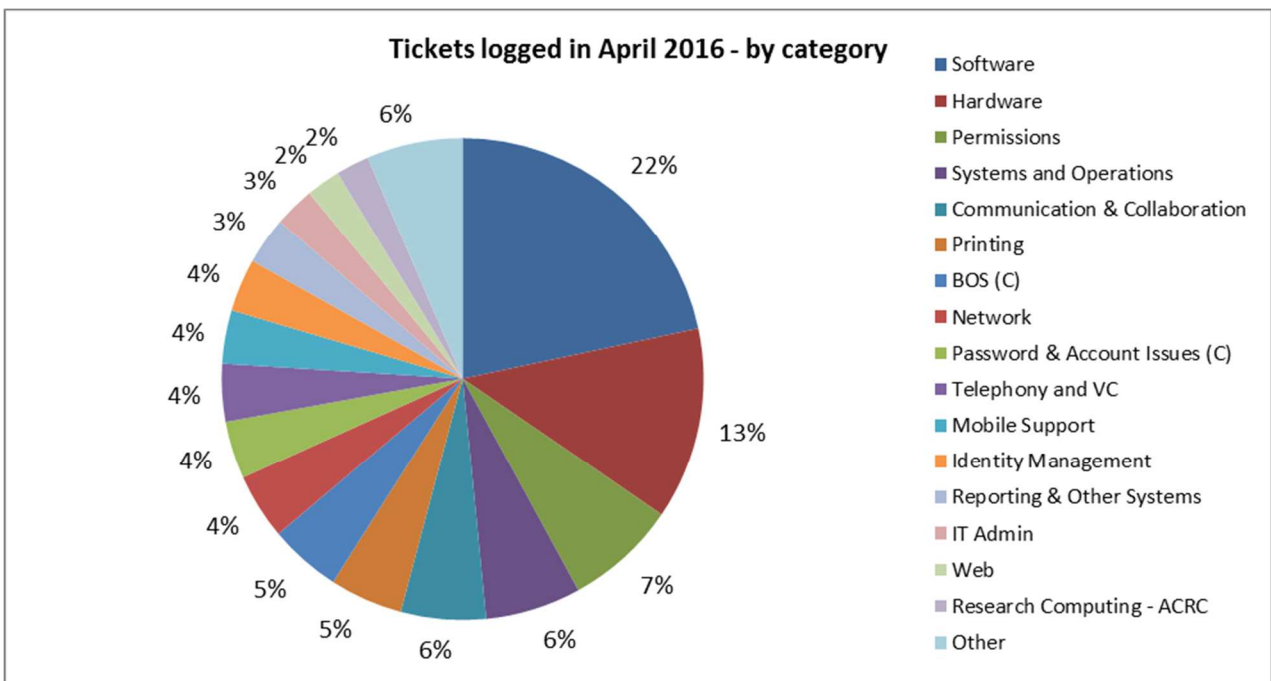


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



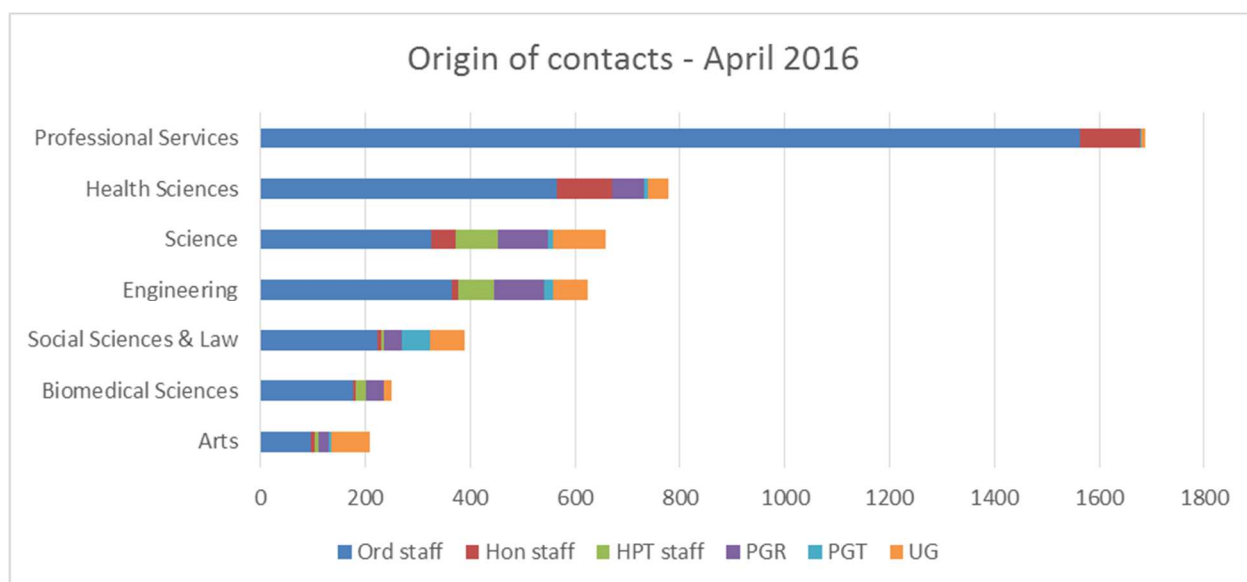
Category of tickets



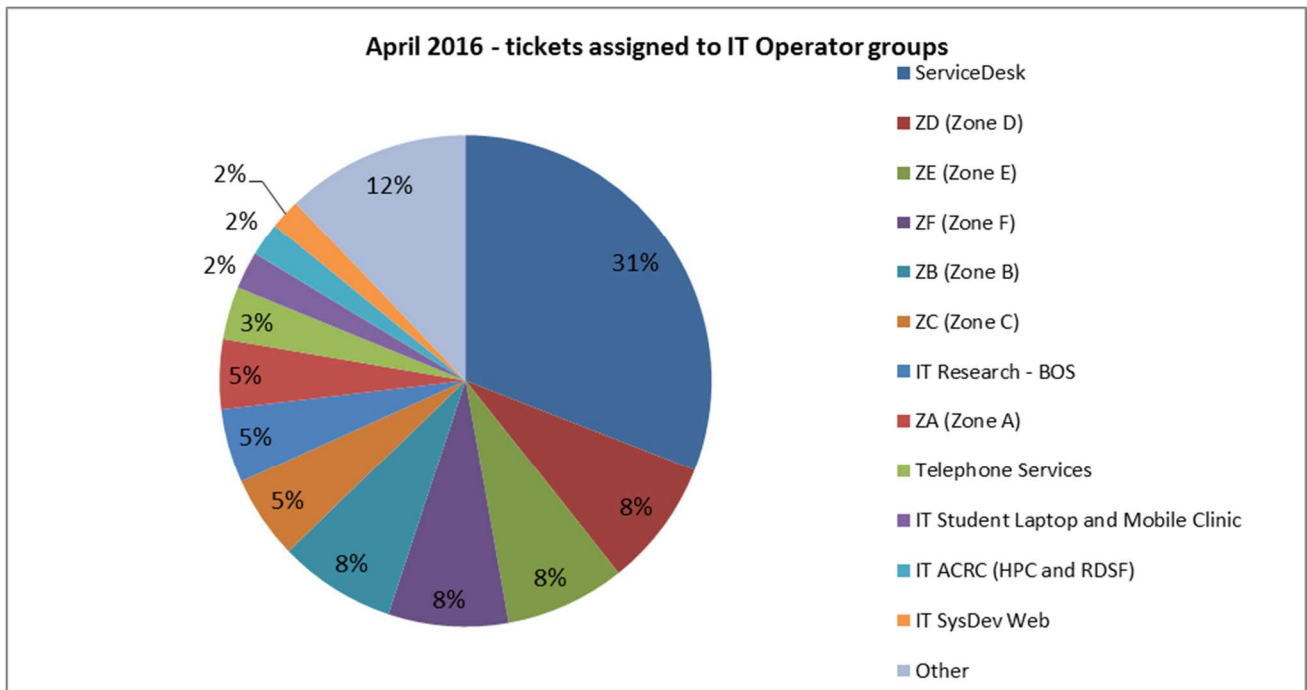
Origin of tickets

April 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	97	7	7	19	5	74	209
Biomedical Sciences	177	5	20	34	0	14	250
Social Sciences & Law	223	7	6	33	54	66	389
Engineering	364	13	70	93	18	66	625
Science	325	47	82	94	10	100	658
Health Sciences	565	105	0	62	7	39	778
Professional Services	1563	116	0	0	1	7	1687
Unknown							1407
Total							6003

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.

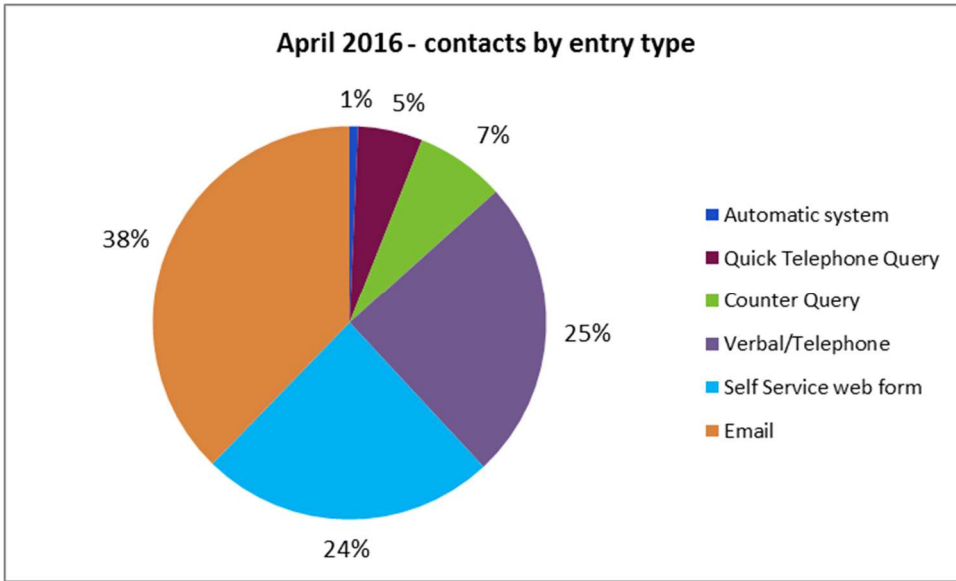


Destination of tickets



Entry type of tickets

2016 - April	
Automatic system	42
Quick Telephone Query	318
Counter Query	442
Verbal/Telephone	1484
Self Service web form	1452
Email	2265
Total	6003



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