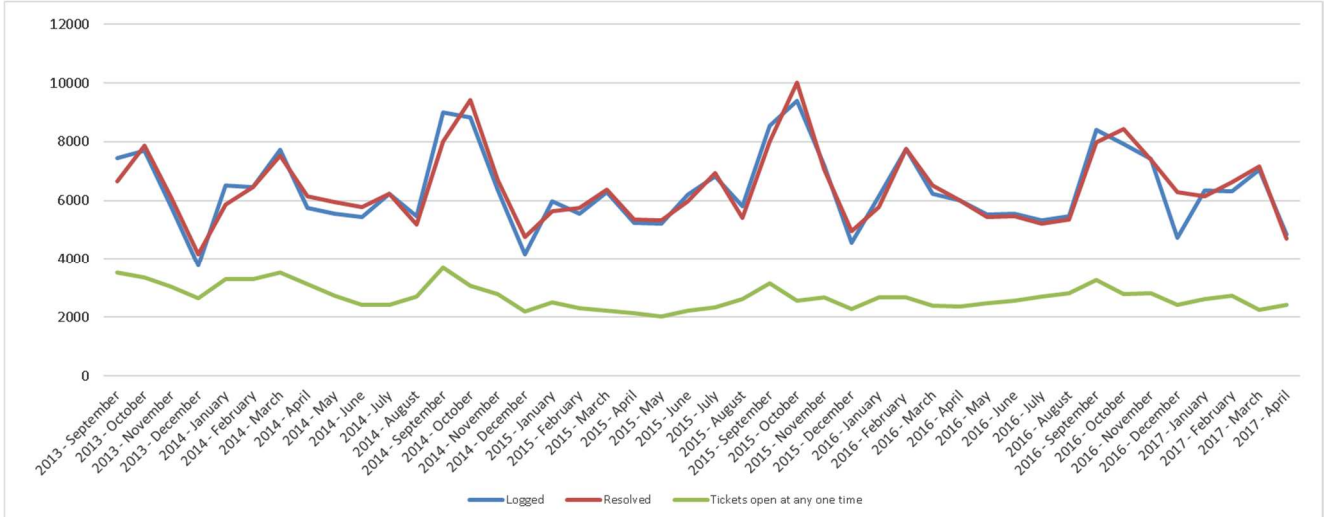


## April 2017 - Incident Management and Request Fulfilment

### Tickets recorded

2017 - April		
Incident Type	Logged	Resolved
Malfunction	875	863
Service Request	3622	3478
Change Request	40	39
Request for information	305	298
Information Security incident	12	24
<b>Total</b>	<b>4856</b>	<b>4702</b>

### Ticket trends over time

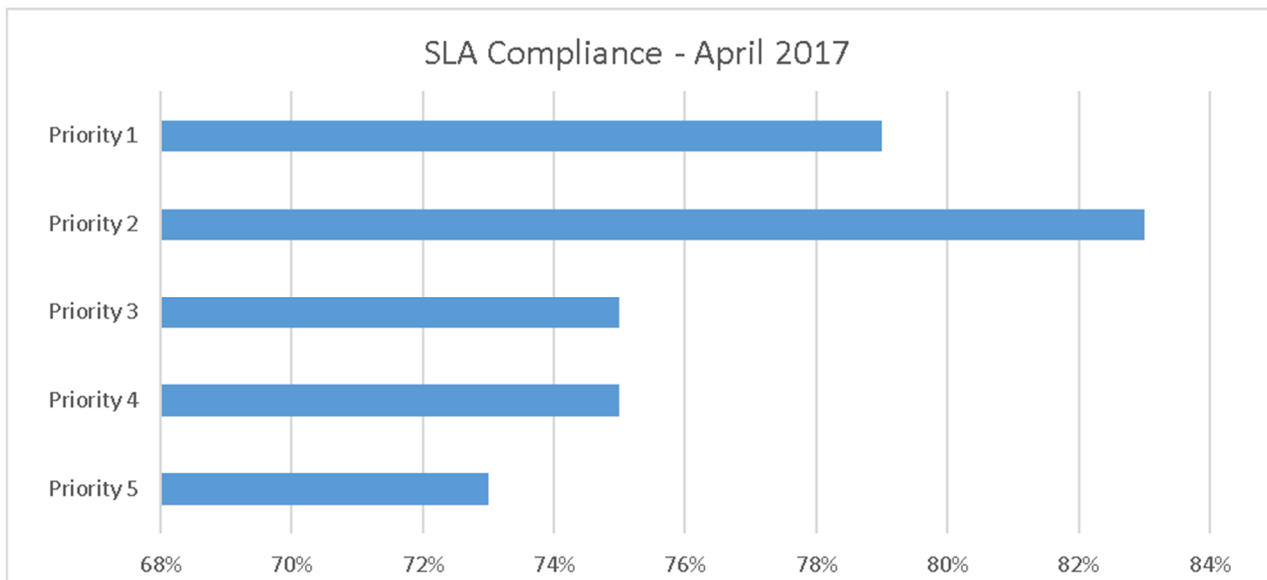


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

April 2017	SLA met	Number of contacts
Priority 1	299	410
Priority 2	794	1056
Priority 3	1521	2037
Priority 4	241	292
Priority 5	807	1023
Total	3662	4818

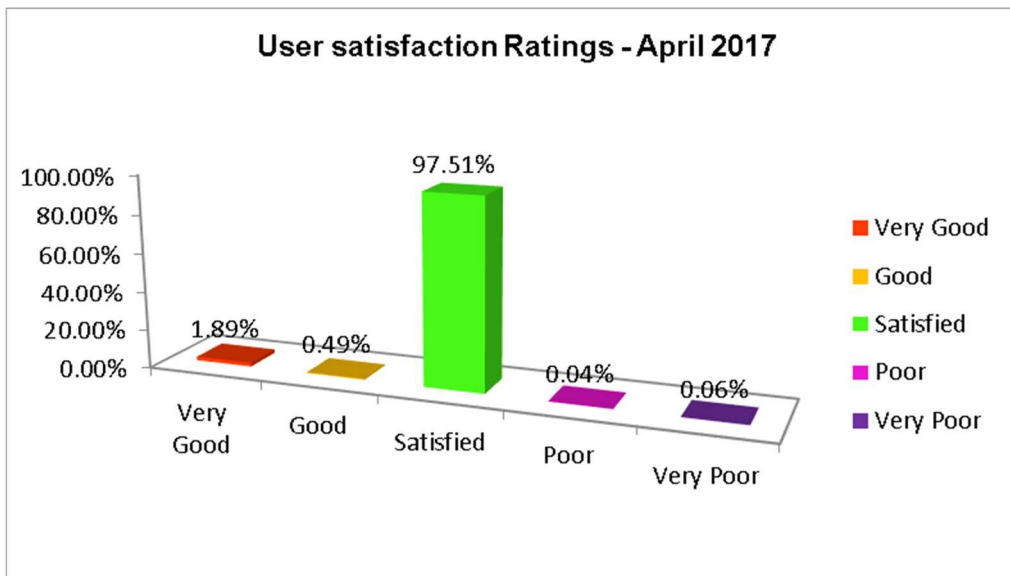
Our overall compliance for this month is 76% of all tickets.



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>

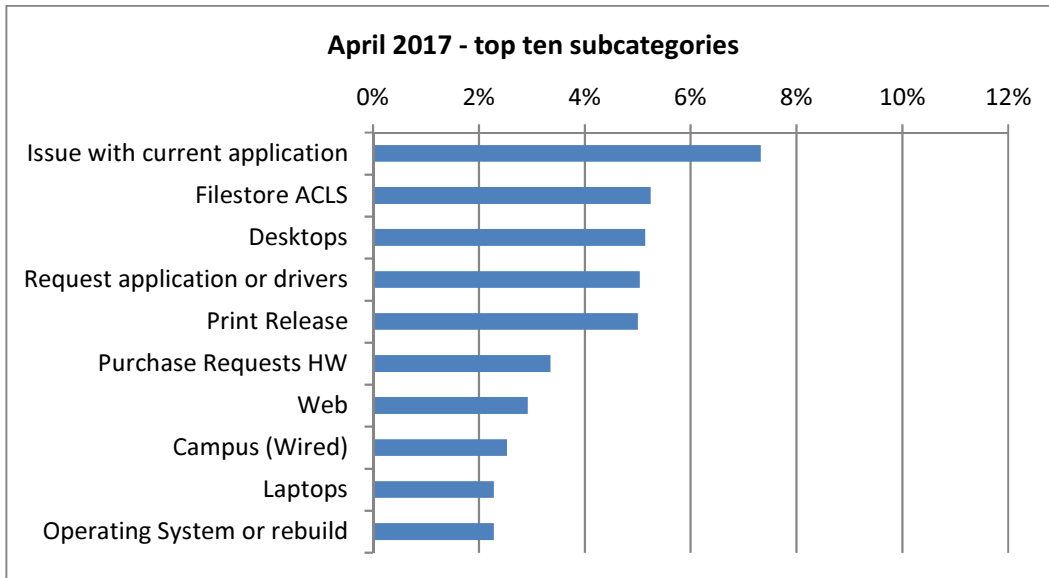
## User Satisfaction Ratings

2017 - April	
Very Good	89
Good	23
Satisfied	4585
Poor	2
Very Poor	3
Total	4702

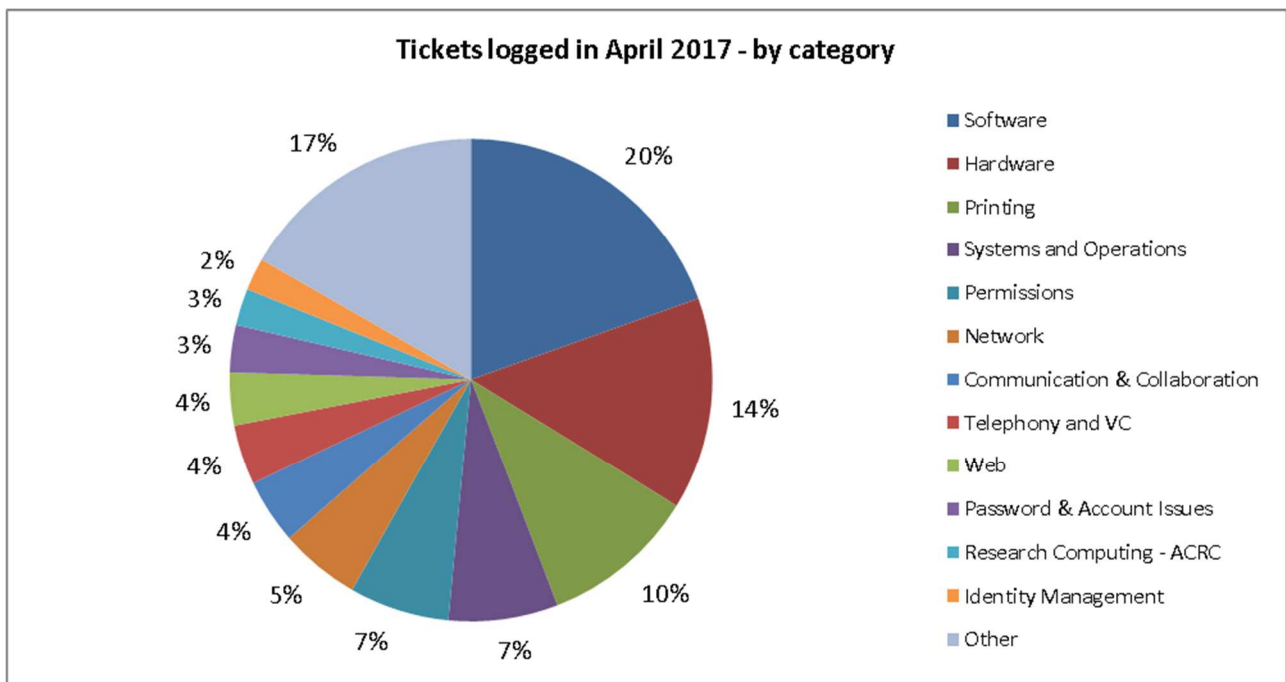


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



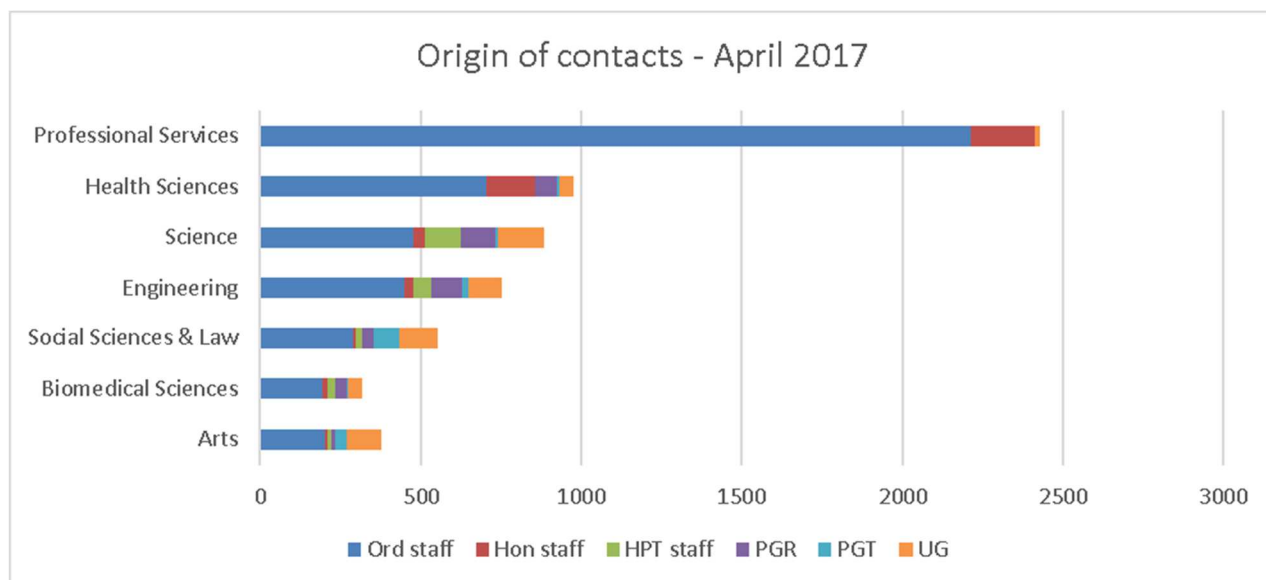
## Category of tickets



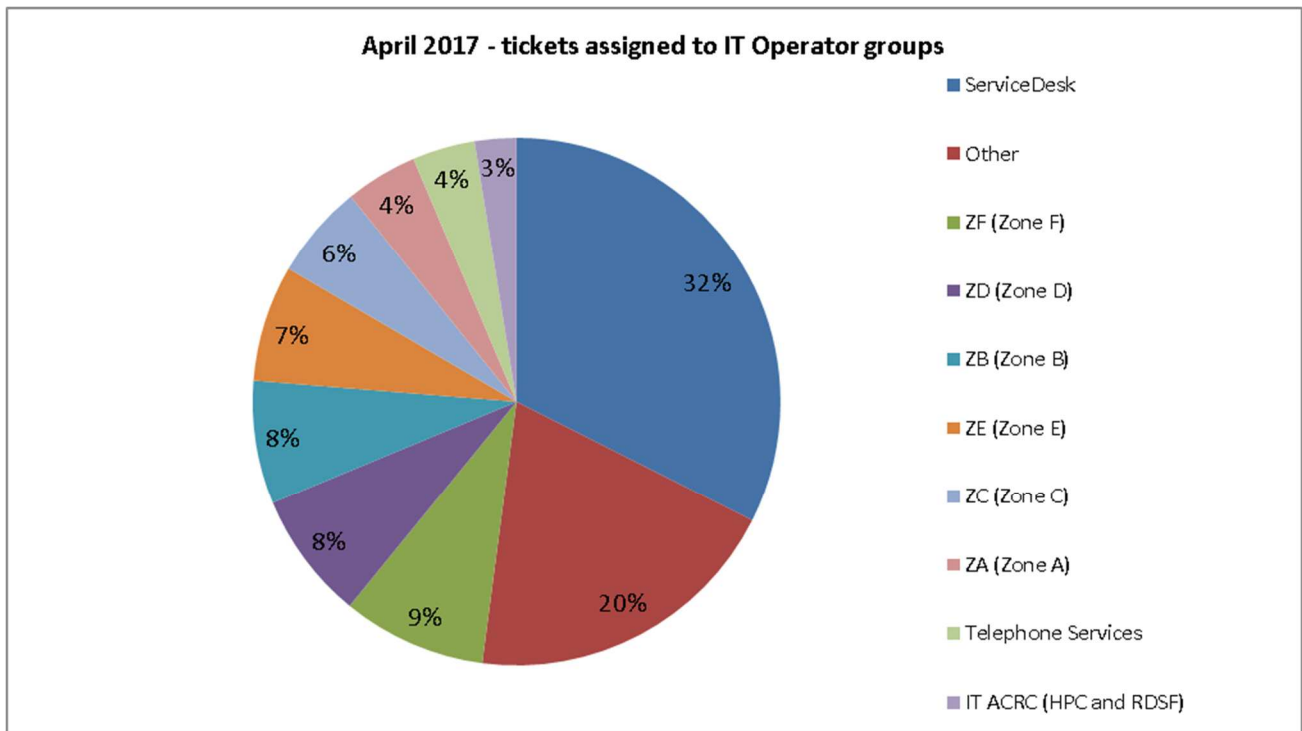
## Origin of tickets

April 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	203	7	11	12	35	111	379
Biomedical Sciences	192	17	26	36	2	43	316
Social Sciences & Law	290	7	21	36	80	118	552
Engineering	448	30	54	97	20	105	754
Science	478	34	114	107	8	142	883
Health Sciences	706	149	3	65	9	42	974
Professional Services	2211	201	0	0	0	15	2427
Unknown							773
Total							7058

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.

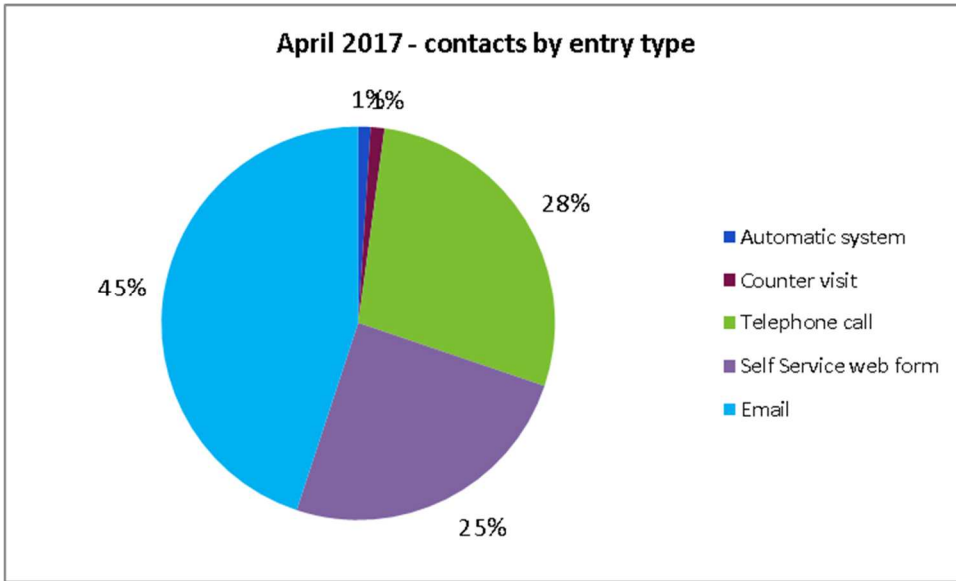


## Destination of tickets



## Entry type of tickets

2017 - April	
Automatic system	49
Counter visit	55
Telephone call	1362
Self Service web form	1208
Email	2182
<b>Total</b>	<b>4856</b>



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