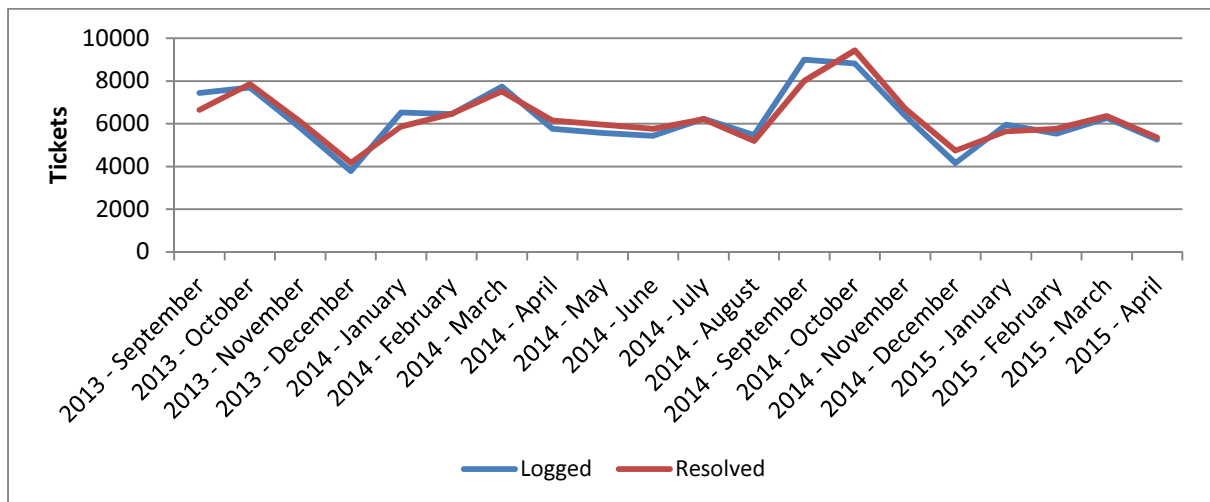


April 2015 - Incident Management and Request Fulfilment

Tickets recorded

April 2015		
Incident Type	Logged	Resolved
Malfunction	1090	1118
Service Request	3612	3664
Change Request	39	47
Request for information	478	497
Breach of Regulations	24	37
Unknown	7	0
Total	5250	5363

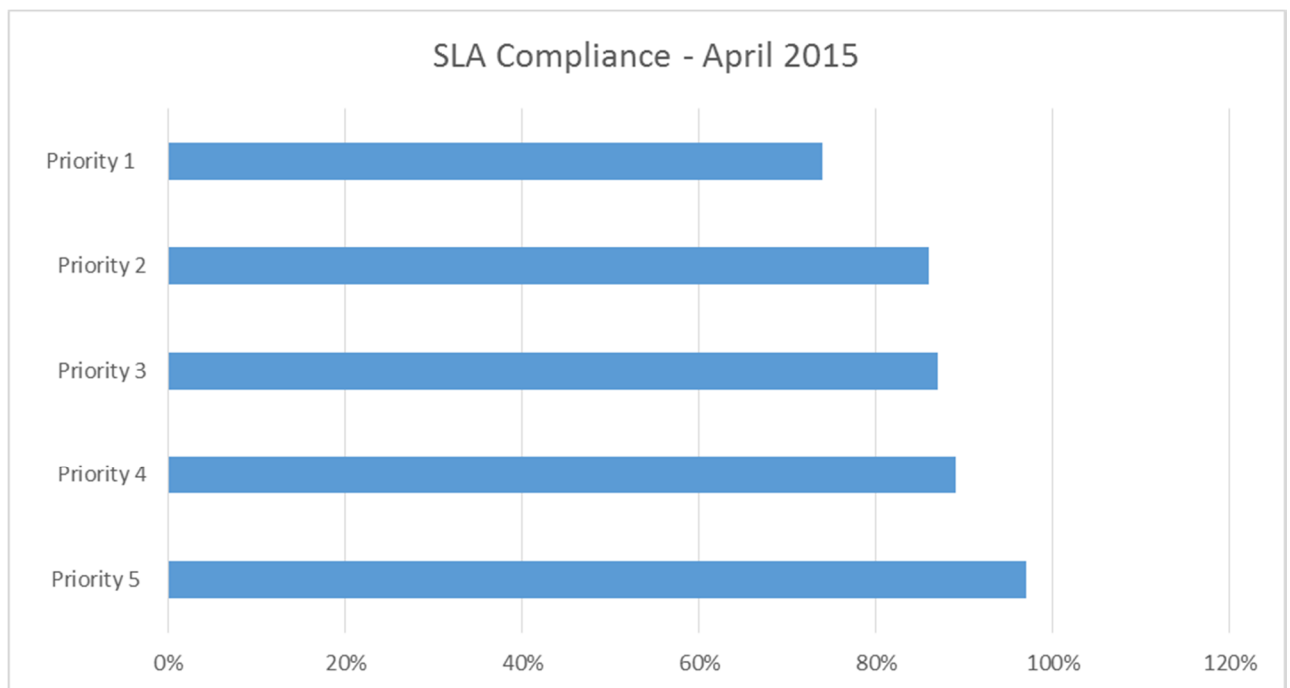
Ticket trends over time



Service Level Agreement Compliance

	SLA met	Number of calls
Priority 1	297	379
Priority 2	888	965
Priority 3	1518	1624
Priority 4	338	350
Priority 5	737	740
Total	3778	4058

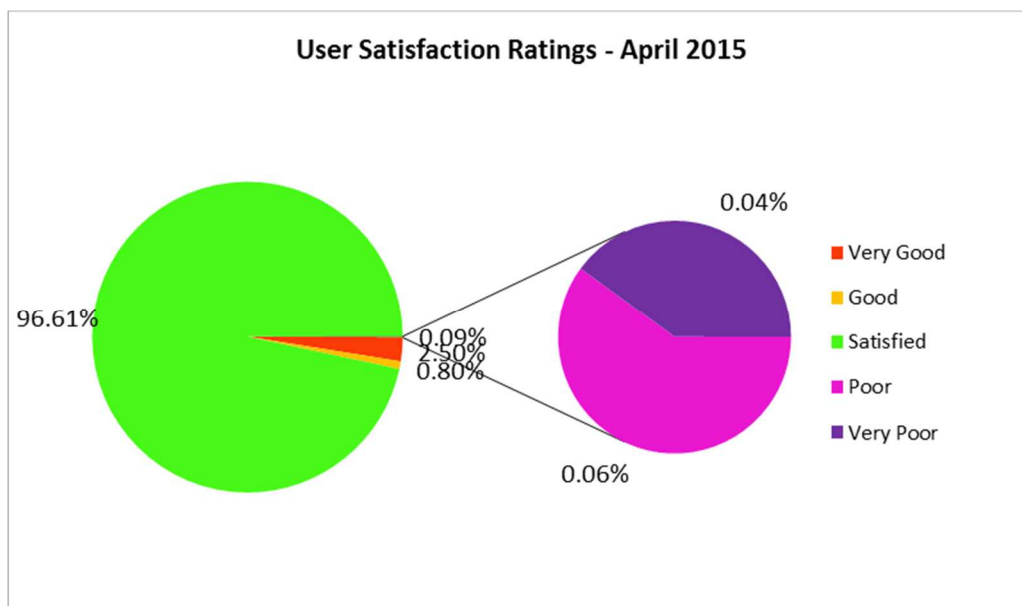
Our overall compliance for this month is 87 % of all tickets.



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>

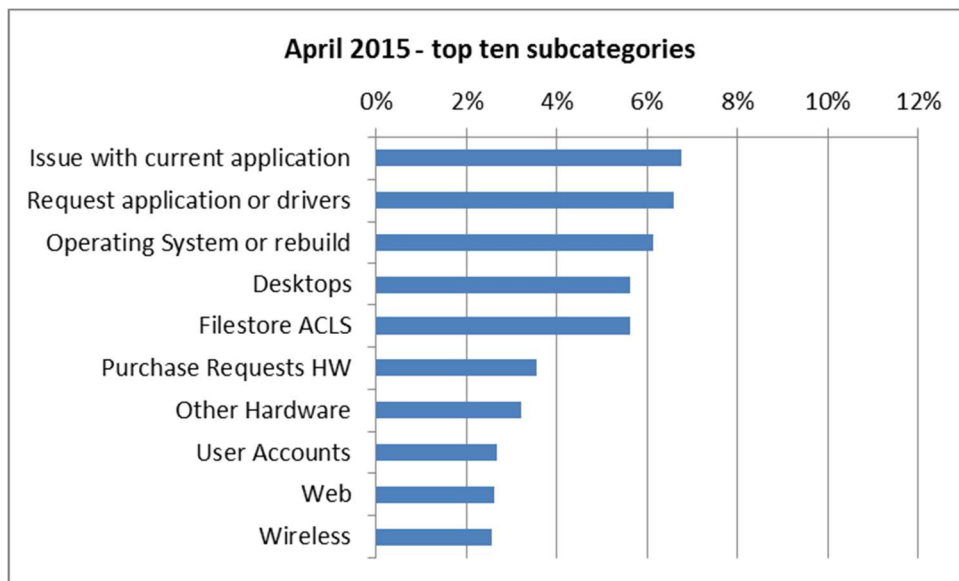
User Satisfaction Ratings

2015 - April		
Very Good	2.50%	134
Good	0.80%	43
Satisfied	96.61%	5179
Poor	0.06%	3
Very Poor	0.04%	2
Total		5361

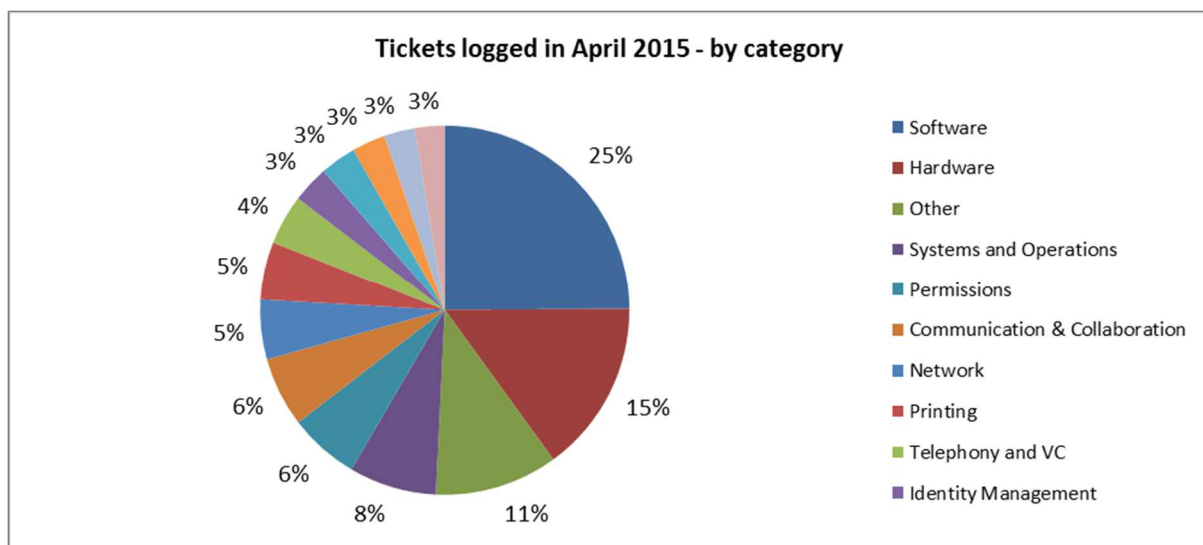


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



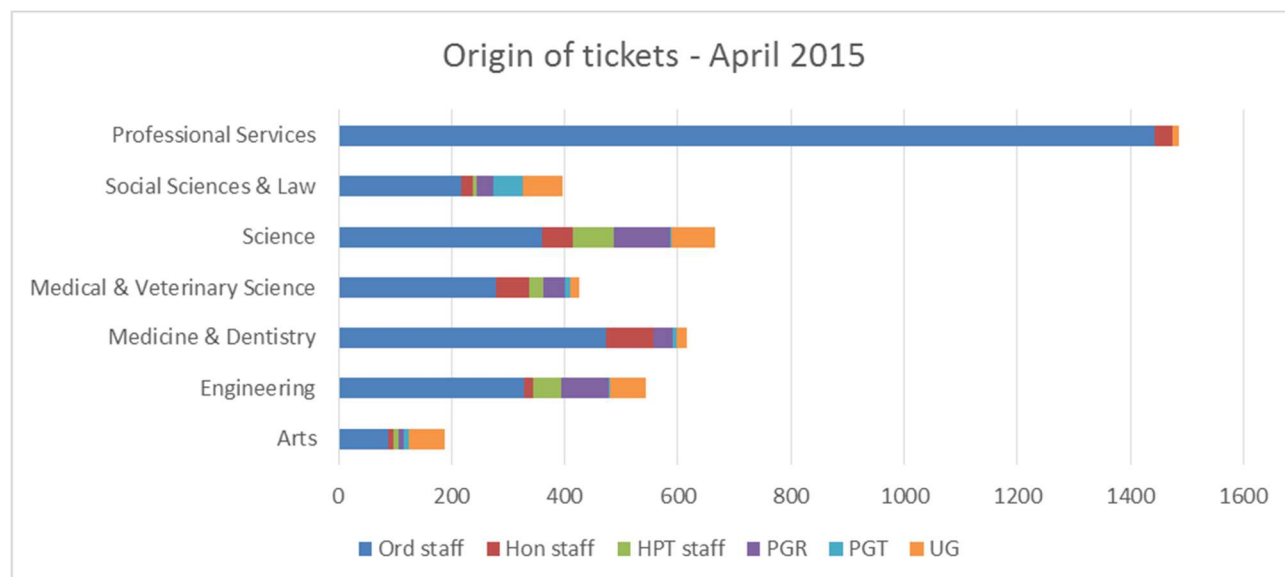
Category of tickets



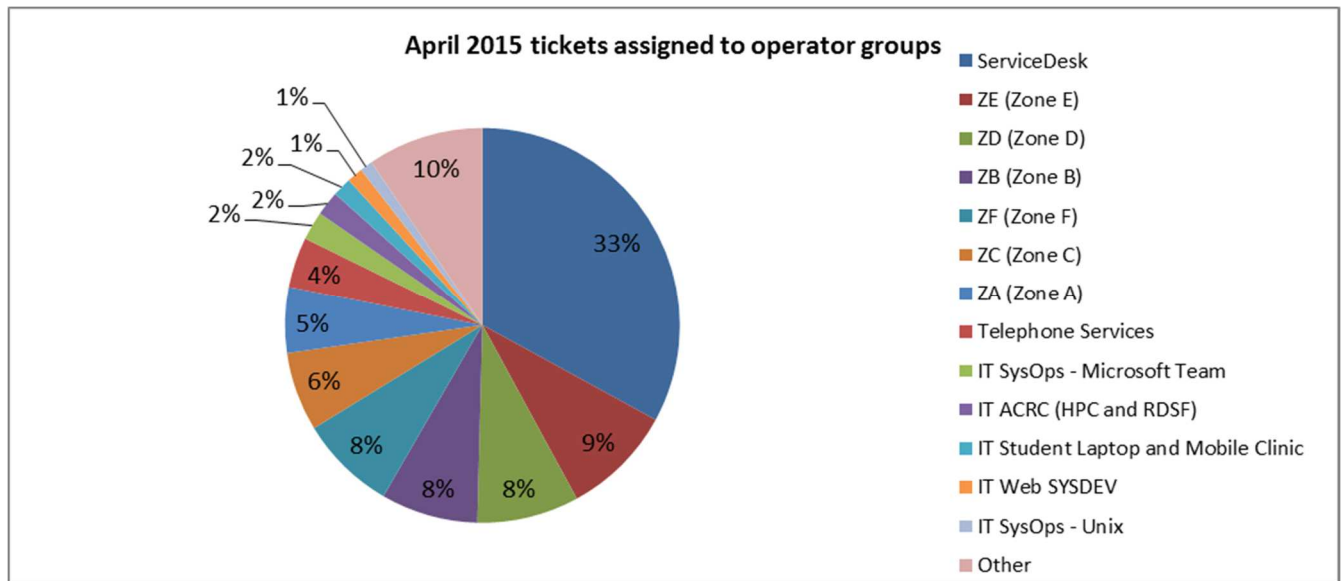
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	88	9	9	9	10	62	187
Engineering	329	16	48	84	3	64	544
Medicine & Dentistry	473	84	0	35	6	17	615
Medical & Veterinary Science	278	60	24	39	9	16	426
Science	360	54	73	100	2	76	665
Social Sciences & Law	218	20	6	30	51	71	396
Professional Services	1442	33	0	0	0	10	1485
Unknown							6479
Total							10797

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

2015 - April	
Quick Telephone Query	160
Counter Query	565
Verbal/Telephone	1923
Self Service web form	2059
Email	2919
Total	7626

