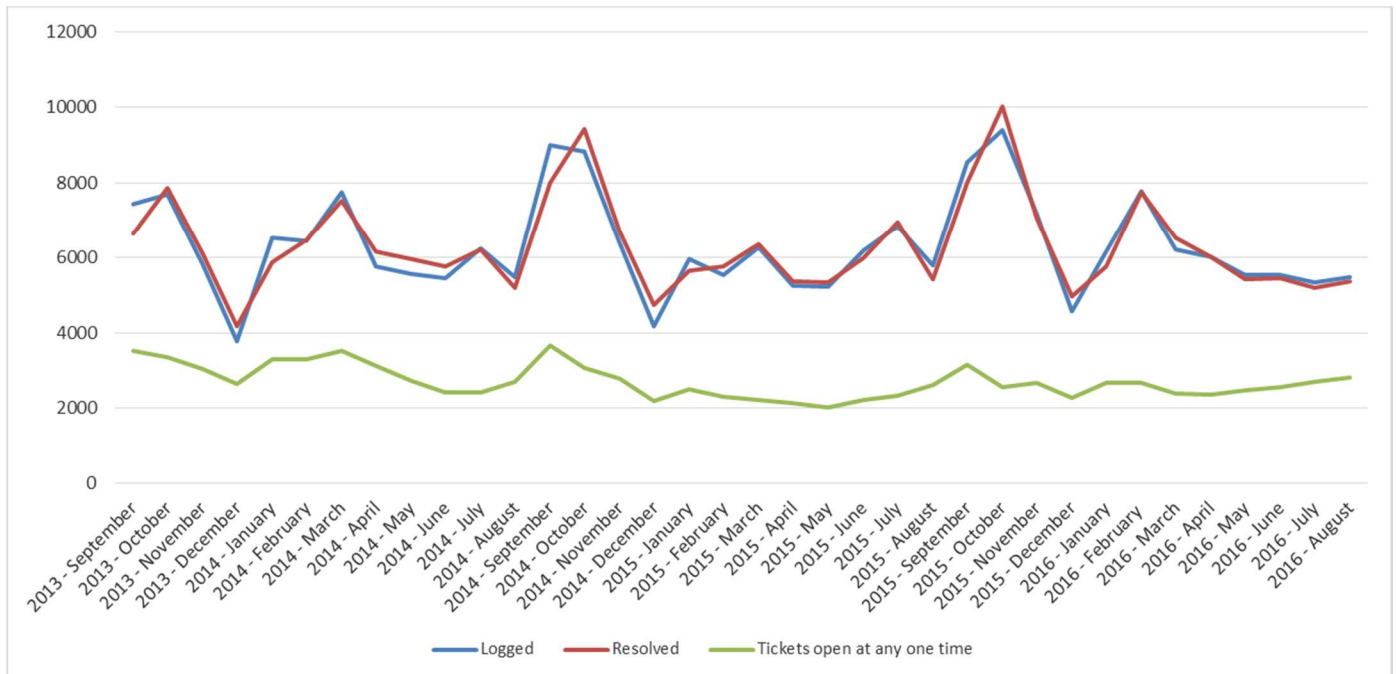


August 2016 - Incident Management and Request Fulfilment

Tickets recorded

2016 - August		
Incident Type	Logged	Resolved
Malfunction	992	978
Service Request	3911	3830
Change Request	58	62
Request for information	488	482
Breach of Regulations	0	2
Total	5472	5354

Ticket trends over time

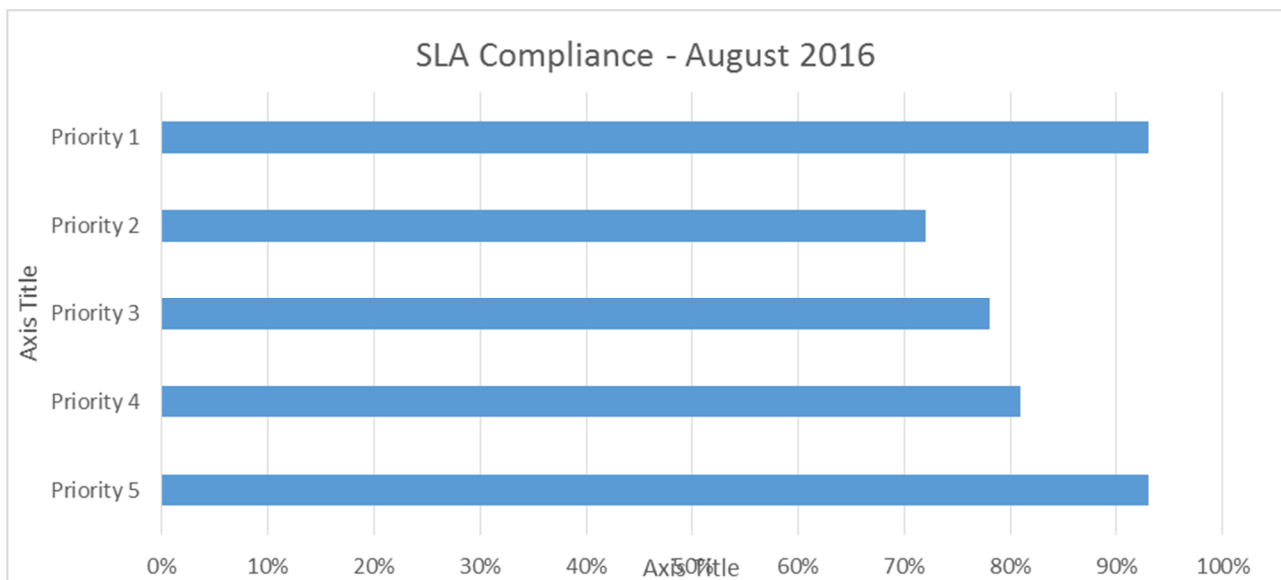


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

August 2016	SLA met	Number of contacts
Priority 1	471	507
Priority 2	670	934
Priority 3	1588	2045
Priority 4	340	422
Priority 5	945	1021
Total	4014	4929

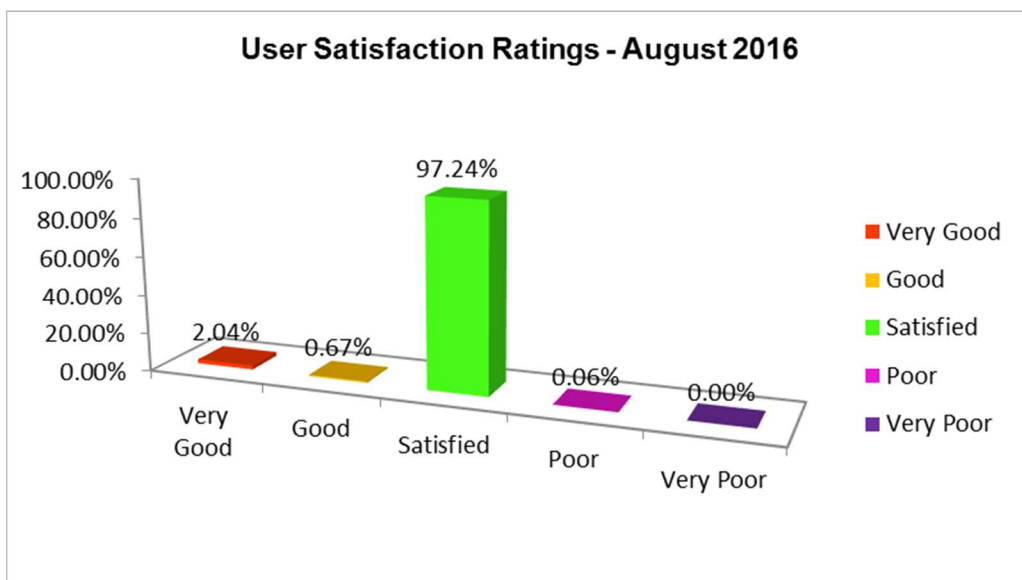
Our overall compliance for this month is 81% of all tickets.



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>

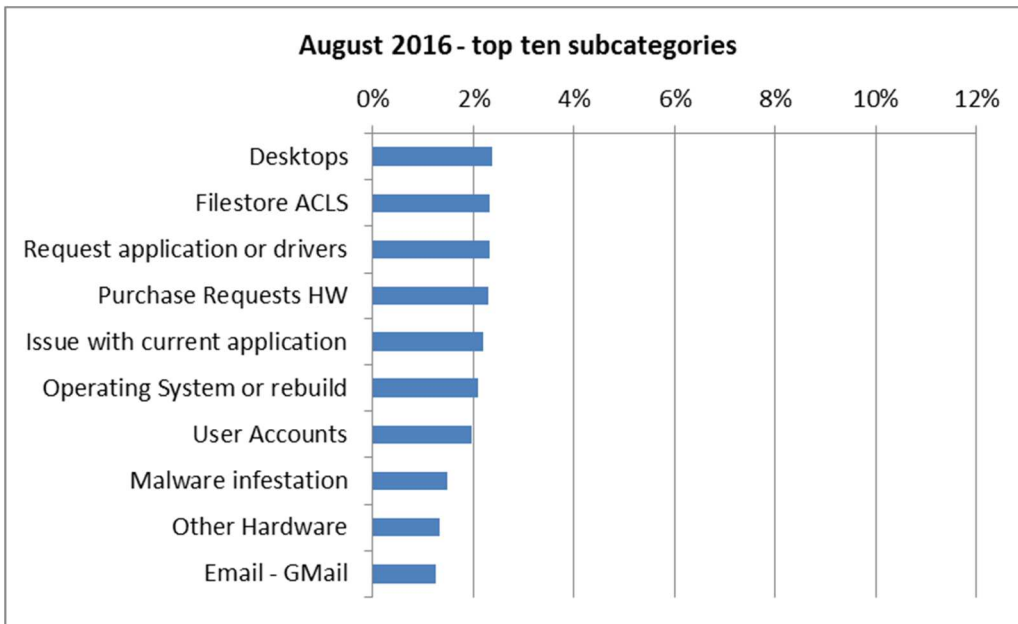
User Satisfaction Ratings

2016 - August	
Very Good	109
Good	36
Satisfied	5206
Poor	3
Very Poor	0
Total	5354

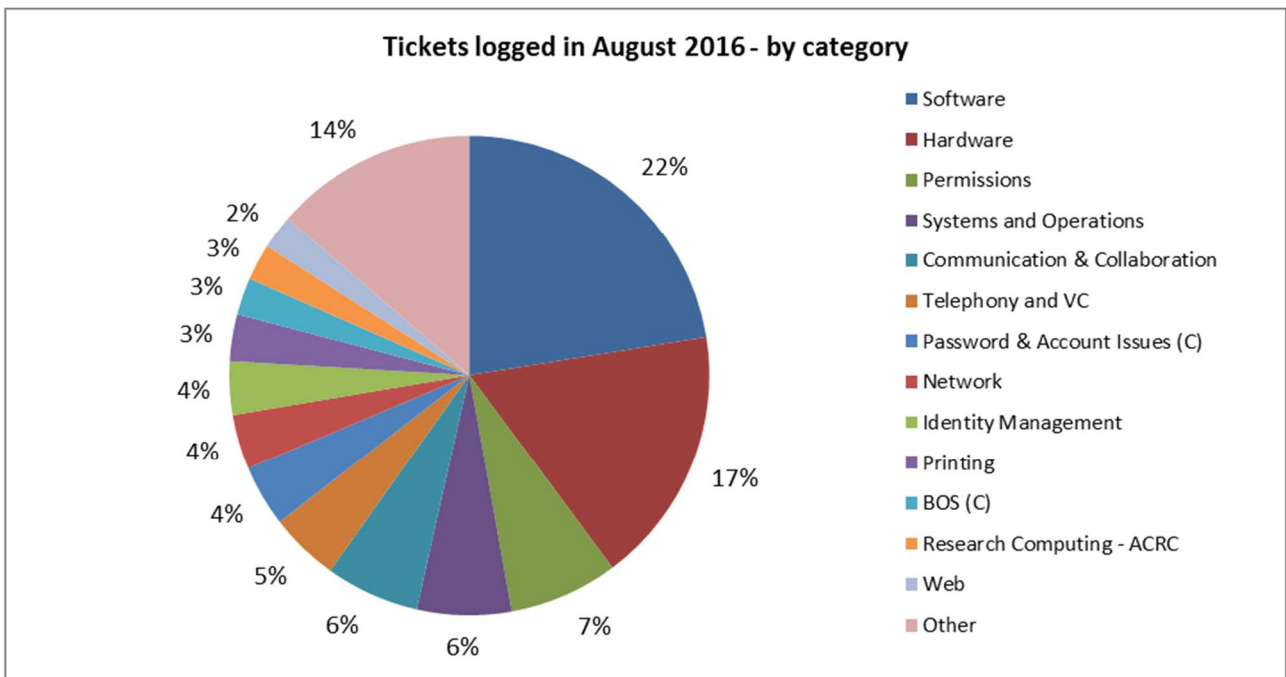


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



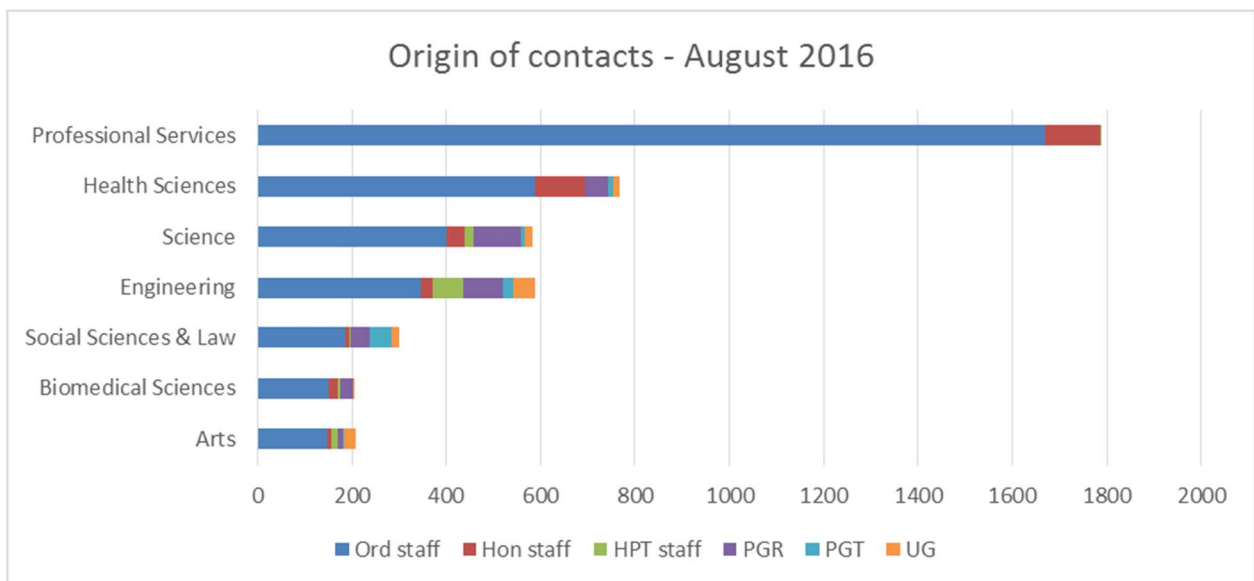
Category of tickets



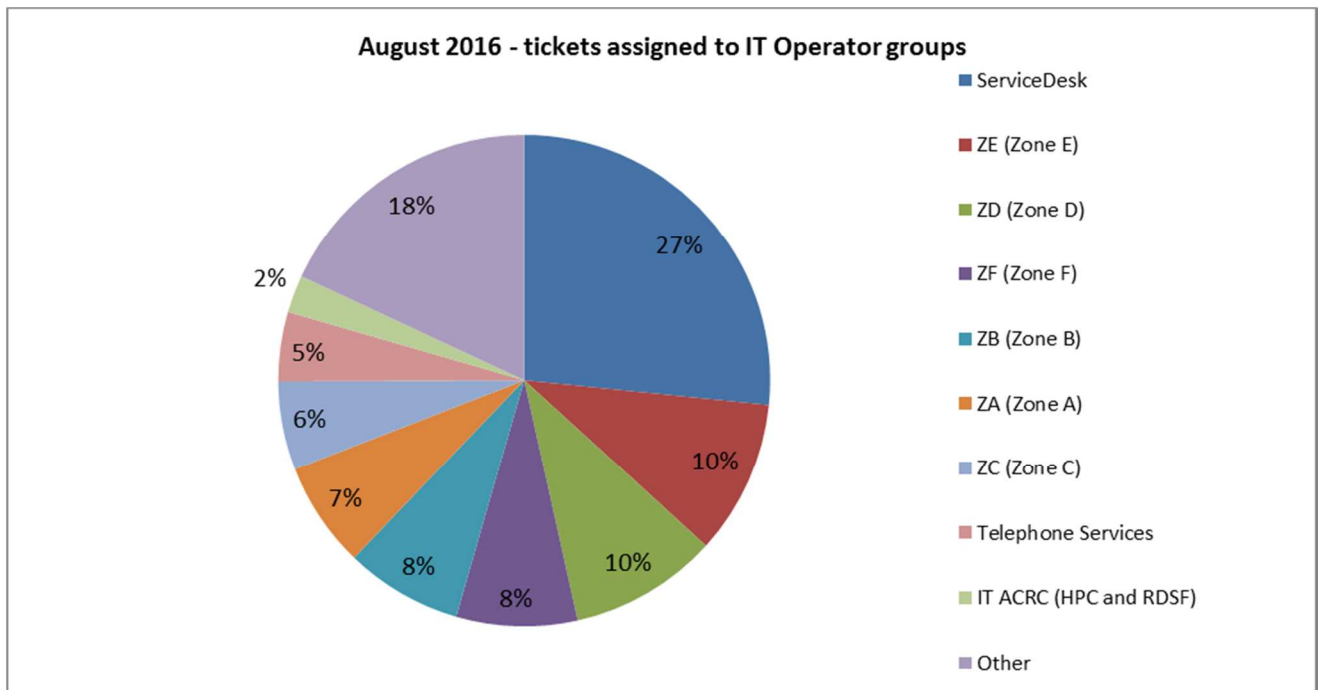
Origin of tickets

August 2016	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	149	8	13	12	2	25	209
Biomedical Sciences	152	18	6	26	0	4	206
Social Sciences & Law	187	7	3	41	47	14	299
Engineering	347	24	65	85	21	47	589
Science	402	36	20	101	8	15	582
Health Sciences	587	107	0	49	10	15	768
Professional Services	1669	118	1	0	0	0	1788
Unknown							1031
Total							5472

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.

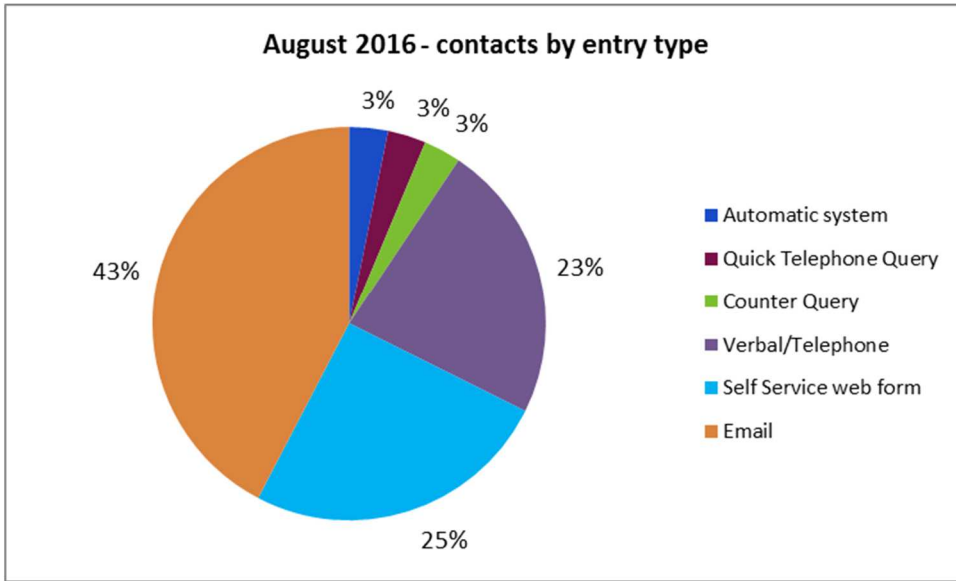


Destination of tickets



Entry type of tickets

2016 - August	
Automatic system	174
Quick Telephone Query	172
Counter Query	168
Verbal/Telephone	1256
Self Service web form	1385
Email	2317
Total	5472



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