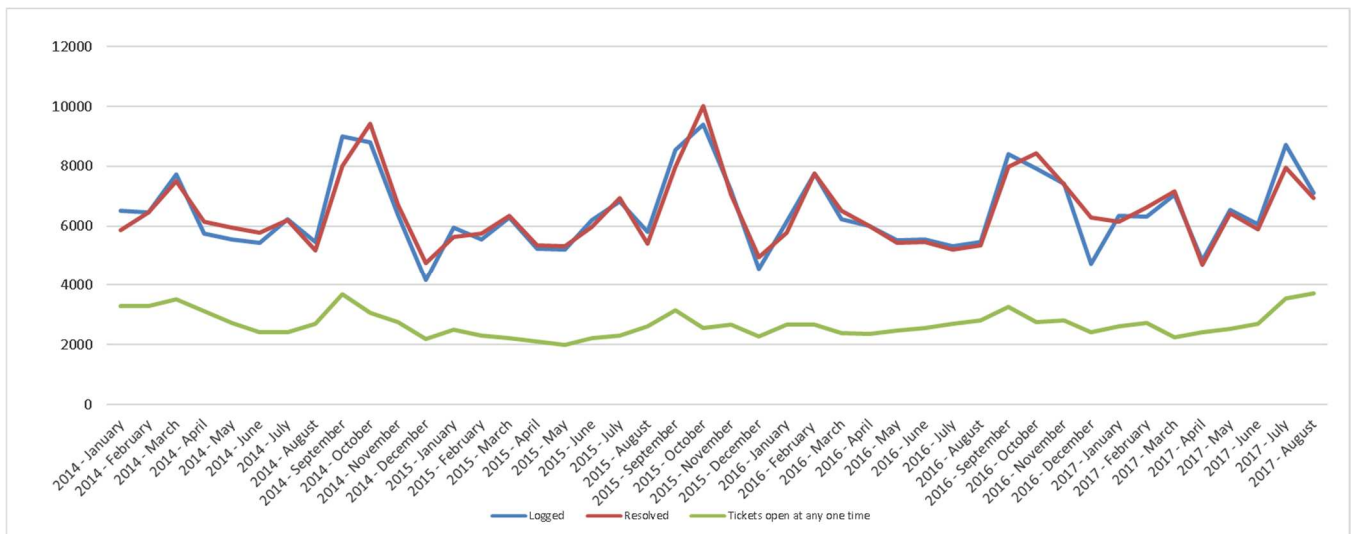


## August 2017 - Incident Management and Request Fulfilment

### Tickets recorded

2017 - August		
Incident Type	Logged	Resolved
Malfunction	1019	1057
Service Request	5691	5464
Change Request	34	37
Request for information	274	306
Information Security incident	78	78
<b>Total</b>	<b>7101</b>	<b>6942</b>

### Ticket trends over time

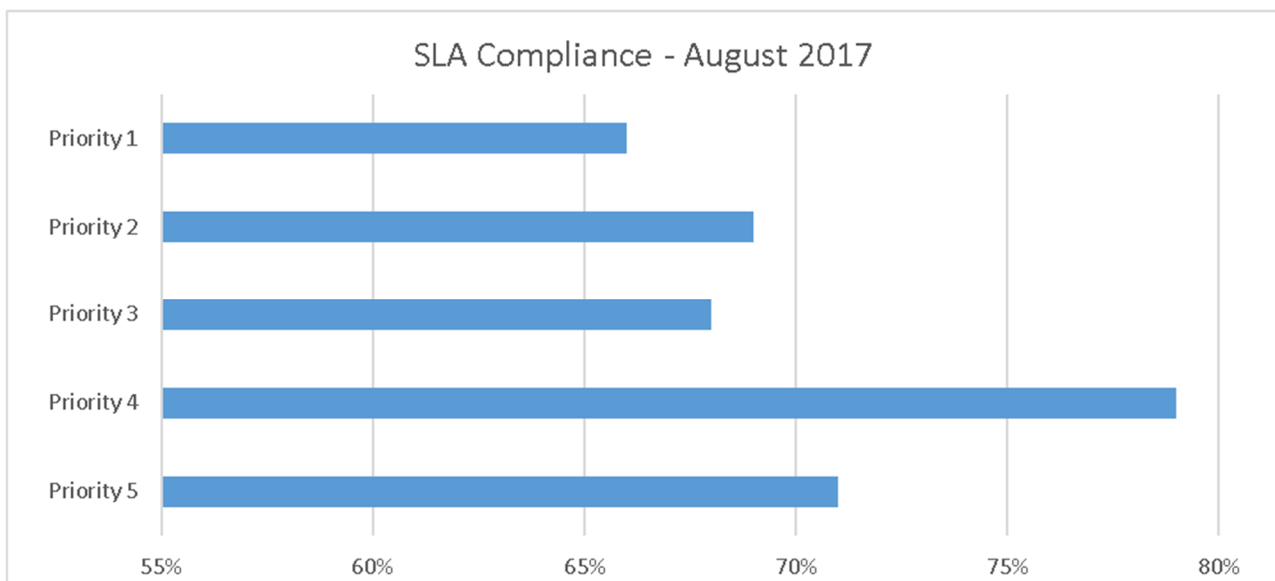


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

August 2017	SLA met	Number of contacts
Priority 1	501	760
Priority 2	1164	1676
Priority 3	2026	2985
Priority 4	253	321
Priority 5	882	1250
Total	4826	6992

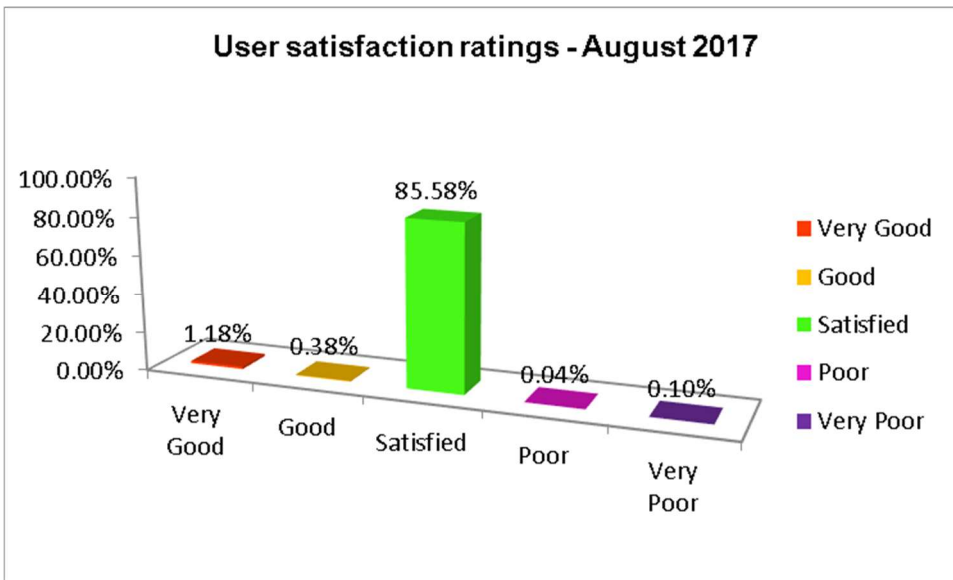
Our overall compliance for this month is 69% of all tickets.



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>

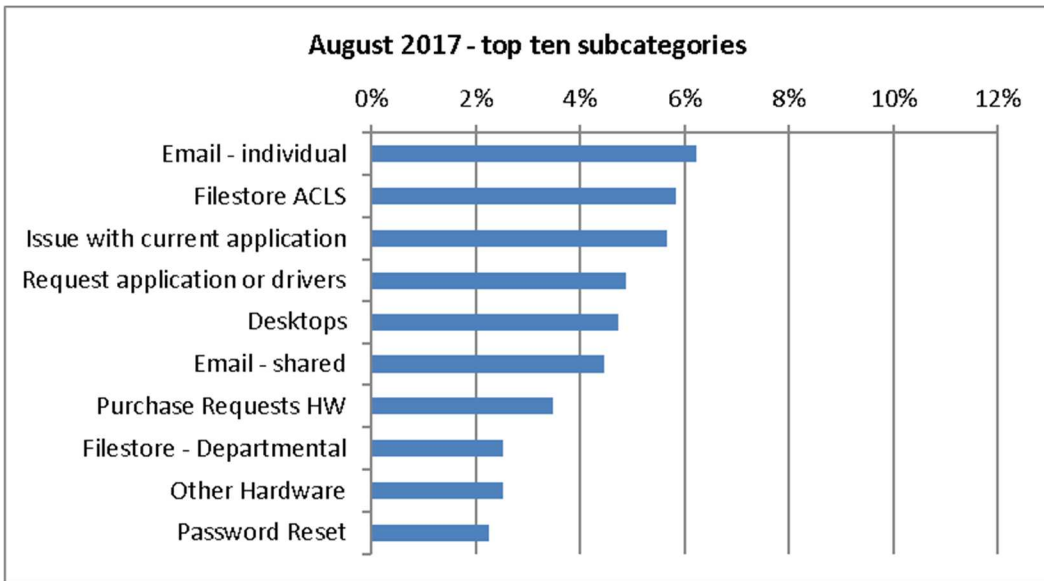
## User Satisfaction Ratings

2017 - August	
Very Good	94
Good	30
Satisfied	6807
Poor	3
Very Poor	8
Total	6942

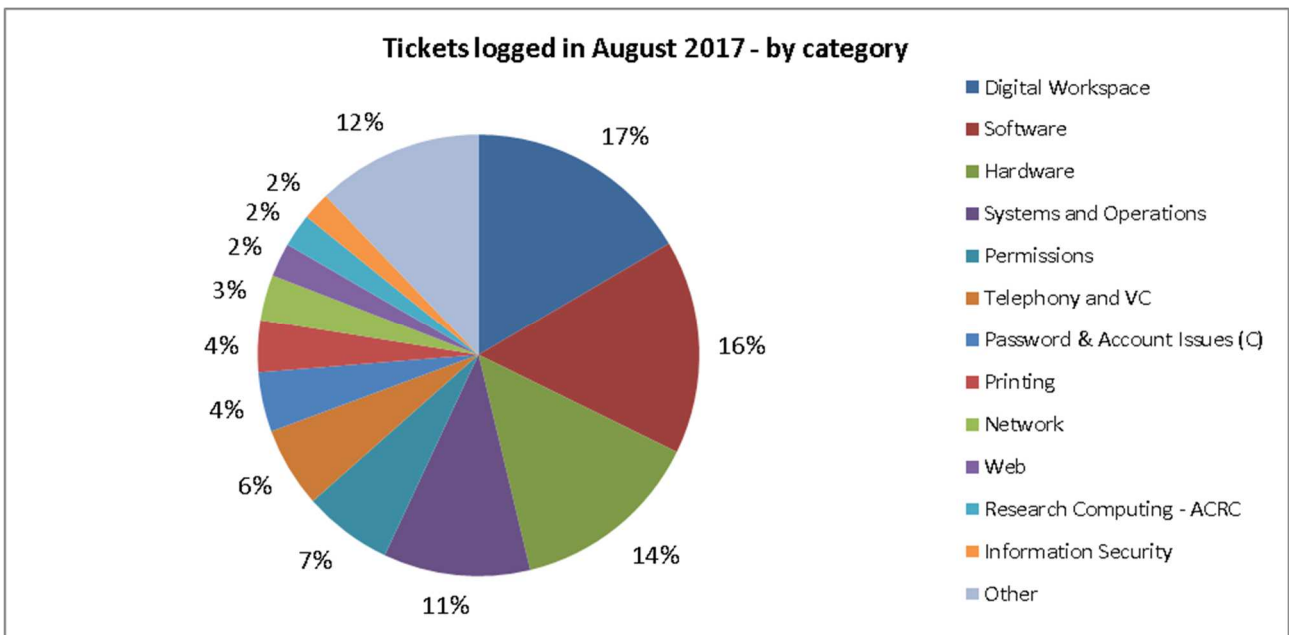


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



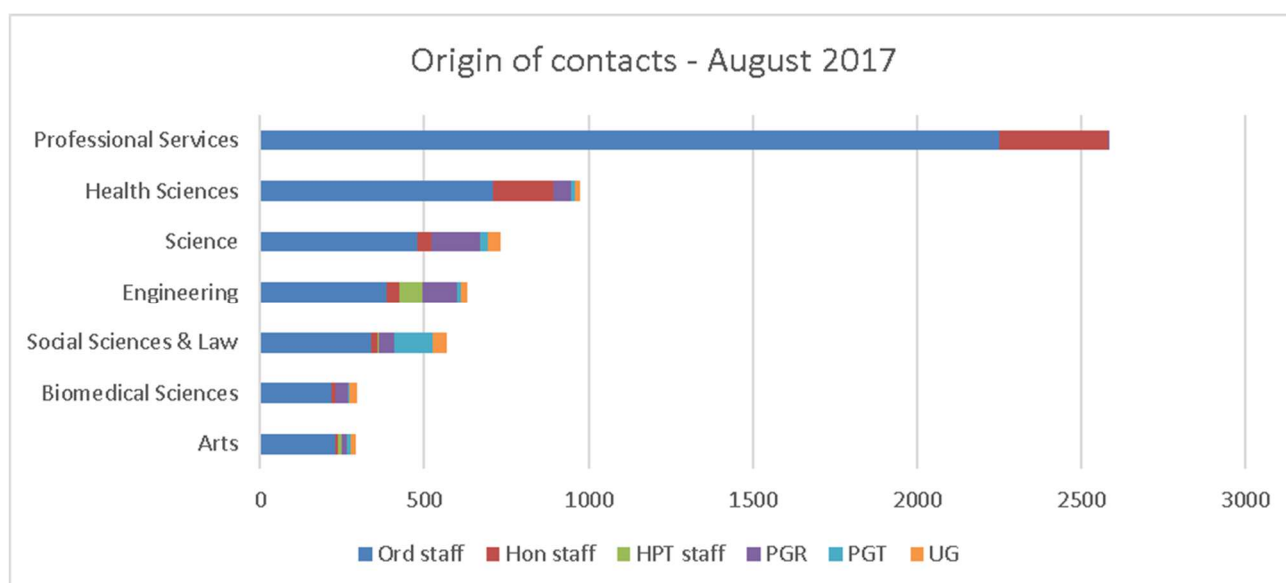
## Category of tickets



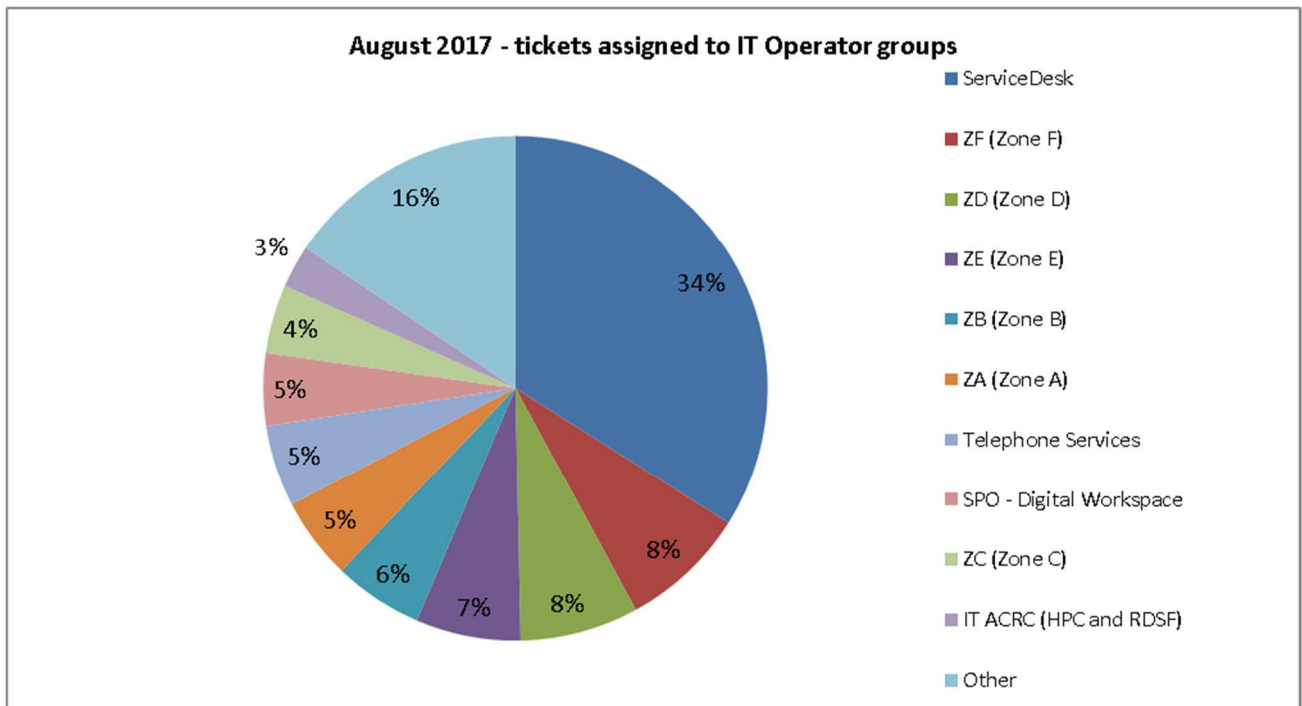
## Origin of tickets

August 2017	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	228	8	13	14	14	14	291
Biomedical Sciences	217	12	0	39	4	23	295
Social Sciences & Law	338	19	3	48	118	43	569
Engineering	386	40	70	103	11	22	632
Science	480	41	1	147	23	41	733
Health Sciences	708	185	0	53	13	16	975
Professional Services	2249	332	0	1	0	0	2582
Unknown							1024
<b>Total</b>							<b>7101</b>

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.

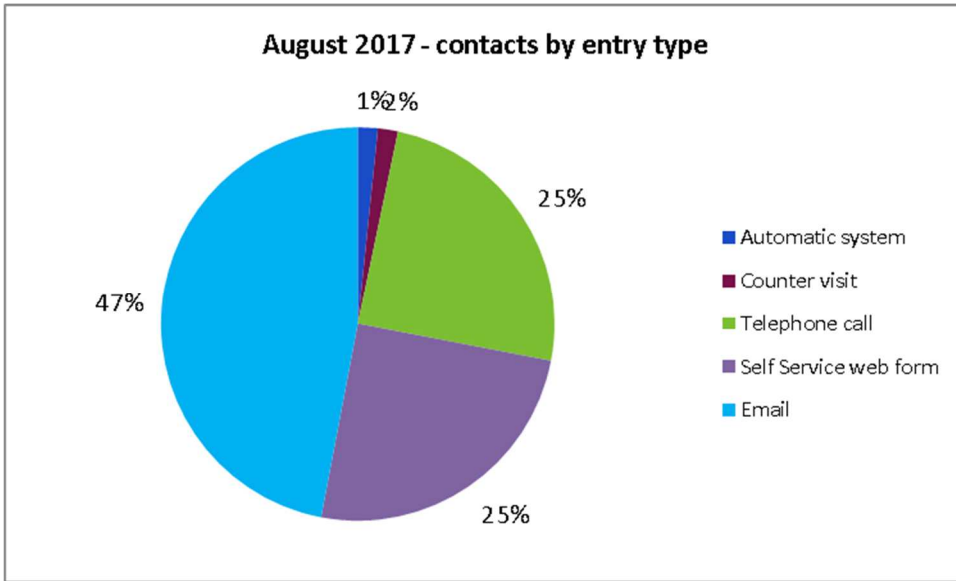


## Destination of tickets



## Entry type of tickets

2017 - July	
Automatic system	60
Counter visit	167
Telephone call	2235
Self Service web form	2157
Email	4094
<b>Total</b>	<b>8713</b>



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