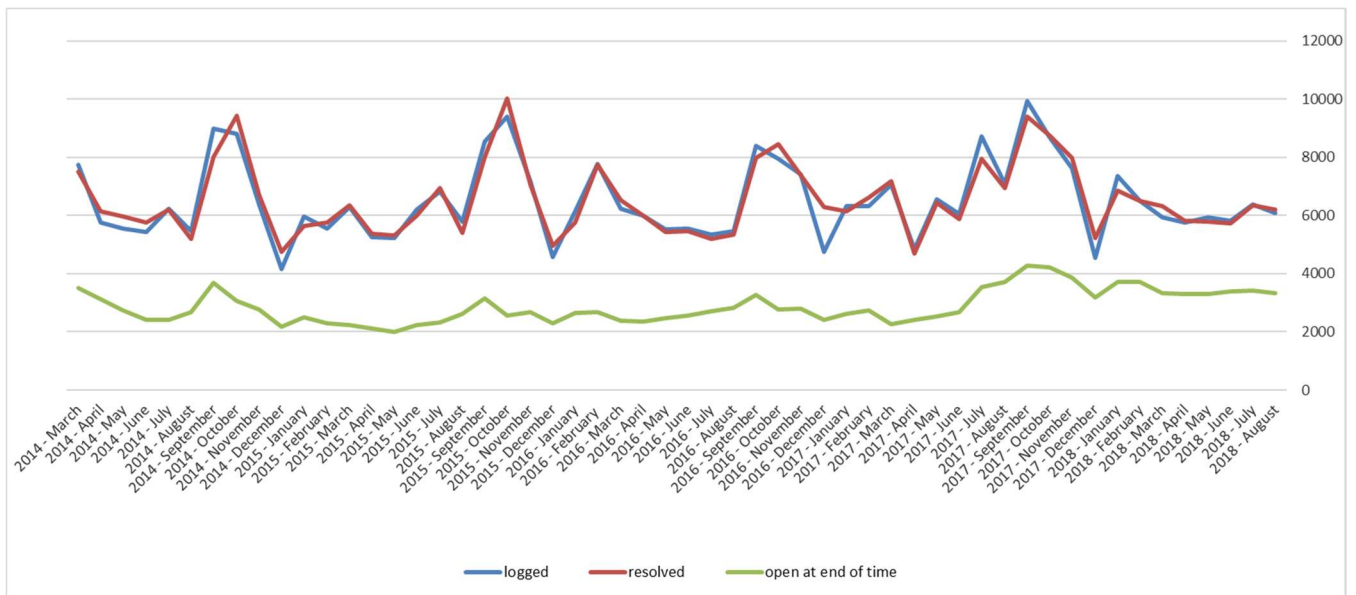


## August 2018 - Incident Management and Request Fulfilment

### Tickets recorded

2018 - August		
Incident Type	Logged	Resolved
Malfunction	890	979
Service Request	4752	4773
Change Request	46	48
Request for information	351	349
Information Security incident	41	40
<b>Total</b>	<b>6080</b>	<b>6189</b>

### Ticket trends over time

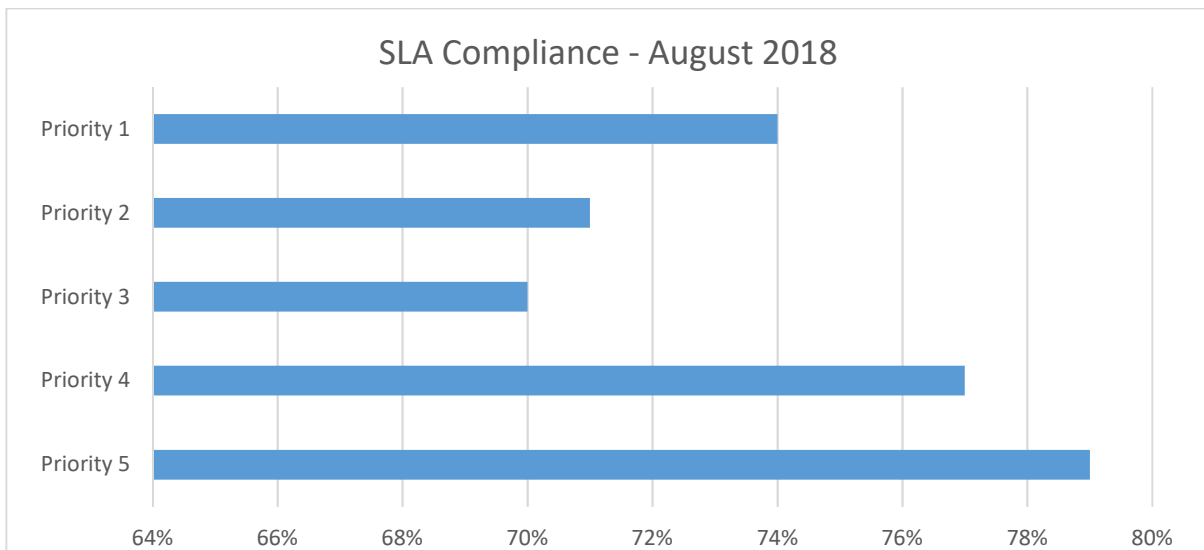


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

## Service Level Agreement Compliance

August 2018	SLA met	Number of contacts
Priority 1	466	627
Priority 2	1194	1681
Priority 3	1641	2343
Priority 4	203	265
Priority 5	854	1080
Total	4358	5996

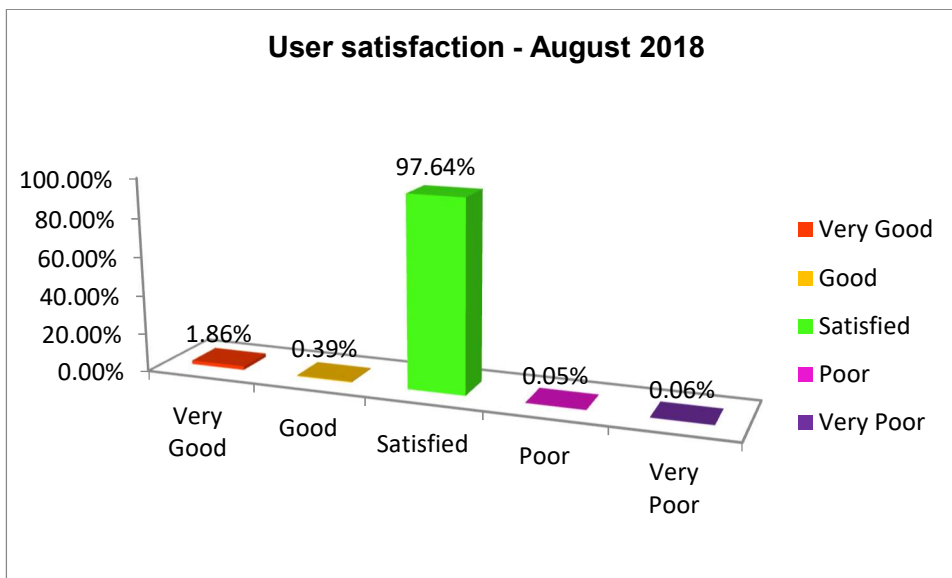
Our overall compliance for this month is 73% of all tickets.



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>

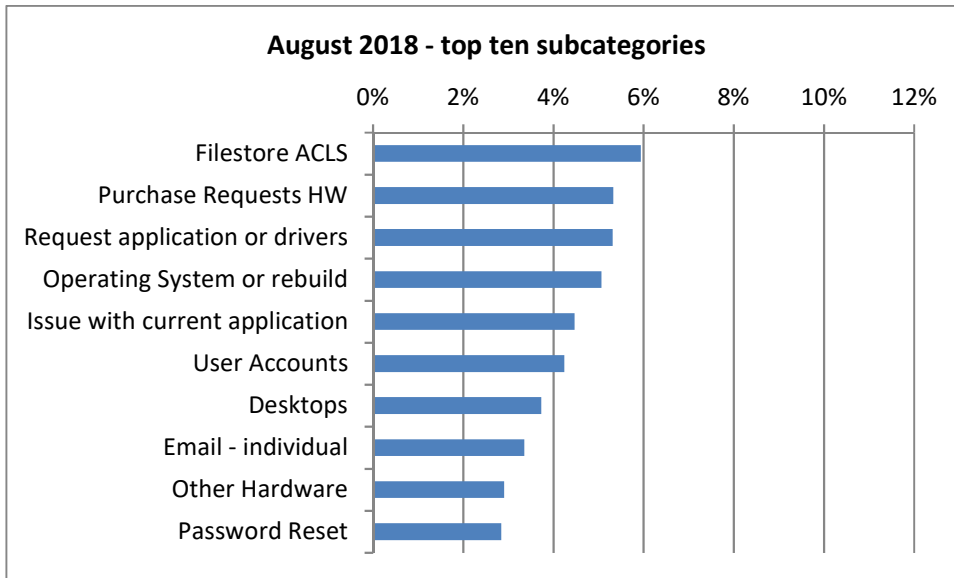
## User Satisfaction Ratings

2018 - August	
Very Good	115
Good	24
Satisfied	6043
Poor	3
Very Poor	4
Total	6189

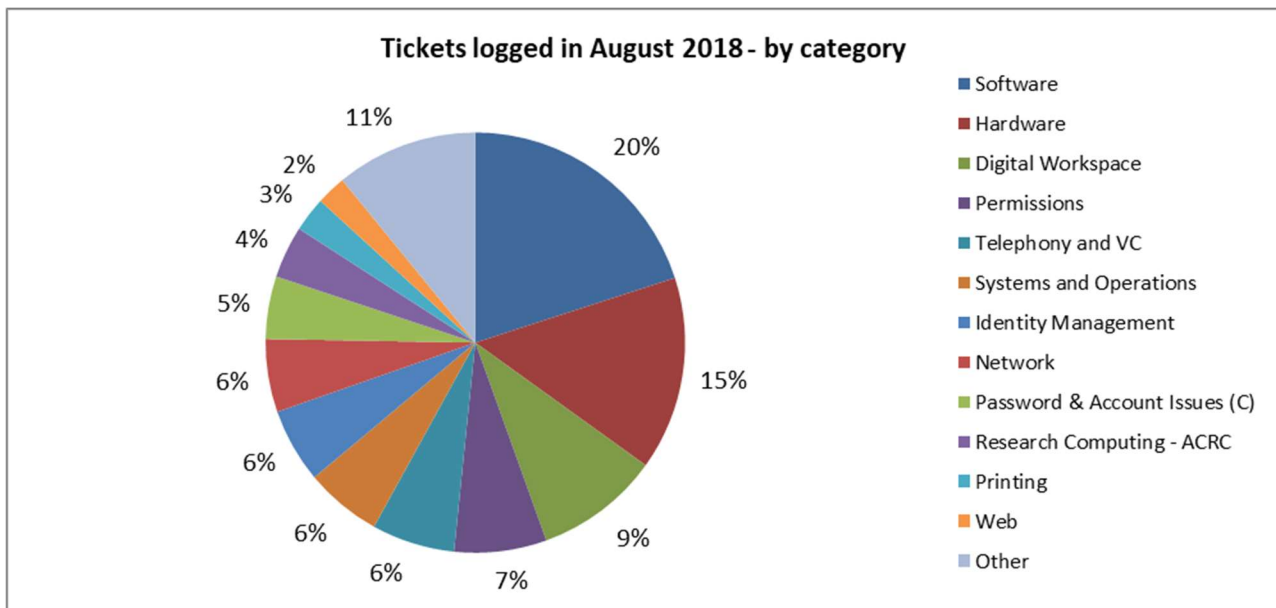


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

## Top ten subcategories



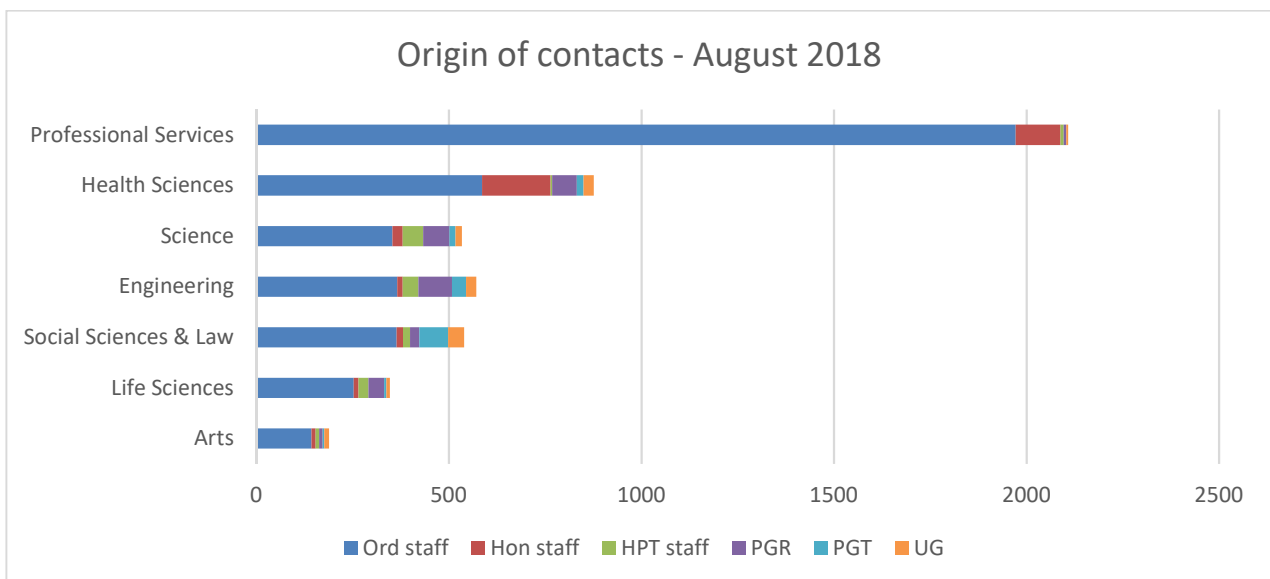
## Category of tickets



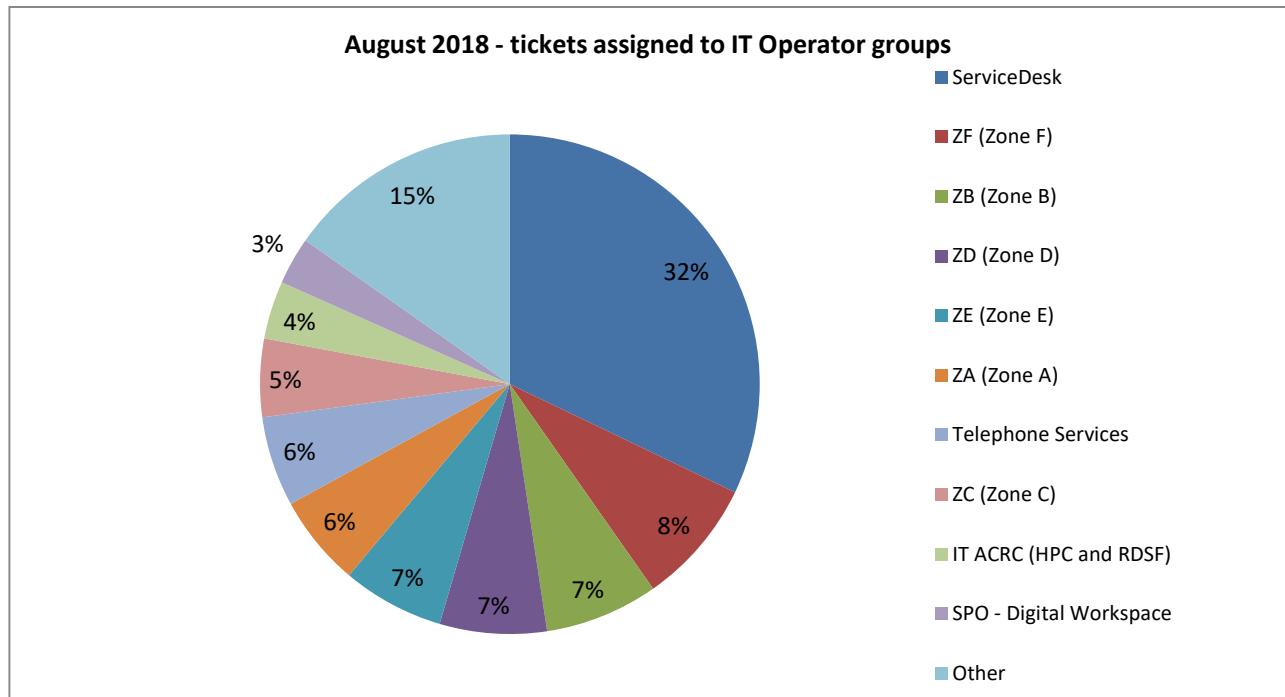
## Origin of tickets

August 2018	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	143	11	9	9	4	13	189
Life Sciences	253	12	26	41	6	9	347
Social Sciences & Law	364	17	18	24	75	42	540
Engineering	366	14	41	87	37	26	571
Science	353	27	53	68	16	17	534
Health Sciences	586	178	4	64	18	26	876
Professional Services	1972	116	9	6	0	5	2108
Unknown							915
Total							6080

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.

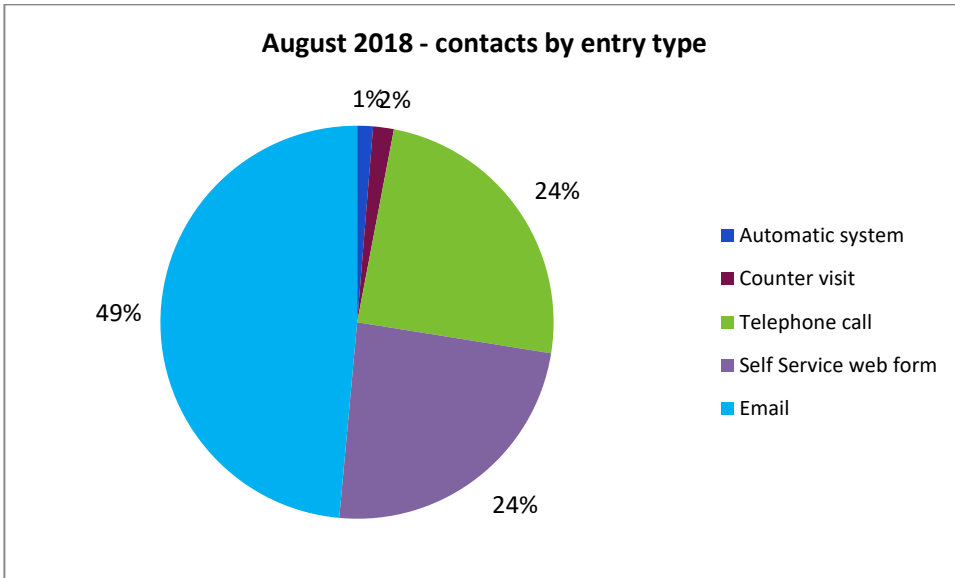


## Destination of tickets



## Entry type of tickets

2018 - August	
Automatic system	80
Counter visit	103
Telephone call	1490
Self Service web form	1455
Email	2952
<b>Total</b>	<b>6080</b>



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