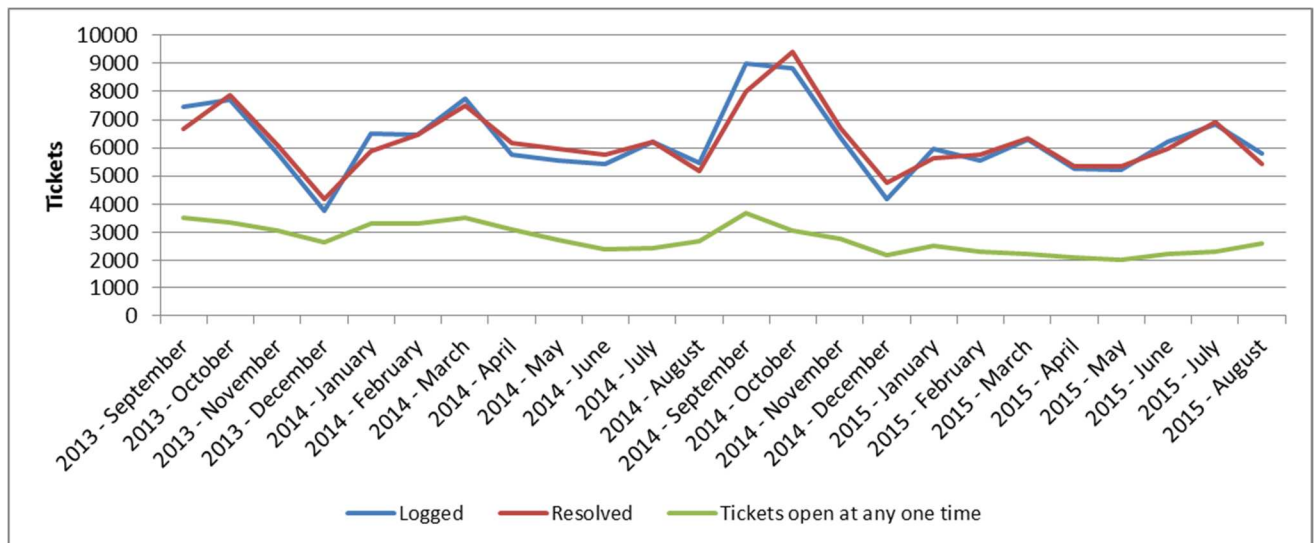


August 2015 - Incident Management and Request Fulfilment

Tickets recorded

2015 - August		
Incident Type	Logged	Resolved
Malfunction	1005	939
Service Request	4072	3791
Change Request	98	64
Request for information	624	617
Breach of Regulations	3	1
Total	5803	5412

Ticket trends over time

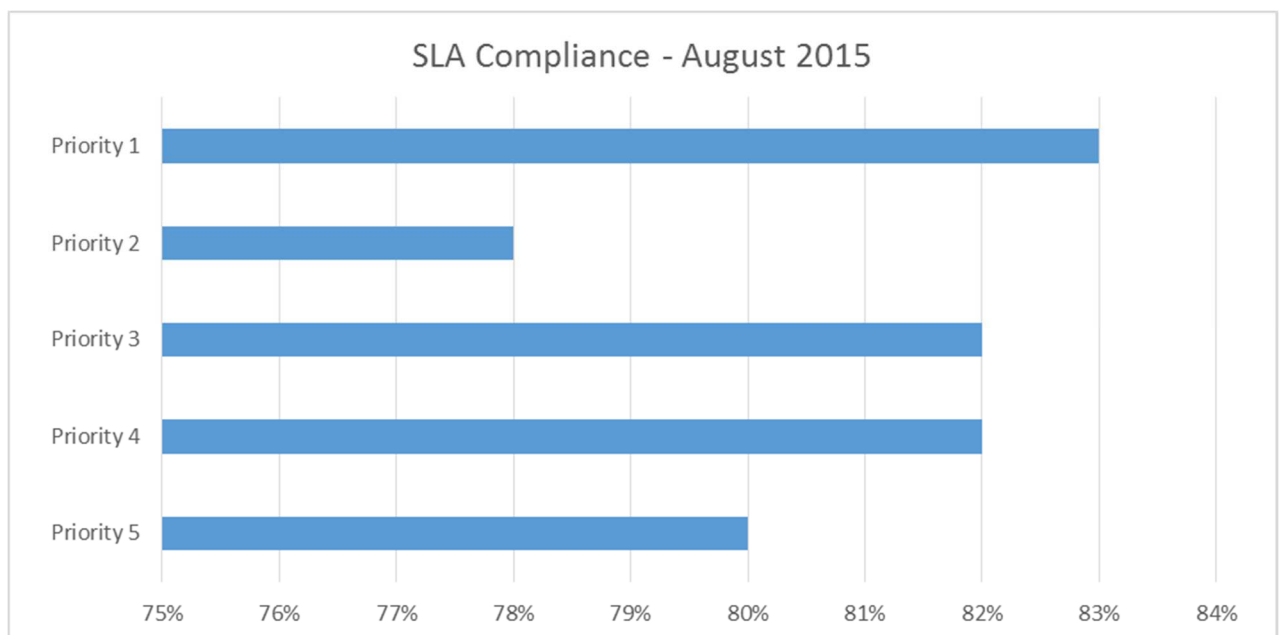


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

	SLA met	Number of contacts
Priority 1	542	651
Priority 2	809	1041
Priority 3	1709	2095
Priority 4	549	669
Priority 5	1035	1287
Total	4685	5803

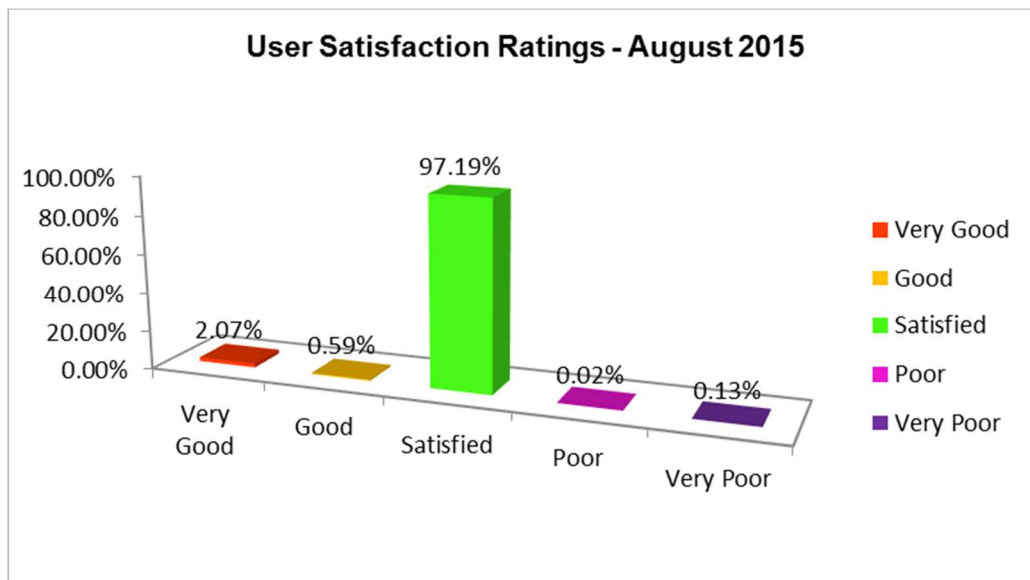
Our overall compliance for this month is 81% of all tickets.



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>

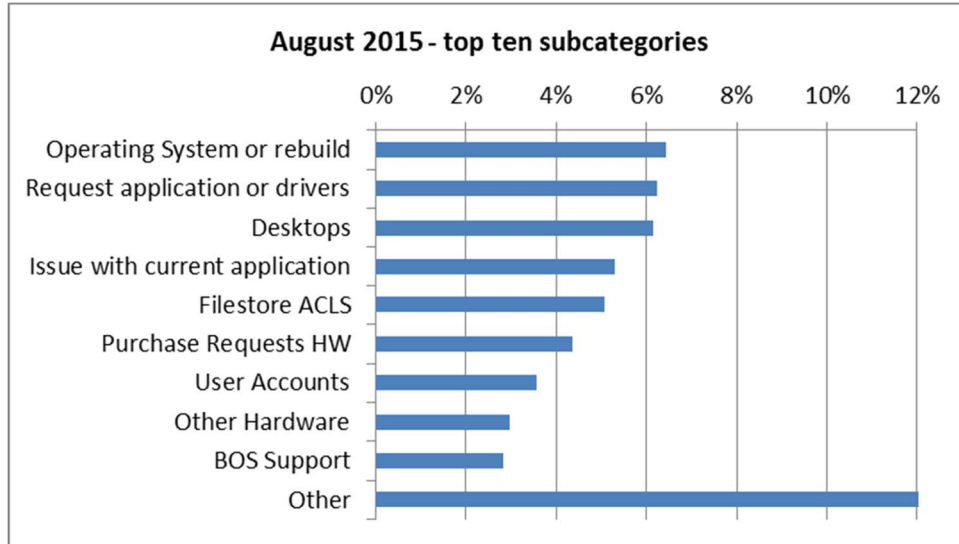
User Satisfaction Ratings

2015 - August	
Very Good	112
Good	32
Satisfied	5260
Poor	1
Very Poor	7
Total	5412

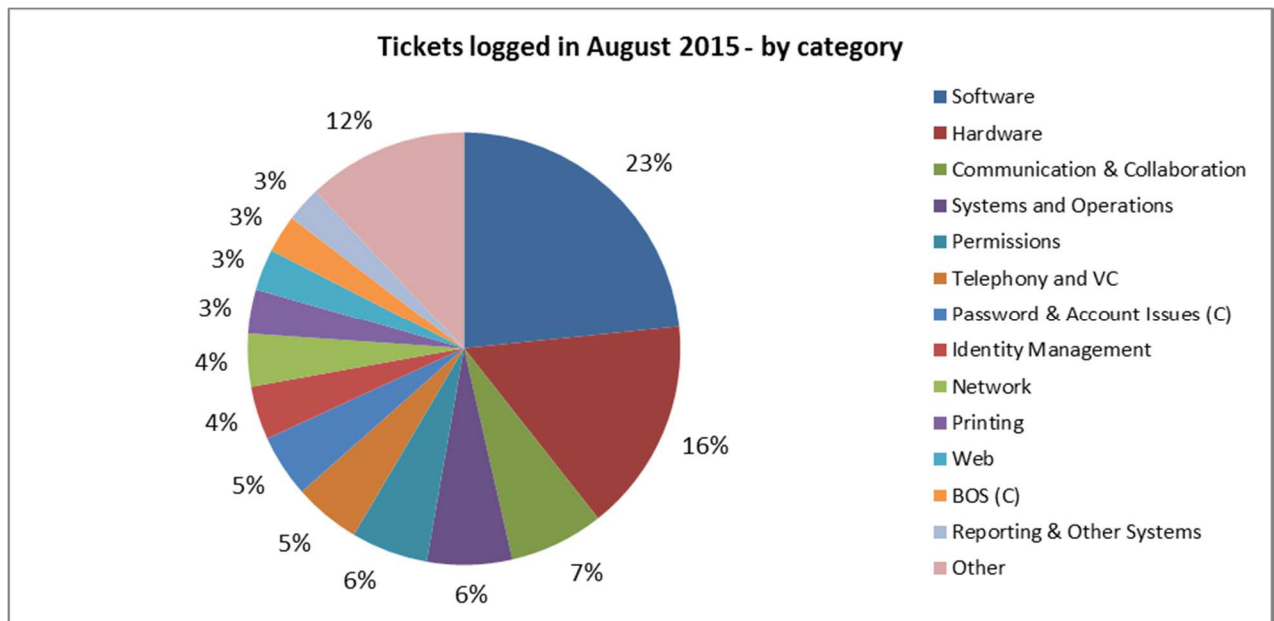


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



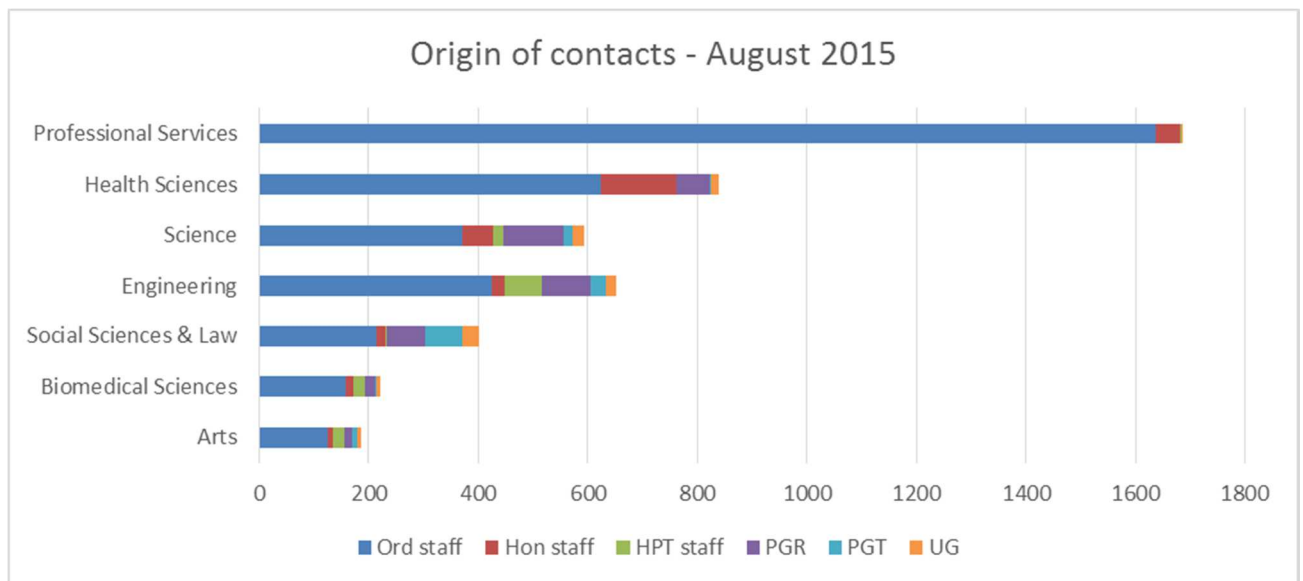
Category of tickets



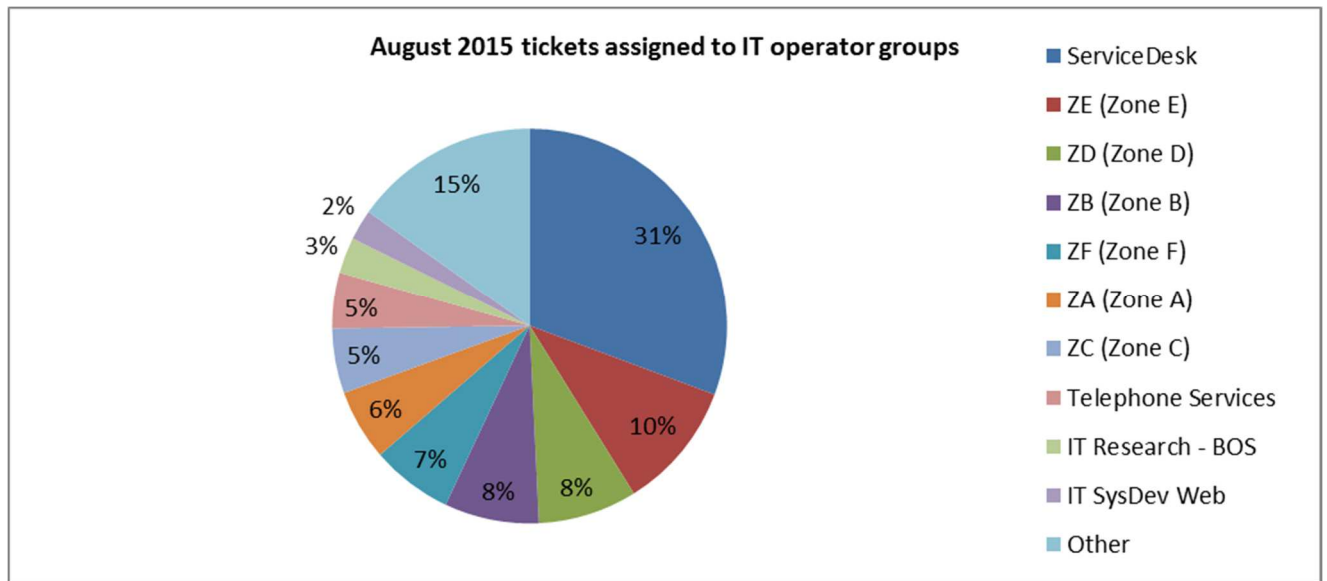
Origin of tickets

August	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	125	10	20	15	8	7	185
Biomedical Sciences	158	14	22	18	2	7	221
Social Sciences & Law	215	16	1	72	68	29	401
Engineering	426	23	67	90	27	18	651
Science	371	56	18	110	17	21	593
Health Sciences	624	137	0	62	3	13	839
Professional Services	1637	46	1	0	1	1	1686
Unknown							1227
Total							5803

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.

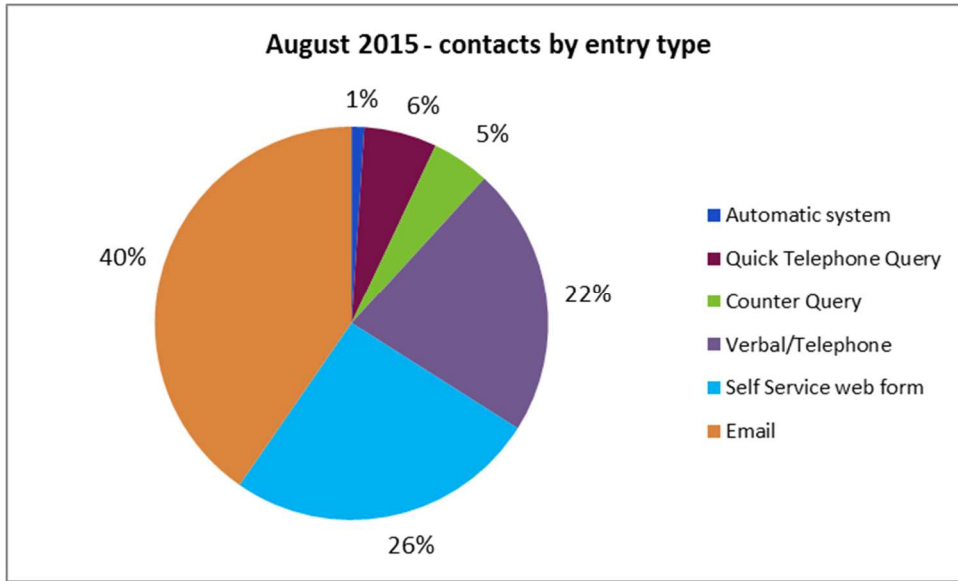


Destination of tickets



Entry type of tickets

2015 - August	
Automatic system	61
Quick Telephone Query	347
Counter Query	277
Verbal/Telephone	1287
Self Service web form	1489
Email	2342
Total	5803



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