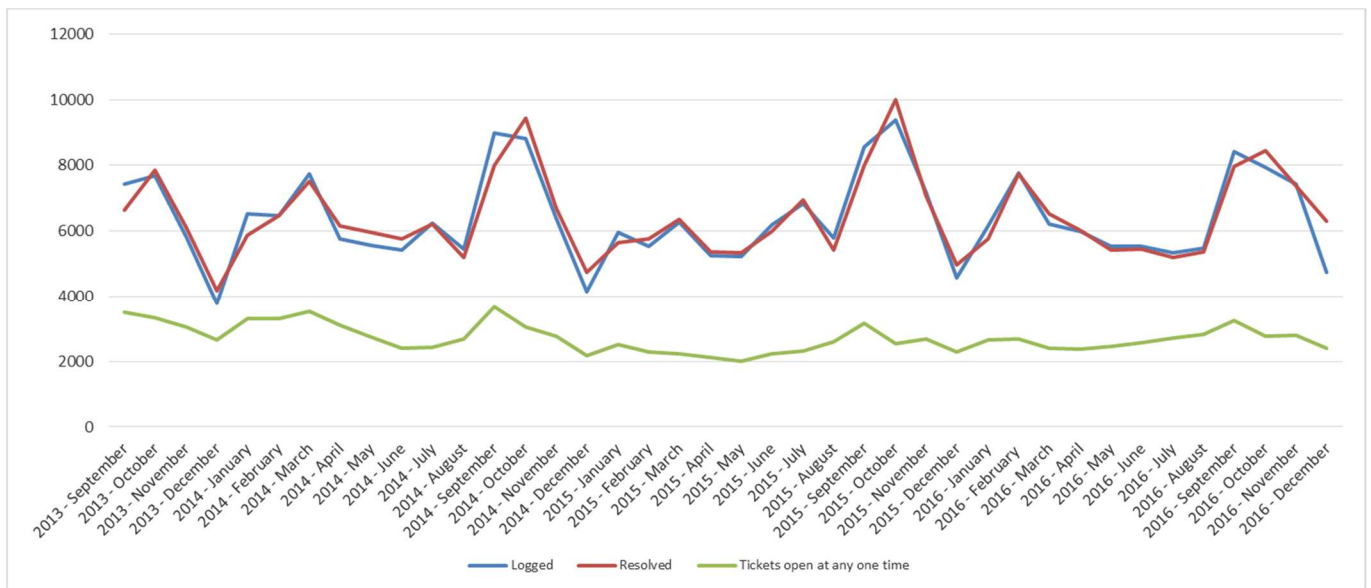


December 2016 - Incident Management and Request Fulfilment

Tickets recorded

| 2016 - December | | |
|-------------------------------|-------------|-------------|
| Incident Type | Logged | Resolved |
| Malfunction | 1056 | 1095 |
| Service Request | 3145 | 3497 |
| Change Request | 43 | 38 |
| Request for information | 445 | 472 |
| Information Security incident | 43 | 26 |
| Total | 4745 | 6289 |

Ticket trends over time

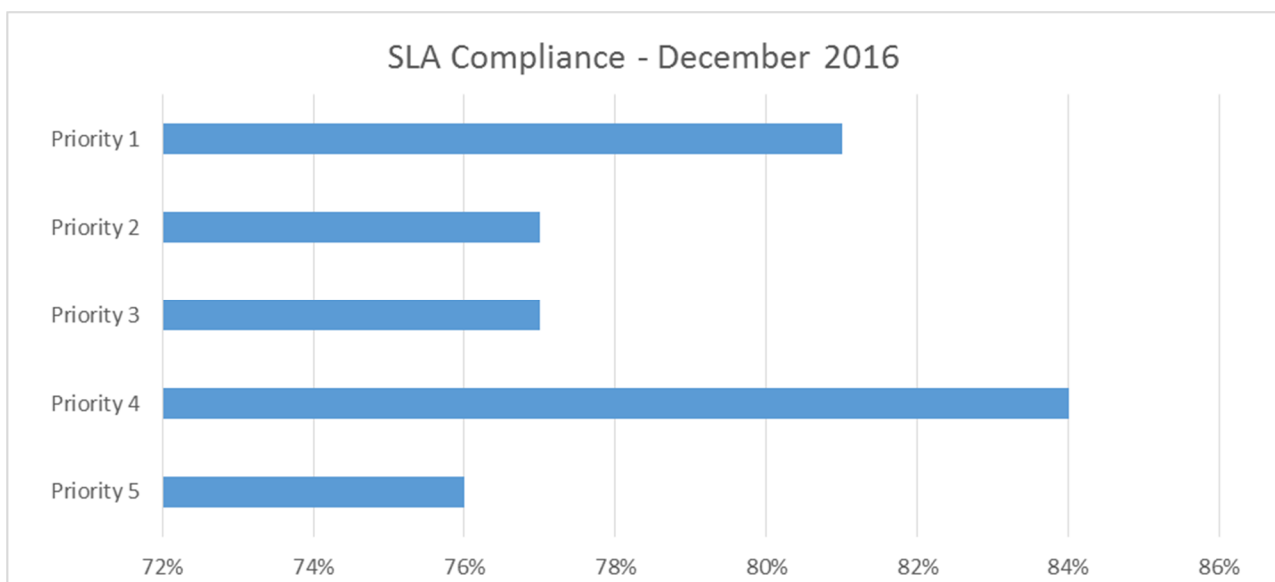


Tickets open at any one time equate to approximately 10 per member of IT Services staff.

Service Level Agreement Compliance

| December 2016 | SLA met | Number of contacts |
|---------------|---------|--------------------|
| Priority 1 | 409 | 505 |
| Priority 2 | 667 | 869 |
| Priority 3 | 1444 | 1879 |
| Priority 4 | 224 | 266 |
| Priority 5 | 888 | 1176 |
| Total | 3632 | 4695 |

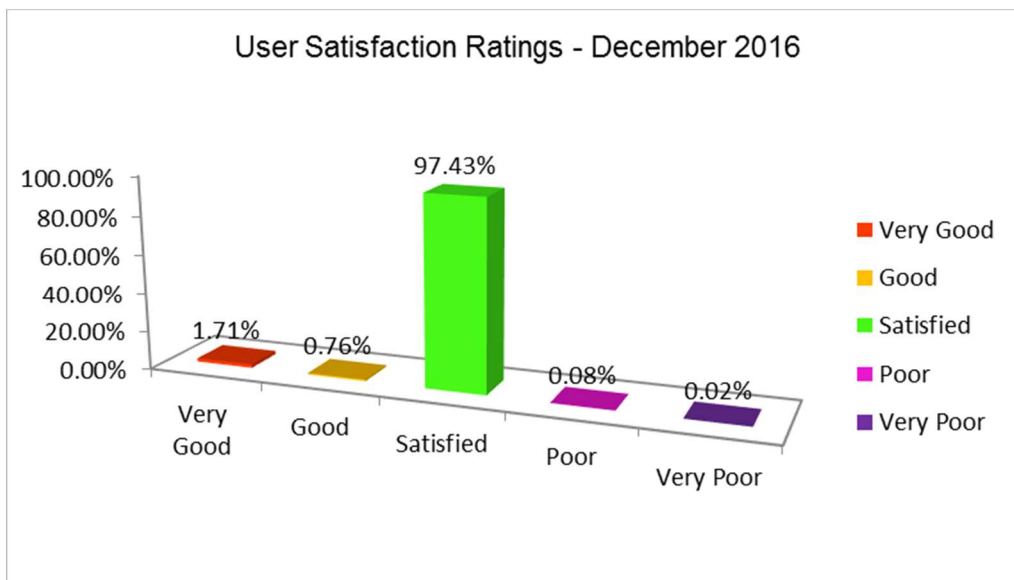
Our overall compliance for this month is 77% of all tickets.



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>

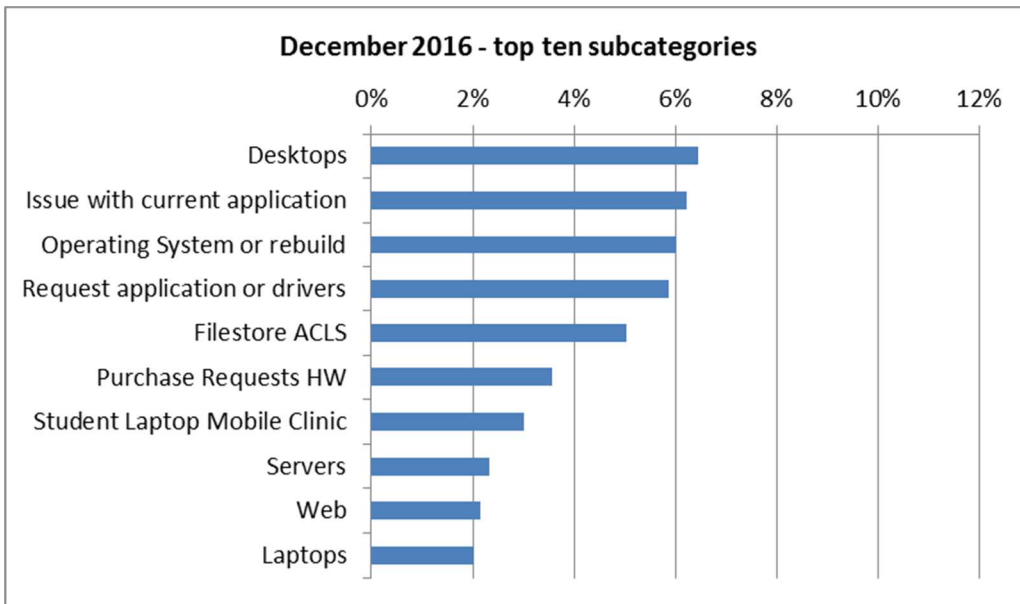
User Satisfaction Ratings

| 2016 - December | |
|-----------------|------|
| Very Good | 88 |
| Good | 39 |
| Satisfied | 5014 |
| Poor | 4 |
| Very Poor | 1 |
| Total | 5146 |

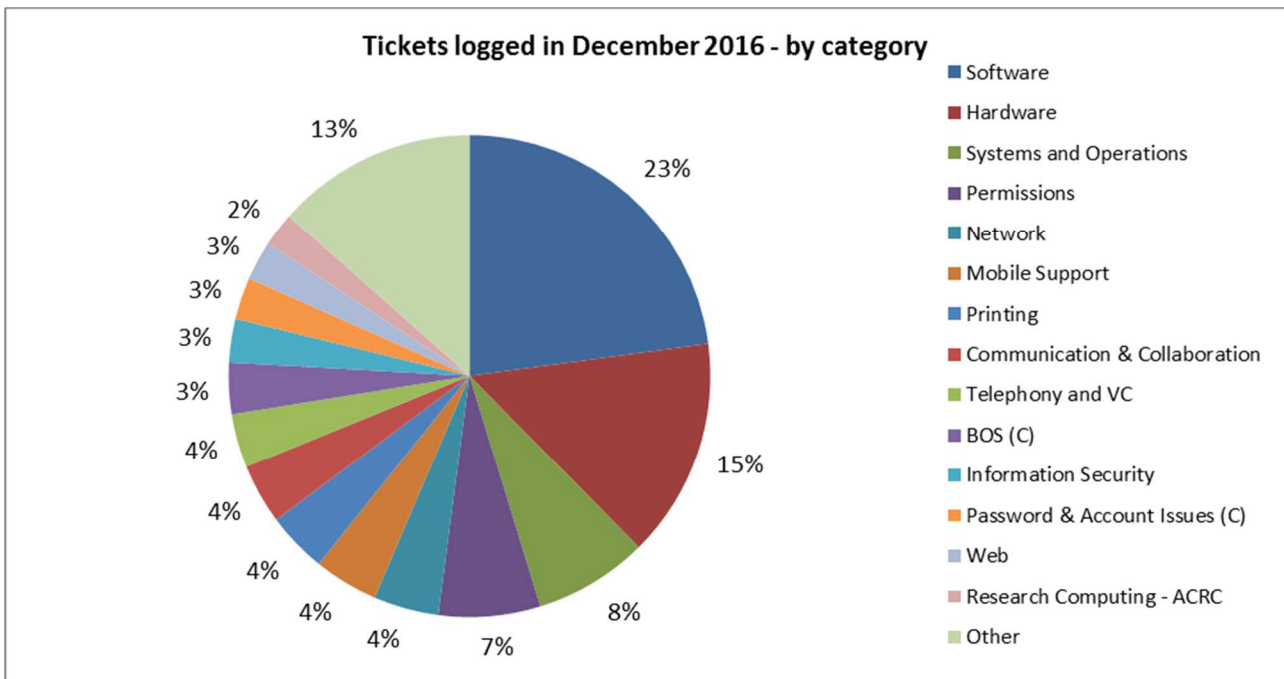


Tickets registered as 'poor' or 'very poor' are flagged to the customer services team via an automated alert for further investigation and response.

Top ten subcategories



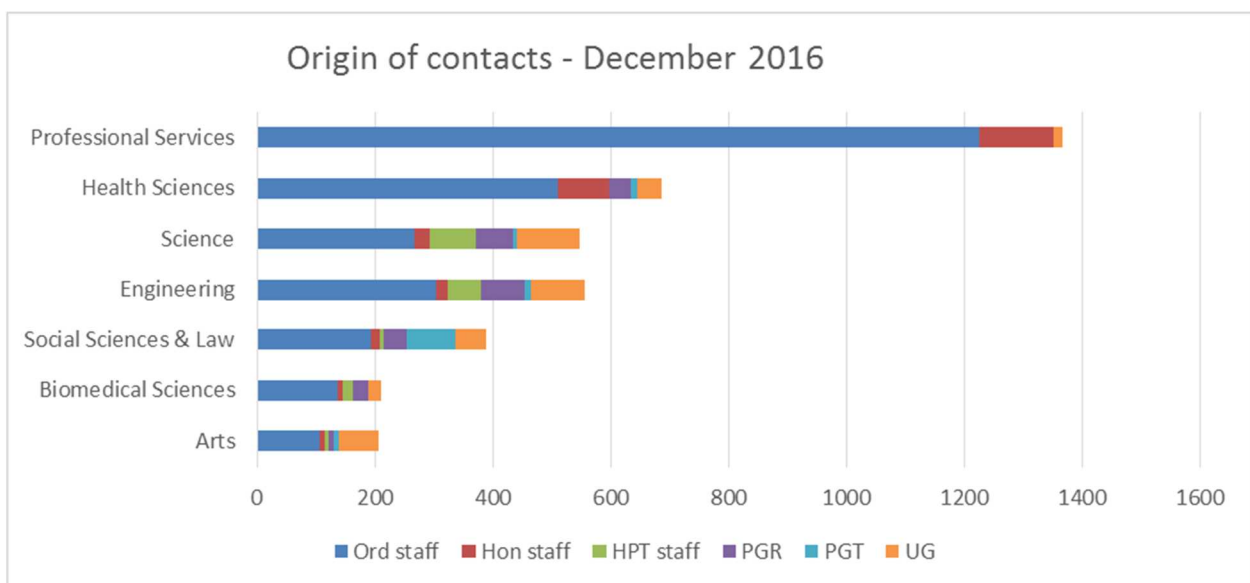
Category of tickets



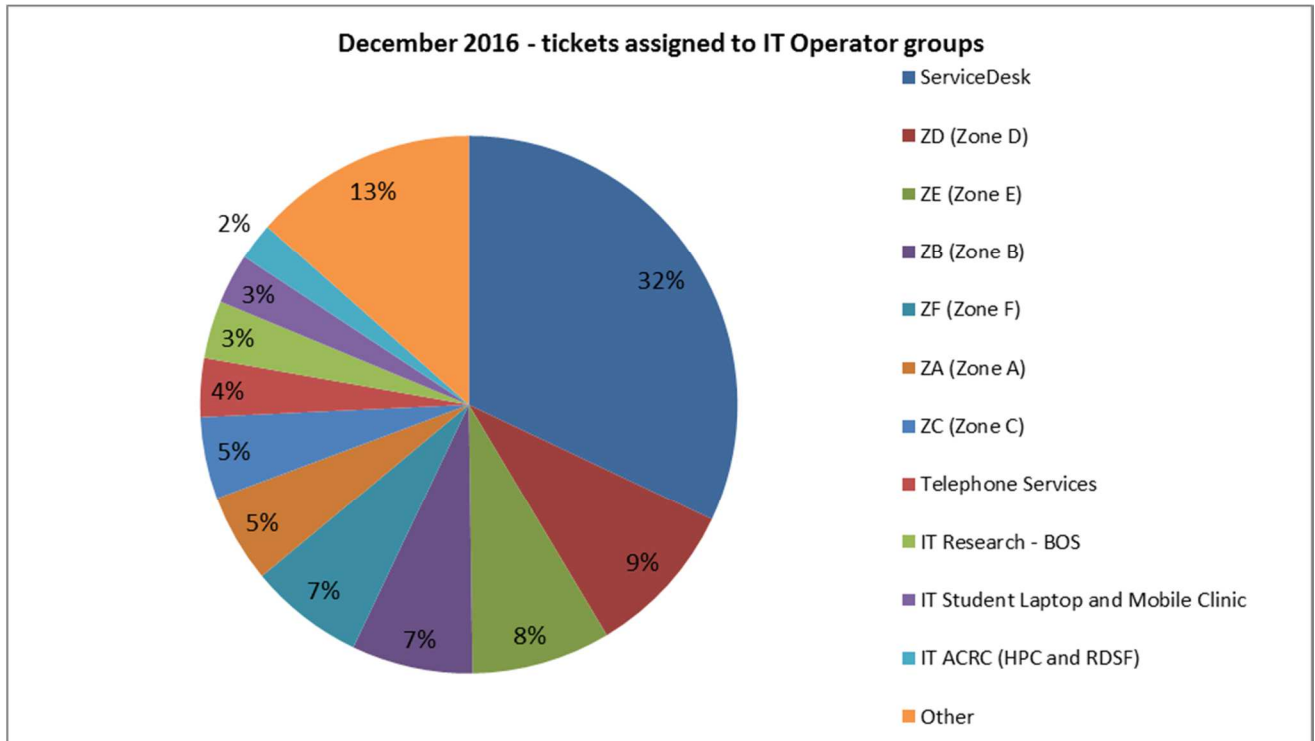
Origin of tickets

| December 2016 | Ord staff | Hon staff | HPT staff | PGR | PGT | UG | Totals |
|-----------------------|-----------|-----------|-----------|-----|-----|-----|-------------|
| Arts | 107 | 8 | 7 | 8 | 10 | 67 | 207 |
| Biomedical Sciences | 137 | 9 | 16 | 26 | 2 | 21 | 211 |
| Social Sciences & Law | 194 | 14 | 8 | 39 | 82 | 53 | 390 |
| Engineering | 305 | 18 | 57 | 75 | 10 | 92 | 557 |
| Science | 268 | 26 | 78 | 62 | 7 | 107 | 548 |
| Health Sciences | 510 | 87 | 0 | 38 | 11 | 40 | 686 |
| Professional Services | 1225 | 127 | 0 | 0 | 0 | 14 | 1366 |
| Unknown | | | | | | | 780 |
| Total | | | | | | | 4745 |

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.

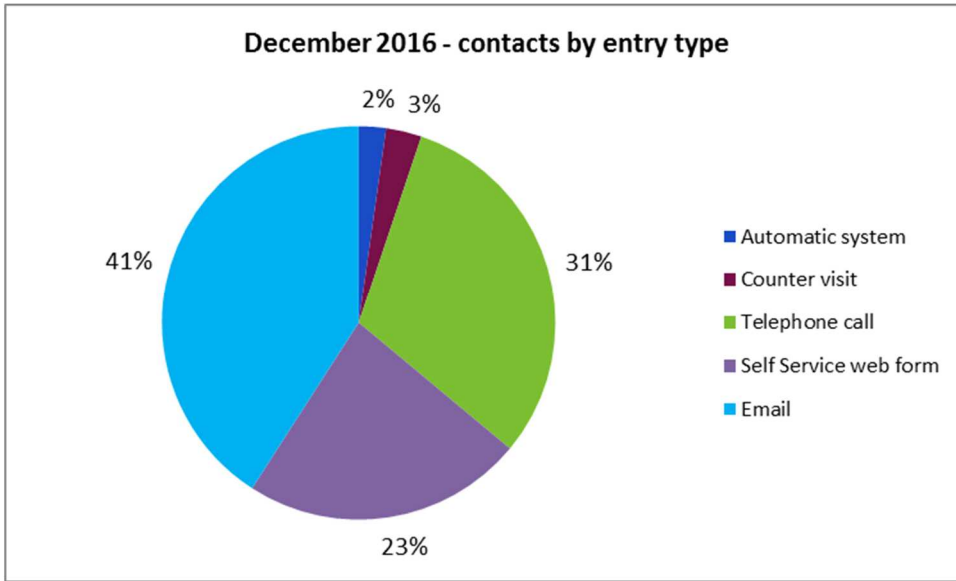


Destination of tickets



Entry type of tickets

| 2016 - December | |
|-----------------------|-------------|
| Automatic system | 106 |
| Counter Visit | 139 |
| Telephone call | 1465 |
| Self Service web form | 1095 |
| Email | 1940 |
| Total | 4745 |



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